




EUROPEAN UNION

OFFICE TO HONG KONG AND MACAO

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TENDER SPECIFICATIONS

EEAS/DELHKG/030-SER-2016

**Negotiated Procedure - Provision of Cleaning Services / Beverage Services at the
Office of the European Union to Hong Kong and Macao**

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1. INTRODUCTION

The contracting authority is the European Union (hereinafter referred to as the "contracting authority"), represented by the Head of the Office of the European Union to Hong Kong and Macao or its duly authorized representative.

The contracting authority plans to conclude a direct service contract for the provision of office cleaning and beverage services at as described under point 2.

The duration of the performance of the contract shall not exceed 48 months.

2. SUBJECT OF THE CONTRACT

The Contractor must provide the human and material resources necessary to provide the

- cleaning services of the offices;
- beverage services for visitors to the Office.

The place of performance is Hong Kong (19/F and 20/F, St John's Building, 33 Garden Road, Central).

3. DESCRIPTION OF PUBLIC PROCUREMENT PROCEDURE

The economic operators interested in this contract shall submit their complete tenders, including all documents as described under point 7 by the deadline indicated in the letter of invitation to tender.

An e-mail address and/or a fax number of the tenderer shall be provided in the cover letter. It is the responsibility of the tenderer to regularly consult the e-mails received.

The evaluation of tenders will be made in the following order:

- access to public procurement,
- exclusion criteria,
- selection criteria,
- award criteria.

4. ELIGIBILITY OF ECONOMIC OPERATORS

4.1. Access to public procurement

Participation in this tender procedure is open on equal terms to all natural and legal persons:

- in one of the European Union Member States;

- in a third country which has a special agreement with the European Union in the field of public procurement¹ on the conditions laid down in the agreement;
- in a country registered as a signatory of the Government Procurement Agreement (GPA) concluded within the WTO²;
- exceptionally, in Hong Kong.

Economic operators must confirm that they have their headquarters or domicile in one of the abovementioned States and present the supporting evidence normally acceptable under their own law.

4.2. **Non-exclusion of economic operators**

Economic operators who have access to public procurement are evaluated on the basis of the information provided in their tenders for exclusion criteria.

Economic operators shall provide a declaration on honour on exclusion criteria and selection criteria (declaration on honour) – Annex 1 attached to the tender specifications duly filled in, signed and dated by the legally authorised representative.

Whenever requested by the contracting authority, the candidate or tenderer shall provide the supporting documents confirming the declaration on honour.

The successful tenderer to whom the contract is to be awarded shall provide, within a time limit defined by the contracting authority and preceding the signature of the contract, the evidence referred to under point 4, confirming the declaration on honour.

4.3. **Selection of economic operators**

Tenderers must prove their legal, regulatory, economic, financial, technical and professional capacity to perform the services subject to this call for tender by meeting the selection criteria and minimum requirements listed in points 4.3.1, 4.3.2 and 4.3.3 hereafter.

Tenderers must provide only a declaration on selection criteria attached to the tender specifications – Annex 1 duly filled in, signed and dated by the legally authorised representative. The selection criteria are to be met respecting the requirements here below.

The successful tenderer will be requested to provide the documents mentioned as supporting documents on selection criteria in the declaration on their honour and in this tender specifications before the signature of the contract and within a deadline given by the contracting authority.

4.3.1. Legal and regulatory capacity criteria and evidence

Candidates must prove their legal and regulatory capacity to perform the services under point 2 by providing:

¹ Regardless the estimated value of the tender: **FYROM, Albania, Montenegro, Serbia and Bosnia and Herzegovina** (under the Stabilisation and Association Agreement), **Iceland, Norway and Liechtenstein** (under the EEA Agreement);

² **Armenia, Canada, Chinese Taipei, Hong Kong, Israel, Japan, Korea, the Netherlands with respect to Aruba, Singapore, Switzerland, and the United States.**

- Proof of enrolment in a relevant professional or trade register;

4.3.2. Economic and financial capacity criteria and evidence

Candidates must prove their financial capacity to perform the services under point 2:

Evidence on selection criteria

- Financial statements for the last two financial years for which accounts have been closed

Minimum capacity level required

The average annual turnover of the last two financial years for which accounts have been closed must be at least 40 000 euro.

4.3.3. Technical and professional capacity criteria and evidence

Tenderers must prove the technical and professional capacity criteria and evidence to perform the services under point 2 by providing the following:

Evidence on selection criteria

- List of service contracts of the candidate relevant to the services under point 2, concerning the past two financial years for which financial statements have been submitted under point 4.3.2, with the annual contract value, the duration (start and end date), the client and the educational and professional qualifications, skills and experience of the person(s) responsible for performance of the contract(s);

Minimum capacity level required

The candidates must provide evidence of having undertaken similar projects during the last two financial years.

5. TECHNICAL SPECIFICATIONS

The total office space is approximately 3,400 square feet on each floor comprising of reception areas, corridors, offices, archives/storage/technical rooms, 2 kitchens and 4 toilets.

The Contractor shall be responsible for the execution of all tasks (except the annual tasks – which will take place outside office hours) referred to under point 5.1 during the opening hours of the Office i.e. Monday to Friday from 09:00 to 17:30. The Office is closed during weekends, on Hong Kong SAR public holidays and 9 May.

5.1. List of services to be executed and frequency

The main services to be performed by the Contractor are divided into daily, weekly, monthly, bi-annual and annual.

5.1.1. *Services to be executed on a daily basis:*

Areas	Services
Reception, corridors, lift lobby	Vacuum cleaning floors Emptying waste baskets and replacing the plastic bags Cleaning the glass doors Cleaning the glass window of the reception Wiping off finger marks on the switches, doors, etc.
Offices	Vacuum cleaning the carpets and all other floor surfaces Emptying waste baskets and replacing the plastic bags Wiping off finger marks on the switches, doors, etc.
Conference and meeting rooms (Priority morning task)	Vacuum cleaning floors in all areas Emptying waste baskets and replacing the plastic bags Clearing the conference tables Setting up the meeting rooms including the moving of chairs and tables Wiping off finger marks on the switches, doors, etc.
Toilets	Sweeping and cleaning the floors with disinfectant Cleaning the sanitary installations with disinfectant Removing the stains (e.g. mildew on the wall tiles) Cleaning the mirrors, washbasins and taps Emptying and cleaning the bins, and replacing the plastic bags Placing toilet papers, paper towels, soaps and air-fresheners in the toilets rooms at least once a day or whenever necessary (e.g. after large meetings, etc.)
Kitchen	Collecting and washing of crockery from meeting rooms Emptying and cleaning the bins, and replacing the plastic bags Sweeping and cleaning the floor Cleaning the sink, worktop, cupboard, microwave and fridge surfaces
General	Removal of waste to the waste collection areas (internal and external) and the separation of waste by type (paper / cardboard / plastic / non-recyclable)

5.1.2. *Services to be executed on a weekly basis:*

Areas	Services
Reception, corridors and lift lobby	Washing the floor areas
Offices	Dusting cabinets, bookcases, tables, lamps and picture frames, purifiers, radiators, etc. Dusting and cleaning technical appliances (computers, telephones, faxes, printers);
General	Watering of plants within the office buildings Removal of dust from ceilings

5.1.3. Tasks to be executed on a monthly basis:

Areas	Services
Reception, corridors and lift lobby	Disinfection of telephone sets
Offices	Disinfection of computer keyboards and telephone sets
Conference and meeting rooms	Disinfection of computer keyboards and telephone sets
Kitchen	Cleaning the inside of the refrigerators / microwaves / kitchen cupboards
Archives, storages, PABX, technical rooms*	Vacuum cleaning floors and carpets Wiping the table tops, using a damp cloth, if there is no document on them
General	Cleaning air conditioning outlets Disinfection of waste bins

***Under the supervision of a dedicated authorised staff member**

5.1.4. Services to be executed on a bi-annual basis:

Areas	Services
Reception, corridors and lift lobby	Cleaning windows and frames inside
Offices	Cleaning windows and frames inside
Conference and meeting rooms	Cleaning windows and frames inside
Kitchen	Cleaning inside all cupboards / storage space Thorough cleaning of fridges, microwaves, etc.

5.1.5. Services to be executed on an annual basis (outside office hours):

Areas	Services
Office premises	Cleaning of blinds / ceiling lights Deep cleaning (deep wet-shampooing) of all upholstered chairs, sofas and carpets

5.1.6. Provision of beverage services

- Assist with the preparation of meeting rooms
- Preparing and serving refreshments at meetings (tea, coffee, cookies, water, etc. will be provided by the Office).

The Office of the European Union to Hong Kong and Macao reserves the right to modify at any time the services indicated in 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.

5.2. Organisation of services

For general cleaning (daily, weekly, monthly, bi-annual) and beverage services, there will be one permanently assigned person on duty full-time. For the bi-annual and annual tasks, it is at the discretion of the Contractor to provide/foresee the sufficient/relevant staff.

The Contractor shall deploy a full-time professional and experienced cleaner/person for providing office cleaning/beverage services.

The Contractor shall submit proof of absence of criminal records for its personnel.

All cleaners (full-time / replacements) will have at least 3 years' experience in office cleaning and a minimum knowledge of English.

Before allocating any of its staff to this contract, the Contractor shall seek the prior approval of the Contracting Authority in writing. In order to seek this prior approval, the Contractor will submit to the Contracting Authority the list of persons assigned to this contract.

Before submitting this request to the Contracting Authority, the Contractor ensures that the persons proposed for approval have not previously been rejected from any contract due to misconduct or serious fault.

The Contractor shall notify the Contracting Authority of any change in the allocation of its staff as previously approved and will seek approval of the Contracting Authority before deployment.

At any time during the contract, the Contracting Authority can request a change of a staff member of the Contractor without providing a justification.

The Contractor will ensure that before being assigned to this contract, its staff has been properly trained for the services they will perform including the appropriate use and dosage of cleaning products and proper use of the equipment.

The Contractor shall respect human rights and apply the local legislation including labour and social legislation covering any aspects such as work conditions, taxes, insurance, leave, benefits, etc.

The Office of the European Union reserves the right to give instructions to the Contractor's staff. These instructions can only be issued by the Head of Office 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.

5.3. Cleaning equipment and materials to be provided by the contractor

All cleaning equipment, materials and tools necessary for the office cleaning and beverage services (except toilet paper, hand washing soap, hand towels, refreshments) will be provided by the Contractor.

The equipment and materials to be provided by the Contractor include, but are not limited to:

Industrial type vacuum cleaners and dust bags / industrial type steam cleaners
/ brooms / brushes / dust-pans / mop trolleys / buckets / window-cleaning

equipment / cleaning detergents / anti-bacterial scrub sponges for tableware, micro-fibre cloths for various surfaces / gloves / ladders / step-ladders / "Caution Wet Floor Signs", etc.

The Contractor shall provide and use the equipment described in these tender specifications. It is the responsibility of the Contractor to ensure that the equipment used is new or in good condition. The equipment and the tools used by the Contractor's employees should satisfy all the health norms and respect all the security standards of the European Union.

Equipment will be stored in designated storage rooms. No equipment can be left outside the authorised areas. The equipment shall be stored after each intervention.

Defective equipment will be replaced by the Contractor within the shortest delay.

All equipment will be fitted with the necessary protection to prevent damage to the building, furniture or other objects. The upper ends of ladders and stepladders are protected and their ends are fitted with protective pads.

5.4. Requirements for the contractor's staff / code of conduct

During the duration of the contract, the Contractor is and remains the employer of its staff. The Contractor is obliged to follow all legal labour laws and obligations of Hong Kong (such as lengths of shifts, monthly hours, insurance, etc.).

The Office of the European Union to Hong Kong and Macao nevertheless reserves the rights to approve any staff that will be working in the Office's premises.

The Contractor recruits, trains and remunerates the staff required for the provision of the cleaning/ beverage services and engages this staff under his/her sole responsibility. The Contractor insures its staff member(s) against work accidents and engages itself to respect the local labour and social legislation in place regarding working conditions, social security, taxation, leave, benefits, etc. and all other matters related to the services tendered.

The Contractor shall inform the Office of the European Union to Hong Kong and Macao, in writing, of the identity of the staff allocated to perform the duties in the Office's premises by supplying a copy of the ID card.

In the event the experience of the Contractor's staff fails to correspond to the profile required by the contract, the Contractor shall replace him/her without delay.

The Contractor shall replace the staff in case of absence for any reason in order to ensure uninterrupted services. The Contractor shall in addition inform, in writing in advance, the identity of replacement staff.

It is forbidden for the Contractor's staff to take with them any objects, even if declared useless, belonging to the Office and to any of the Contracting Authority's staff.

It is forbidden for the Contractor's staff to take knowledge of any document of the Office or of any of the Contracting Authority's staff.

The Contractor commits itself neither to use nor to communicate any information, document, knowledge regarding the Office to any third party. This obligation will bind the

Contractor, its employees and any possible subcontractor during the execution of this contract and after its end or termination.

The Contractor must obtain a signed declaration, regarding the mentioned confidentiality, from each of its staff assigned to this contract and must provide copy thereof to the Office at the start of the contract and, for its newly assigned staff, upon taking up services. In this declaration, its staff 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 services 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 Office and the equipment and material contained therein, including photocopiers, printers and telephones for other purposes than for the execution of this contract and exclusively for the use of the Office.

Throughout the contract term (including a possible extension), the Contractor is responsible for all the damages to persons, staff, assets and equipment present on the Office's premises due to negligence during the execution of the cleaning services. Any damage caused during the execution of the tasks should be reported immediately to the Office's Administration. The cost of the repair of any damage caused by the Contractor's staff or linked to the use of inappropriate equipment will be borne by the Contractor.

The Contractor cannot sub-contract part of the work without prior agreement of the Office. The Contractor remains responsible for the work of sub-contractors, both for quality of the services delivered and for the legal obligations.

5.4.1. Uniforms

The Contractor shall ensure the impeccable presentation of the cleaning staff (e.g. black trousers / white shirts or a pre-approved alternative uniform) at all times when performing the services.

For this purpose, the Contractor will provide its staff with as many sets of uniforms as necessary during the implementation of the contract.

The uniform is subject to the prior approval by the Contracting Authority. It will not have any European Union logo.

5.4.2. Badges

The Contractor will provide each member of its staff with an identification badge, displaying the name of the company, the name and surname of the member of staff, position and photograph.

The badge will not have any European Union logo.

5.4.3. Respect of Health and Safety Rules

The Contractor commits itself to respect regulations and legal provisions in force for the duration of the contract and any new regulations that come into effect during the term of the contract.

The Contractor's staff shall respect the following measures:

- To respect the safety instructions for the use or maintenance of cleaning products;

- To properly signpost the area at risk in case of danger when performing the services in order to avoid any accident. In this context, the Contractor shall instruct its staff and make available the necessary equipment;
- Take care not to disturb staff and visitors;
- Correctly use products and equipment for common and individual protection and hygiene. In particular special care shall be brought not to use the cleaning products for toilets anywhere else than in the sanitary space (nor for any other purpose than the one for which they have been allocated). The same applies to products used for cleaning the kitchen. These products shall be regularly disinfected and replaced as necessary;
- Immediately report to the Administration any defects; e.g. defective power cables, used equipment, broken glass, doors, handles, locks, taps, cisterns, lights, switches, sockets, etc;
- The Contractor shall report to the Administration of the Office any accident, any case of serious and immediate threat, anything unusual or non-standard;
- Awareness of the Office's measures on first aid, fire-fighting and evacuation of the premises;
- Smoking is prohibited inside the Office premises including areas allocated to the waste collection.

The Contractor shall immediately inform the Administration of the Office and by appropriate means, of safety problems or potential risks to occupants. In this case, it is also required to take all precautionary measures necessary.

5.4.4. Respect of the Environment

The Contracting Authority cares for the environment. As such, the Contractor and its staff are required to comply with the environmental policy of the Contracting Authority.

The Contractor is required to implement specific environmental management measures in a systematic manner under this contract.

The Contractor shall ensure that the information provided by the Contracting Authority on the environmental action plan in general and more specifically on the practical implementation of environmental measures are known to all Contractor's staff deployed in the Office's premises.

- **Energy Saving**

The Contractor's staff must imperatively and unless otherwise instructed, turn off lights in offices, meeting rooms, kitchens, toilets at the end of the execution of their services if they are unoccupied.

- **Product Management**

Products used for cleaning, which may under certain conditions be dangerous and/or harmful or contain toxic gases, shall be handled with care and according to the prescribed rules.

The Contractor shall comply with the requirements of training its staff for the use of these products.

- **Waste Removal and Management**

As part of its daily services, the Contractor will ensure the correct management of all its waste (pallets, plastics, cans, but also chemicals or soiled water etc.). In the context of the use of the facilities of the Office, it will ensure that all requirements are met in this area.

As concerns the waste generated by the Office's staff, selective waste collection has to be respected. There are several recycling bins located the kitchens of the Office. These bins are clearly marked according to which type of waste is to be placed inside, i.e. paper only / cardboard / plastics and take them to the appropriate waste collection areas. The general waste and non-recyclable waste is to be placed in the relevant bin.

The dark waste bins in the offices, bins and baskets in the toilets and kitchen are equipped with a bin bag. These bags have to be changed daily.

The contents of the bins, various waste and dust from sweeping and vacuum cleaners are to be deposited in the designated waste bin.

Waste bins inside the Office's premises are to be cleaned daily and disinfected at least once a month.

The Office of the European Union to Hong Kong and Macao reserves the right to give instructions to the Service Provider's staff. These instructions can only be issued by the Head of Office or by the Head of Administration of the Office. These instructions can only relate to the execution of his contract and can under no circumstances involve major changes which would result in the contractor becoming unable to perform the contractual duties.

6. EVALUATION OF TENDERS ON THE BASIS OF THE AWARD CRITERIA

The tenderers shall provide the "Statement of compliance with the procurement documents" at Annex 3 duly dated and signed in order to be considered technically compliant.

The technically compliant tenders are evaluated in order to award the contract to the tender offering the best quality / value for money. For this purpose, the tender will be evaluated technically and financially.

6.1. Technical tender

The technical quality of the tenders will be evaluated on the basis of the documents provided by the tenderers in the technical tender with regard to the award criteria described in the table below.

Technical award criteria

N o	Description	Maximum number of points	Criteria
1	<u>Organisation of services</u> This criterion will enable the assessment of the organisation	70 points – minimum threshold	<ul style="list-style-type: none">• How does the tenderer commit to organise the services to diminish the impact of the different cleaning activities

	of the services by the tenderer.	50%	<p>on the Contracting Authority's staff working in the premises?</p> <ul style="list-style-type: none"> What are the measures to ensure service continuity in the event of unplanned absences (sick leave, annual leave, etc.)?
2	<p><u>Health and safety measures</u> This criterion will enable the assessment of the health and safety measures beyond the minimum required in point 5.4.3 of these tender specifications.</p> <p><u>Respect of the environmental measures</u> This criterion will enable the assessment of the environmental measures beyond the minimum required in point 5.4.4 of these tender specifications.</p> <p><u>Quality control measures</u> This criterion will enable the assessment of the control measures applied to guarantee the quality of the services to be performed under this contract.</p>	20 points – minimum threshold 50%	<ul style="list-style-type: none"> What is the tenderer's policy of health and safety applicable for this contract? How will the tenderer eliminate the waste deriving from the cleaning activity? What measures, protocols and physical means will be implemented to control and guarantee the quality of the services provided? How do these measures, protocols and physical means proposed optimize the performance of the services?
3	<p><u>Tenderer's staff loyalty programme</u> This criterion will enable the assessment of the tenderer's staff loyalty programme in order to ensure staff loyalty and motivation. Tenderers shall describe any incentives granted to the staff who would be deployed under this contract such as financial bonuses, allowances, promotion, training, medical coverage and any other initiatives designed to motivate the staff and encourage their loyalty to the tenderer.</p>	10 points – minimum threshold 50%	<ul style="list-style-type: none"> What measures will be implemented to motivate the staff to be deployed? How do these measures have an impact on the motivation of the tenderer's staff? What incentives are foreseen for the staff to be deployed in addition to the minimum requirements in the local legislation? <ul style="list-style-type: none"> Financial bonuses? Allowances? Medical coverage? Training? Transport of staff?
	TOTAL	100	

Any tender not scoring the minimum quality threshold of 50 % of the points for each criterion where indicated and 60 points for all the criteria combined will be eliminated.

6.2. Financial tender

The prices for the tender must be tendered:

- in Hong Kong dollars.
- free of all duties, taxes and other charges, including VAT, as the European Union is exempt from such charges under the Vienna Convention;
- all inclusive. This means that, unless otherwise mentioned in these tender specifications, prices tendered shall include all the costs to be incurred by the tenderers in order to provide the requested services as indicated under point 5;

During the validity of the tender and the implementation of the contract, prices cannot be revised. During the implementation of the contract, they can however be indexed in conformity with Article I.4.2 of the direct services contract.

Only the financial tenders submitted by those tenderers who have obtained an overall technical score of 60 points or more and at least 50% of the maximum score allocated for each individual criterion will be opened.

Financial tenders will then be checked for arithmetical accuracy. Where arithmetical errors are found, tenderers will be requested to correct them.

6.3. Calculation of the overall score

The tender chosen will be that which offers the best quality / value for money among the technical compliant tenders, namely the tender obtaining the best overall score P_i calculated as follows where the weighting is 70% for the quality and 30% for the price:

$$P_i = T_i * 0.70 + F_i * 0.30$$

T_i = (technical quality score of the tender under consideration / score of the best technical quality tender) * 100

F_i = (cheapest total price for the scenario / price of the scenario of the tender under consideration) * 100

7. CONTENT OF THE TENDER

The tenderers shall submit all the requested documents listed here below.

Tenderers shall submit all the requested documents listed below under "Technical Envelope" and "Financial Envelope"

7.1 Technical Envelope

- (a) Declaration on honour on the exclusion and selection criteria (Annex 1)
- (b) The duly completed tenderer information (Annex 2)
- (c) Statement of Compliance with the tender documents annex duly filled and signed (Annex 3)

- (d) A description of the tender submitted. The tenderer will explain in detail their tender (Annex 4)
- (e) Award criteria No 1 Organisation of the services (Annex 5)
- (f) Award criteria No 2 Health and safety measures (Annex 6)
- (g) Award criteria No 3 Tenderer's staff loyalty programme (Annex 7)

7.2 Financial Envelope

- (a) The duly completed and signed unit price schedule (Annex A)

In addition, the following documents shall be provided:

1. A signed Legal Entity Form with its supporting evidence. The form is available at http://ec.europa.eu/budget/contracts_grants/info_contracts/legal_entities/legal_entities_en.cfm

When the tenderer is a legal person, a legible copy of the notice of appointment of the persons authorised to represent the tenderer in dealings with third parties and in legal proceedings, or a copy of the publication of such appointment if the legislation which applies to the legal entity concerned requires such publication.

Any delegation of this authorisation to another representative not indicated in the official appointment must be evidenced. When the tenderer is a natural person, a proof of registration on a professional or trade register or any other official document showing the registration number. The legally constituted consortium must present its own Legal Entity Form which is different from the Legal Entity Form of each individual member of the group;

2. A signed financial identification form and its supporting evidence. The form is at http://ec.europa.eu/budget/contracts_grants/info_contracts/financial_id/financial_id_en.cfm (Bank account file - BAF).

ANNEX 1

DECLARATION ON HONOUR ON SELECTION CRITERIA

EEAS/DELHKG/030-SER-2016

The undersigned [*insert name of the signatory of this form*] representing:

<i>(only for natural persons)</i> himself or herself	<i>(only for legal persons)</i> the following legal person
ID or passport number:	Full official name: Official legal form: Statutory registration number: Full official address: VAT registration number:
declares that the person mentioned in the above box complies with the selection criteria as provided in the tender specifications:	

SELECTION CRITERIA	YES	NO
(a) It has the legal and regulatory capacity to perform the services under point 2 of the tender specifications;		
(b) It fulfils the applicable economic and financial capacity criteria indicated under 4.3.2 of the tender specifications;		
(c) It fulfils the applicable technical and professional capacity criteria indicated under 4.3.3 of the tender specifications;		

declares that the person mentioned in the first box will be able to provide the necessary supporting documents listed in the relevant section of the tender specifications and which are not available electronically upon request and without delay.	
---	--

Name of the legal representative of the tenderer:

Signature:

Date:

ANNEX 2

TENDERER INFORMATION

NAME OF COMPANY	
ADDRESS	
TELEPHONE	
FAX	
EMAIL	
WEBSITE	
LEGAL STATUS	
NAME(S) AND POSITION(S) OF THE PERSON(S) LEGALLY AUTHORISED TO SIGN THE CONTRACT	
CONTACT PERSON FOR THIS CONTRACT	

Annex 3 – Technical Tender

Statement of compliance with the procurement documents

EEAS/DELHKG/030-SER-2016

I, , the undersigned, being the authorised legal representative of *[to be completed with the name of the tenderer]*, hereby declare that we have examined and accept without reserve or restriction all the terms and conditions set out in the invitation to tender, in the tender specifications and in the draft contract for the tender procedure referred to above and, where appropriate, waive the tenderer's own general or specific terms and conditions. We offer to provide the services on the basis of our technical tender and our financial tender which do not diverge in any way from the requirements described in the procurement documents as drafted by the contracting authority. Our tender complies with all the technical requirements indicated in the tender specifications.

We also undertake to respect these requirements scrupulously during the performance of the framework contract in case we become the awardee of the contract.

Name of the legal representative of the tenderer:

Signature:

Date:

Annex 4 – Technical Tender

A description of the tender submitted. The tenderer will explain in detail their tender

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Annex 5 – Technical Tender

Award criteria No 1: Organisation of the services

This criterion will enable the assessment of the organisation of the services by the tenderer.

- How does the tenderer commit to organise the services to diminish the impact of the different cleaning activities on the Contracting Authority's staff working in the premises?
- What are the measures to ensure service continuity in the event of unplanned absences (sick leave, annual leave, etc.)?

Total: 70 points

Annex 6 – Technical Tender

Award criteria No 2: Health and safety measures

Health and safety measures

This criterion will enable the assessment of the health and safety measures beyond the minimum required in point 5.4.3 of these tender specifications.

- What is the tenderer's policy of health and safety applicable for this contract?

Respect of the environmental measures

This criterion will enable the assessment of the environmental measures beyond the minimum required in point 5.4.4 of these tender specifications.

- How will the tenderer eliminate the waste deriving from the cleaning activity?

Quality control measures

This criterion will enable the assessment of the control measures applied to guarantee the quality of the services to be performed under this contract.

- What measures, protocols and physical means will be implemented to control and guarantee the quality of the services provided?
- How do these measures, protocols and physical means proposed optimize the performance of the services?

Total: 20 points

Annex 7 – Technical Tender

Award criteria No 3: Tenderer's staff loyalty programme

Tenderer's staff loyalty programme

This criterion will enable the assessment of the tenderer's staff loyalty programme in order to ensure staff loyalty and motivation.

Tenderers shall describe any incentives granted to the staff who would be deployed under this contract such as financial bonuses, allowances, promotion, training, medical coverage and any other initiatives designed to motivate the staff and encourage their loyalty to the tenderer.

- What measures will be implemented to motivate the staff to be deployed?
- How do these measures have an impact on the motivation of the tenderer's staff?
- What incentives are foreseen for the staff to be deployed in addition to the minimum requirements in the local legislation?
 - Financial bonuses
 - Allowances
 - Medical coverage
 - Training
 - Transport of staff

Total: 10 points

Annex A – Financial Tender

Unit price schedule in Hong Kong Dollar

When filling in this table, tenderers shall fill in the unit prices for each item and will not modify, add or subtract any item. Failing this, their tender will be eliminated.

<i>Services</i>	<i>Amount in Hong Kong Dollar</i>
1. Cleaning services (daily, weekly, monthly, bi-annual) / beverage services	
2. Annual cleaning services	

Name of tenderer:

Name of the legal representative of the tenderer:

Date:

Signature: