



EUROPEAN UNION - Delegation to the State of Israel

האיחוד האירופי - המשלחת למדינת ישראל

الاتحاد الأوروبي - البعثة إلى دولة إسرائيل

CLEANING SERVICE CONTRACT 2011-016-DELISRT-SER-CD

TECHNICAL SPECIFICATIONS

1. CONTRACTING AUTHORITY

The European Union, represented by the Delegation of the European Union to the State of Israel, here represented by Mr. Andrew STANDLEY, Head of the Delegation, 5-7 Shoham Street, 52521 Ramat Gan.

2. PROCUREMENT PROCEDURE

The attribution of the contract will be made with an **open procedure**, where any interested economic operator may submit a tender. Offers are submitted in sealed envelopes and opened by the opening committee in public.

3. PURPOSE OF THE TENDER

The object of the call for tender is the conclusion of a service contract with a company specialised in cleaning of premises, which will have to cover a cleaning service specific to the Delegation of the European Union to the State of Israel.

3.1. DESCRIPTION OF THE PREMISES

The office of the Delegation of the European Union to the State of Israel, located at 5-7 Shoham Street in Ramat Gan is the subject of this contract.

The office space on floor 1 covers 750 square meters.

The office space on floor 2 covers 860 square meters.

The total office space of **1.610 square meters** includes halls and corridors, around 40 rooms including offices, conference and meeting rooms, toilets, kitchens, doors, archives and storage, as well as interior windows.

3.2. SCHEDULE OF THE TASKS

All tasks referred to in Article 3.3. must be executed on working days when the Delegation is open.

The office is open Monday to Thursday, from 08:00 to 17:00 and Friday from 08:00 to 13:00. Services have to be offered during 8.15 hours from Monday to Thursday and during 4.30 hours on Friday.

The office is closed on Saturday and Sunday, on public holidays of the State of Israel and on

the 9th of May.

3.3. TASKS TO BE EXECUTED

3.3.1. Tasks to be executed on a daily basis in the premises of the Delegation:

Dusting and cleaning of all exposed surfaces such as desks, bookcases, tables and cabinets.

Cleaning and sweeping of parquet and tiles floors

Emptying waste baskets and removal of waste to the containers

Collecting crockery and cutlery from offices and meeting rooms

Washing dishes

Cleaning of kitchens (1 main, 2 small) and dining area (1) and their contents

Cleaning, sweeping and disinfection of the toilets, washbasins, mirrors, ceramics and placing toilet paper, paper towels, anti-bacterial soap, refreshers and toilet seat paper covers when necessary.

Cleaning and sweeping of the staircase

To make and serve coffee daily or as required, and to provide assistance at meetings in serving of refreshments : coffee, tea, juices and snacks as necessary

3.3.2. Tasks to be executed once a week in the premises of the Delegation

Dusting and cleaning of technical appliances (computers, telephones, faxes, printers).

Disinfection of computer keyboards and telephone sets

Dusting all wood finished doors and cleaning the glass on the doors.

Dusting all window frames.

Vacuuming of carpets (3)

Watering of plants

3.3.3. Tasks to be executed twice a year

Cleaning of interior windows

Cleaning of curtains and vertical blinds with appropriate products

3.3.4. Tasks to be executed once a year or at the request of the Delegation:

Deep cleaning of 5 sofa and 3 carpets.

3.3.5. Tasks to be executed on an ad hoc basis, when necessary and/or at the request of the Delegation

The Delegation may request additional related tasks if necessary

The Delegation of the European Union to the State of Israel reserves the right to modify at any time the schedule of the tasks listed above. The volume of works can be reduced on the basis of a written instruction. An increase would require a written agreement.

3.4. NUMBER OF STAFF TO BE ALLOCATED

The tenderer must specify the number of staff proposed, based on the area to be cleaned and services to be performed

3.5. POST DESCRIPTION

3.5.1 Supervisor

The Contractor must designate a responsible employee, having experience of at least 5 years in the sector of activities covered by the contract. In addition to the tasks described in point 3.3, the competence of the responsible employee, who shall be the Contractor's contact person, is such that he/she will be capable of solving problems related to the execution of the contract at all times. He/she shall work on the spot on a full time basis. In case of absence, a deputy with the same qualifications will replace him/her.

3.5.2 Technical staff

See point 3.3 for the nature of the tasks to be performed. The number of staff is to be determined by the tenderer.

3.6. CLEANING EQUIPMENT AND MATERIALS

Cleaning equipment and materials will be provided by the Delegation.

4. TERMS APPLICABLE TO THE CONTRACTOR AND THE CONTRACTOR'S EMPLOYEES

During the duration of the contract, the Contractor is and remains the employer of its staff.

The Contractor recruits, trains and remunerates the staff required for the cleaning of the premises and engages this staff under his sole responsibility. *Motivation methods of the cleaning staff (such as salaries, training, medical follow-up, equipment, extra-legal advantages, etc ..) will be highly valued by the selection committee. Tenderers should provide an indicative grid of net salary paid to proposed staff.*

The Delegation reserves the rights to:
approve any staff that will be working in the Delegation's premises,
at any time require proof of remuneration and social contributions paid for the cleaning personnel

The Contractor insures its staff members against work accidents and engages itself to respect the legislation in place regarding labor matters, social security and taxation, and all other matters related to the services rendered.

The Contractor shall inform the Delegation, in writing, of the identity of the all staff allocated to perform the duties in the Delegation's premises (whether they are employed on permanent or temporary basis), by supplying a copy of their ID card. The contractor shall also be responsible for providing criminal record and health report of his staff. The contractor shall in addition inform, in writing in advance, of the identity of replacement staff.

The Contractor shall replace immediately any of his employees who would be absent for any reason, in order to ensure continuity of the service.

The Delegation reserves the right to refuse access, for any reason of its own, to any employee of the Contractor. The Contractor shall replace immediately any such employee.

It is forbidden for the Contractor's staff to take with them any objects, even if declared useless, that belongs to the Delegation.

It is forbidden for the Contractor's staff to take knowledge of any document of the Delegation, except if related to this contract, to the concerned employee or to the execution of his/her duties.

The Contractor engages itself neither to use nor to communicate any information, document, knowledge regarding the Delegation to any third party. This obligation will bind the Contractor and its employees. This obligation will also bind the Contractor and his employees after termination of the execution of this contract.

The Contractor must obtain a signed declaration, regarding the mentioned confidentiality, from each employee linked to the execution of this contract and must provide copy thereof to the Delegation at the start of this contract and upon taking up function (for new employees). In this declaration, the employee must commit in writing to respect the secrecy of any information which he/she could have knowledge of on the occasion of the execution of their work and to not make known or public to any third party or to use for his/her own profit, any document or information, even after retirement from his/her job.

The Contractor shall not use the premises of the Delegation and the equipment and material contained in it for other purposes than for the execution of this contract and exclusively for the needs of the Delegation.

The Delegation reserves the right to give instructions to the contractor's staff. These instructions can only be issued by the Head of Delegation or the Delegation's Administration. These instructions can only relate to the execution of this contract and can under no circumstances involve major changes which would result in the contractor becoming unable to perform the contractual duties.

5. TERMS OF PAYMENT

At the end of each month the Contractor will provide an invoice to the Delegation to request payment, in accordance with the conditions laid down in the contract.

In case no service has been provided on a working day, the monthly invoiced amount will be reduced as follows. For each day of non-service, 1/20 (one twentieth) of the monthly amount invoiced will be deducted. Each part of a day of non-service will be counted as a full day.

The price tendered and contracted shall be in Euro but the monthly invoiced amount paid by the Delegation will be in Israeli Shekels at the Inforeuro rate of the month concerned. The Delegation cannot be held responsible for any bank charges applied by the bank or the inter-bank clearing system.

6. CONTRACT

The purpose of the call for tender is the conclusion of a 1 year contract, renewable up to 3 times, for a maximum period of 4 years, at the Delegation's initiative, and under the same conditions as the initial contract, except for indexation.

The Delegation reserves the right to, at any time, assess the performance of the contractor. Failure to perform the requested tasks may be regarded as a basis for termination of the contract.

7. CONSORTIUM OF COMPANIES

The tenders emanating from consortia of companies or of groups of contractors have to specify the legal status of the consortium, the leader of the group, the role, the titles and the experience of each member of the group. In any case, at least one of the members of the group must be registered as a cleaning company with the Authorities in the State of Israel

8. CONDITIONS FOR PARTICIPATION

8.1 Exclusion criteria : See notice OJ 2011-094237 , point III.2.1

8.2 Selection criteria :
- Economic and financial capacity : See notice OJ 2011-094237, point III.2.2
- Technical capacity : See notice OJ 2011-094237, point III.2.3

9. TIME SCHEDULE AND PROCEDURE

The applicants have to submit their tender, together with the documentation required under point 8, either by post or courier no later than **22/08/2011** to the address mentioned in point 1. Evidence of the date of dispatch shall be constituted by the postmark or the date of the dispatch slip obtained from the courier company.

The tender and required documentation can also be delivered by hand no later than **22/08/2011** at **16 a.m. local time** to the address mentioned in point 1. In this case, evidence of the date of submission shall be constituted by return of a receipt signed and dated by the receptionist of the Delegation.

Tenders must be placed inside two sealed envelopes. The inner envelope, addressed to Martine van Wassenhove – Administration section, should be marked as follows: **"Invitation to tender — not to be opened by the internal mail department"**. If self-adhesive envelopes are used, they must be sealed with adhesive tape and the sender must sign across this tape.

The inner envelope must also contain two sealed envelopes, one containing the technical offer and the other the financial offer. Each of these envelopes must clearly indicate the content ("Technical" and "Financial").

The **opening** of the offers from the candidates will take place on **31/08/2011 at 10 a.m.** at the address mentioned in point 1.

All potential tenderers can **visit** the premises described in point 3.1 on the **27/07/2011, at 10.00 a.m.**

9.1. Additional information

Tenders must be:
signed by the tenderer or his duly authorised representative;
perfectly legible so that there can be no doubt as to words and figures;

The minimum time frame during which the tenderer must maintain its tender is 6 months from the deadline stated for receipt of tenders.

Submission of a tender implies acceptance of the terms and conditions set out in the specifications and in the draft contract and, where appropriate, waiver of the tenderer's own general or specific terms and conditions. It is binding on the tenderer to whom the contract is awarded for the duration of the contract.

Contacts between the Delegation and tenderers in relation to this call for tender are prohibited throughout the procedure, save in exceptional circumstances and under the following condition only :

At the request of the tenderer, the Contracting Authority may provide additional information solely for the purpose of clarifying the nature of the contract.

Requests for additional information received less than six working days before the closing date for submission of tenders will not be processed.

The tender documentation can be submitted in any official language of the EU.

Tenderers or their representatives have the opportunity to be present at the opening of tenders under this open tender procedure. To take part in the public opening session, tenderers or their representatives must notify the Contracting Authority about the identity of the maximum 1 person authorised to represent each of them.

Costs incurred in preparing and submitting tenders are borne by the tenderers and cannot be reimbursed. The tender documentation will be sent free of charge for the Contracting Authority.

All documents related to the procurement procedure are available until 14/08/2011 on the Delegation's website:

http://eeas.europa.eu/delegations/israel/funding_opportunities/administrative_tenders/index_en.htm

10. AWARD ARRANGEMENTS AND CRITERIA

The contract will be awarded to the tenderer, not subject to exclusion criteria, fulfilling the selection criteria mentioned under point 8 and offering the best value for money for the Delegation, taking into account the price and technical award criteria as defined below.

TECHNICAL AWARD CRITERIA

No	Criteria	Max number of points	Comments
1	Organisation of work	50 (min 25)	The tenderer should outline how the work will be organised and how the cleaning services will be provided without interruptions (sick leave, annual leave etc.). He should also indicate the role played by the management
2	Human resources management	30 (min 15)	The tenderer should indicate his approach concerning the salaries, additional benefits, training, leave, etc. granted to the staff and give an indicative list of net salary proposed
3	Regular quality assessment	20 (min 10)	The tenderer should describe the method of quality assessment.

A minimum of 60 points will be required to pass the Technical quality check.

Calculation of the most advantageous offer

The offer to be selected, among the eligible offers (not subject to exclusion criteria and fulfilling the conditions for participation mentioned under Point 8) will be the most advantageous one for the Delegation of the European Union, taking into consideration technical and price criteria, i.e. the one that will be attributed the highest number of points calculated with the following formula:

Score for tender X = cheapest price/price of tender X * total quality score (out of 100) for all criteria of tender X