

ANNEX I – TENDER SPECIFICATIONS  
Provision of Reception and Administrative Services  
GSA/NP/05/12

1. Contract objective and scope of the work

1.1 Overall objective

The overall objective of the contract is the provision of Reception and Administrative Services to the GSA, at the Agency headquarters located in Janovskeho Street 438/2, Prague 7.

The agency will conclude a service contract with a professional and experienced provider of reception and administrative services in order to ensure a high quality reception services in Agency's reception area and occasional administrative support according to the present tender specifications.

The selected contractor is expected to deliver a permanent, professional, multilingual and reliable reception service for the Agency staff, visitors and suppliers.

1.2 Scope of the work

The Contractor shall provide high class reception / administrative services including but not limited to:

1. Provision of basic information to the public;
2. Provision of practical information regarding the daily life in Prague and the Czech Republic to the GSA staff, support in communication with the Czech authorities and companies for all GSA staff members;
3. Answering incoming telephone calls efficiently:
  - o dealing with phone inquiries,
  - o operating telephone switchboard,
  - o receiving all incoming calls and forwarding them to the related staff,
  - o recording and forwarding messages,
  - o managing the log of incoming calls and providing statistics on incoming calls as needed by the Agency;
4. Managing the conference rooms' booking system, maintaining accurate records of all meetings / events organised and providing statistics on meeting room usage as needed by the Agency;
5. Receiving all incoming visitors:
  - o welcoming official visitors to the Agency,
  - o escorting visitors to meetings and the GSA officials,
  - o projecting a positive image of the Agency,
  - o assisting building's security guards whenever needed,
  - o rendering assistance to visitors as appropriate,
  - o alerting the responsible Agency staff member,
  - o issuing and collecting visitor's badges;
6. Management of post mail:
  - o management of post mail,

- o reception of the mail, courier and parcels,
  - o managing deliveries of goods to the Agency;
7. Co-operation with the representatives of the landlord (owner of the building);
  8. Co-operation with the security guards;
  9. Performing basic administrative tasks (printing, photocopying, faxing, filing, archiving, distribution of e-mail correspondence, preparation of letters, etc.);
  10. Administrative support to the Czech Liaison officer for the GSA (a contractor of the Czech Ministry of Transport working for the GSA in the GSA building);
  11. All other tasks relating to ensuring professional reception service and support for staff, visitors and suppliers of the Agency;
  12. Providing additional practical and/or administrative support to the Agency as required.

The working language in the Agency and the main language used by external callers is English.

## 2. Service requirements

In accordance with the scope of work described in point 1.2, the contractor is expected to perform the tasks in line with the following requirements.

### 2.1. Service Manager

The Contractor shall appoint a person responsible for performance of the contract concluded with the Agency ("Service Manager").

Among other tasks, which include acting as the point of contact of the Agency, the Service Manager shall assure the control of the performances of all the Contractor's staff members participating in the provision of services to the Agency.

### 2.2. Basic reception service

The reception desk shall be manned on the Agency's working days from 8:15 till 17:30 by one person at the beginning and at the end of the day and during lunch time and by two persons during the peak office hours 8:45-12:00 and 13:45-17:00. The reception must not be left unattended. The Contractor shall therefore allocate to the Agency at least two receptionists working on shifts covering the whole period (8:15 – 17:00).

The total number of receptionists working for the GSA shall not exceed 3 over one day and 6 over a month.

The number of working hours and the lunch breaks must be in accordance with the applicable national legislation.

The organization of working hours shall be adaptable to the Agency's needs upon 2 working days' notice.

If we suppose the actual situation in the Czech Republic (8 working hours plus 30-60' for a lunch break) the shifts could be organized as follows:

- Person A: 8:15 – 12:15 (45' break) 13:00 – 17:00
- Person B: 8:45 – 13:00 (45' break) 13:45 – 17:30

This example shall be adapted by the tenderer(s) on the basis of the applicable legislation and their own organisation of work, but the offer shall in case respect the requirements set up in the present tender specifications.

#### Applicable penalties for the unavailability of the basic reception service

Total absences of one receptionist over 8 hours a month:  
(hours of absence - 8) \* hourly rate

Absence of both receptionists longer than 2 hours:  
16 \* hourly rate (the day is not paid at all)

#### 2.3. Additional services

During the entire duration of the contract, the Agency may request additional receptionists or administrative assistants for:

- services outside the regular office hours, on weekends/public holidays (for special events, conferences etc.),
- work during the regular office hours.

The minimum notice for these services is 10 working days. The duration shall be specified in the request by the GSA. The provision of these services shall be subject to availability on the Contractor's side.

#### 2.4. Replacement of staff

The Contractor shall be responsible for replacing his staff members in cases of unavailability, for example illness and annual leave, thus ensuring uninterrupted and constant performance of all services; in cases of expected unavailability the replacement shall be foreseen by the Contractor and immediate, in cases of unexpected unavailability (e.g. because of an illness) the replacement shall be arranged at the latest as of the next business day.

Equally, the Agency reserves the right to demand replacement of any Receptionist / Administrative Assistant in case of underperformance. The replacement must be done within five working days following the request.

Whenever a replacement occurs, the Contractor must ensure a high degree of stability of the services and a smooth transfer of the contractual obligations; the Contractor shall be responsible for training of its new staff members.

The replacement shall not oblige the Agency to pay any additional remuneration, fees or costs other than those laid down in the initial contract. The Contractor shall bear all the additional costs arising out of or incidental to such replacement.

#### 3. Deliverables: Quarterly reports

After every 3 months of service provision the Service Manager shall submit to the Agency a quarterly report in English language that shall include:

- Filled-in time sheets for every day when services were provided;
- Calculation of the price of services for the previous 3 months (incl. applicable penalties);
- Any unusual or unexpected events in relation to the provided services.

After the report being submitted, the GSA shall organize a meeting in the Agency headquarters where the Service Manager shall be present. During this meeting the Agency shall approve the quarterly report or give the reasons why the report must be corrected.

Please note that any invoice issued by the Contractor shall be based on the quarterly report(s) as approved by the Agency. Any invoice conform to such quarterly report(s) will be payable in 30 days after being delivered to the Agency.

#### 4. Expected professional profiles

##### 4.1. Profile of Service manager

The Service Manager must:

- have a previous managerial experience of at least 2 years in related services;
- be able fluently communicate in English;
- have a clean criminal record.

##### 4.2. Profile of Receptionists / Administrative Assistants

Receptionists / Administrative Assistants must have the following profile:

- A good knowledge and experience on providing in related services; a minimum working experience of one (1) year is required;
- A very good knowledge of Czech language and English language (a level of knowledge equivalent at least to B2 proven by an internationally recognised certificate; no certificate is needed for the mother tongue language, i.e. language that is official in the country of the receptionist's nationality);
- Secondary level education;
- Excellent communication, presentation and interpersonal skills;
- Ability to provide above described reception / administrative services;
- Good computer skills, namely MS – Office suite including MS Outlook, are essential for successful execution of the daily work;
- Clean criminal record (proven by appropriate document);
- Adherence to "smart casual" dress code; she / he is required to dress in a representative way, suitable for public administration office of international character;
- Adherence to security rules as set up by the Agency for all staff in the building.

The Contractor must send CV of every Receptionist / Administrative Assistant to the Agency at least 2 weeks before she / he shall start to participate in the provision of services to the Agency. Every CV must include data necessary to assess if the person has the above described profile. The Agency reserves the right to reject any Receptionist / Administrative Assistant if there is a reasonable doubt about whether the person has the above described profile.

## 5. Place of performance

The Agency occupies facilities on the 3<sup>rd</sup>, 4<sup>th</sup> and 5<sup>th</sup> floors and uses also meeting rooms on the ground floor. The building and some facilities (in particular some meeting rooms) are shared with the Czech Ministry of Finance. However, the reception service will be dedicated to the GSA.

The reception desk is situated on the ground floor together with a standpoint of the security guards operating 24/7. The reception desk is large enough for up to 4 persons. The security guards are contracted by the Czech Ministry of Finance and work for both the Ministry and the GSA.

The reception desk is equipped with telephones, computers with Internet access and printers. Next to the reception, there is a regular GSA office (called the "reception backoffice") equipped with computers connected to the internal network of the GSA and a workstation allowing to process electronic badges for visitors.

## 6. Duration

The contract will be concluded for one year.

The provisional starting date of contract is 25<sup>th</sup> August 2012.

## 7. Price

The price must be quoted in Euro. It shall be fixed and not subject to revision during the performance of the contract.

The price offer is to be presented as follows:

- A quotation for basic reception / administrative service (two receptionist, from 8:15 till 17:30 on working days) – price per one day;
- A quotation for one hour of service of one person from 8:15 till 17:30 on working days - price per one hour;
- A quotation for one hour of service of one person outside the normal working hours (from 17:30 till 8:15) on working days - price per one hour;
- A quotation for one hour of service of one person during weekend / public holidays – price per one hour

Prices submitted in response to this tender must be inclusive of all costs involved in the performance of the contract (e.g. all statutory employer payments, training, administration charges, etc.).

Under Article 3 and 4 of the Protocol on the privileges and immunities of the European Communities, GSA is exempt from all duties, taxes and other charges, including VAT. These duties, taxes and other charges can therefore not enter in the calculation included in the bid. The amount of VAT must be shown separately.

Please note that a maximum total price of 60.000€ (sixty thousand EUR) will be set for the whole duration of the Contract. However, the GSA will not in any way guarantee that it will use the Contractor's services up to the indicated amount.

## 8. Terms of contract

In drawing up a bid, the candidate should bear in mind the terms of the draft contract contained in ANNEX V.

The candidate shall pay particular attention to the clauses on confidentiality. The assignment is to be considered as a highly sensitive issue, considering that the Contractor will not only have direct access and knowledge of the GSA's internal organisation, including personal details of members of staff and external visitors, but will also have to deal with sensitive information.

## 9. Requirements as to the tender

Bids can be submitted in any of the official languages of the EU. The working language of the Agency is English.

The tender must be presented as follows and must include:

**Part A:** including all the information and documents required by the contracting authority for the appraisal of tenders on the basis of the Selection/Exclusion criteria, as well as for administrative purpose:

- ü Identification form (contained in Annex II).
- ü Financial form : to be uploaded on the GSA Web page at the following address: <http://www.gsa.europa.eu/go/gsa/procurement>.
- ü Legal entity form: to be uploaded on the GSA Web page at the following address: <http://www.gsa.europa.eu/go/gsa/procurement>.
- ü Statement of Honour (contained in Annex IV) that the tenderer is not in any situation leading to exclusion<sup>1</sup>.
- ü Documents regarding the candidate's economic and financial capacity (cf. Point 10.2 below).

**Part B:** including all the information and documents required by the contracting authority for the appraisal of tenders on the basis of the Technical and professional capacity (part of the Selection Criteria), as stated in Point 10.2 below, including:

- ü The tenderer MUST declare the ability to provide the above described reception / administrative services;
- ü Overall experience of the candidate in the activities described in Point 1.2 above including at least 3 references – contracts for similar services.
- ü Detailed CV of proposed personnel (cf. Point 4).

**Part C:** including all the information and documents required by the contracting authority for the appraisal of tenders on the basis of the Award Criteria set out under point 11 of these specifications, including:

- ü Mission statement of the Service Manager
- ü Description of the methodology and quality of services: number and quality of staff members able to provide the service; technical and logistics measures taken to ensure the quality of the services provided (i.e. training programs for staff, system for control of quality); measures taken to ensure flexibility and continuity of services, etc.
- ü Statement of the conformity of the offer with the tender specifications;

<sup>1</sup> Article 93 of Council Regulation (EC, Euratom) No 1605/2002 of 25 June 2002 on the Financial Regulation applicable to the general budget of the European Communities (OJ L 248 of 16.9.2002)

ü Proposed price (cf. Point 7).

## 10. Criteria for the assessment and award of the contract

The assessment will be based on each candidate's bid.

All the information will be assessed in the light of the criteria set out in these specifications. The procedure for the award of the contract, which will concern only admissible bids, will be carried out in three successive stages.

### 10.1 Exclusion criteria (exclusion of candidates)

To be eligible for participating in this contract award procedure, candidates must not be in any of the following exclusion grounds<sup>2</sup>:

- (a) they are bankrupt or being wound up, are having their affairs administered by the courts, have entered into an arrangement with creditors, have suspended business activities, are the subject of proceedings concerning those matters, or are in any analogous situation arising from a similar procedure provided for in national legislation or regulations;
- (b) they have been convicted of an offence concerning their professional conduct by a judgement which has the force of res judicata;
- (c) they have been guilty of grave professional misconduct proven by any means which the contracting authority can justify;
- (d) they have not fulfilled obligations relating to the payment of social security contributions or the payment of taxes in accordance with the legal provisions of the country in which they are established or with those of the country of the contracting authority or those of the country where the contract is to be performed;
- (e) they have been the subject of a judgement which has the force of res judicata for fraud, corruption, involvement in a criminal organisation or any other illegal activity detrimental to the Communities' financial interests;
- (f) following another procurement procedure or grant award procedure financed by the Community budget, they have been declared to be in serious breach of contract for failure to comply with their contractual obligations. They shall provide in their offer the declaration in Annex IV, duly completed and signed.

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At the latest before signature of the contract, the candidate ranked 1<sup>st</sup> shall provide, as satisfactory evidence that he is not in one of the exclusion situations:

- ü point (a), (b) or (e) above: the production of a recent extract from the judicial record or, failing that, a recent equivalent document issued by a judicial or administrative authority in the country of origin or provenance showing that requirements are satisfied.
- ü point (d) above: a recent certificate issued by the competent authority of the State concerned. Where no such certificate is issued in the country concerned, it may be replaced by a sworn or, failing that, a solemn statement made by

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<sup>2</sup> Article 93 of Council Regulation (EC, Euratom) No 1605/2002 of 25 June 2002 on the Financial Regulation applicable to the general budget of the European Communities (OJ L 248 of 16.9.2002)

the interested party before a judicial or administrative authority, a notary or a qualified professional body in his country of origin or provenance.

The documents referred to in paragraph 1 and 2 shall relate to legal and/or natural persons including, if applicable with regard to points b) and e), company directors or any person with powers of representation, decision-making or control in relation to the tenderer.

Other cases of exclusion:

Please note that contracts will not be awarded to candidates who, during the procurement procedure:

- (a) are subject to a conflict of interest;
- (b) are guilty of misrepresentation in supplying the information required by the contracting authority as a condition of participation in the contract procedure or fail to supply this information.

Administrative and financial penalties:

1. Without prejudice to the application of penalties laid down in the contract, candidates or tenderers and contractors who have been guilty of making false declarations or have been found to have seriously failed to meet their contractual obligations in an earlier procedure will be excluded from all contracts and grants financed by the Community budget for a maximum of two years from the time when the infringement is established, as confirmed after an adversarial procedure with the contractor.

That period may be extended to three years in the event of a repeat offence within five years of the first infringement.

Tenderers or candidates who have been guilty of making false declarations will also incur financial penalties representing 2% to 10% of the total value of the grant being awarded.

Contractors who have been found to have seriously failed to meet their contractual obligations will incur financial penalties representing 2% to 10% of the value of the grant in question.

This rate may be increased to 4% to 20% in the event of a repeat offence within five years of the first infringement.

2. In the cases referred to in points 11.1, a), c), d), the candidates or tenderers will be excluded from all contracts and grants for a maximum of two years from the time when the infringement is established, as confirmed after an adversarial procedure with the contractor.

In the cases referred to in points 11.1, b) and e), the candidates or tenderers will be excluded from all contracts and grants for a minimum of one year and a maximum of four years from the date of notification of the judgment. Those periods may be extended to five years in the event of a repeat offence within five years of the first infringement or the first judgment.

3. The cases referred to in point 11.1, e) cover:

a) cases of fraud as referred to in Article 1 of the Convention on the protection of the European Communities' financial interests established by the Council Act of 26 July 1995 (OJ/C 316 of 27.11.1995, p. 48);

b) cases of corruption as referred to in Article 3 of the Convention on the fight against corruption involving officials of the European Communities or officials of Member States of the European Union, established by the Council Act of 26 May 1997 (OJ/C 195 of 25.6.1997, p. 1);

c) cases of participation in a criminal organisation, as defined in Article 2(1) of Joint Action 98/733/JHA of the Council (OJ/L 315 of 29.12.1998, p. 1);



d) cases of money laundering as defined in Article 1 of Council Directive 91/308/EEC (OJ/L 166 of 28.6.1991, p.77).

## 10.2 Selection criteria (selection of candidates)

To be eligible, the tenderers must have the economic and financial capacity as well as the technical and professional capacity to perform the tasks required in this call for tender.

### Economic and financial capacity – References required

Candidates must provide proof of their financial and economic capacity by means of the following documents:

- § the annual financial statements for the last three years including notes (audited if applicable);
- § the annual corporate tax declarations for the last three years;
- § the financial capacity form provided in Annex VI.

In case these documents are not available, or partially available, the candidate shall provide any recent equivalent document showing that requirements are satisfied.

The GSA reserves the right to request further documentation or justification if needed.

### Technical and professional capacity – References required

Candidates must provide evidence of their technical and professional competence on the following points:

- § Declaration of the candidate that he has the ability to provide the above described reception / administrative services;
- § Minimum experience of 3 years with provision of high quality reception / administrative services;
- § At least 3 references – contracts for similar services;
- § Profile of the proposed staff in line with the minimum requirements set up in Point 4 above.

Candidates should provide with their bid detailed curriculum vitae of each staff member responsible for carrying out the work, including his or her educational background, degrees and diplomas, professional experience and linguistic skills.

The CV's shall be presented, preferably, in accordance to GSA Recommendation on a common European format for curricula vitae, published in OJ L79 of 22 March 2002, p. 66.

## 10.3 Evaluation of tenders – Award criteria

To be assessed in the award stage, the Tenderer must have passed the exclusion and selection stages described in sections 11.1 and 11.2 above.

The contract will be awarded according to the criteria given below, on the basis of the economically most advantageous tender.

### a) Technical evaluation criteria as weighted

	Maximum points
Proposed management of the services, including quality and general approach of the Service manager in terms of general management, planning and reporting.	30

Technical and logistics measures taken to ensure the quality of the services provided (i.e. training programs for staff, system for control of quality, etc.)	40
Technical and logistics measures taken to ensure flexibility and continuity of services (i.e. number and quality of qualified staff members allocated to the Contract, replacement schemes, etc.)	30

b) Total price

Following the appraisal of the technical award criteria the tender will be evaluated with regard to the price offer that shall be provided by filling in and signing the Financial Table of Answers under Annex VII to the Invitation to Tender.

The pricing will have to include the following elements (see Annex VII)

	Price
A - Basic reception / administrative service (two receptionists, from 8:15 till 17:30 on working days)	Price per one day
B - One hour of service from 8:15 till 17:30 on working days	Price per one hour
C - One hour of service of one person outside the normal working hours (from 17:30 till 8:15) on working days	Price per one hour
D - One hour of service of one person during weekend / public holidays	Price per one hour

Price will be calculated with regards to the following simulation, which relates to the current estimation of GSA's needs over an average working week. Please note that this simulation is not in any case a commitment of the GSA as regards the amount of flexible support it may require during the course the contract.

- ü Simulation for basic service price: 20 days of services and 4 additional hours (calculated on the basis of daily and hourly Basic reception / administrative service price offer), i.e.  $20 * A + 4 * B$ .
- ü Simulation for flexible service price: 6 hours completed outside of normal working hours and 2 hours completed during week-ends/public holidays (calculated on the basis of the appropriate hourly price offers), i.e.  $6 * C + 2 * D$
- ü => Total Price offer (for the purpose of calculation of award criterion) = simulation for basic service price + simulation for flexible service price =  $20 * A + 4 * B + 6 * C + 2 * D$

Score for price for offer (a) will be then be computed as follows: lowest price among eligible offers / price of offer (a) x 100

The contract will be awarded to the candidate, which offers the best quality price score (highest score) as measured by the following formula:

$20\% * (\text{Total number of points for technical evaluation}) + 80\% * (\text{Total number of points for price})$

## 11. Negotiations:

Once the bid has been evaluated with respect to the exclusion, selection and award criteria stated in the Tender Specifications, the GSA may negotiate the bid to adapt it to the requirements set out in the specifications. Please note that the negotiations may cover both the technical and the financial aspects of the tender, but may not concern the minimum (compulsory) technical or administrative specifications outlined in the tender documents.

The negotiations shall be conducted formally in writing, more informally on the basis of an exchange of postal or electronic correspondence or orally. For reasons of transparency, evidence of each contact will be kept. These notes/records will be sent to the candidate, indicating a time limit for any addition or correction.

Candidates are informed that in case of negotiations in person, the GSA will negotiate with the candidate(s) of its choice by the way of interviews conducted exclusively with the person proposed as Service Manager in the bid. The provisional timing for interviews is 9 to 13 July. The date and time of any such interview will be notified to the candidate(s) at least three calendar days in advance. If the proposed Service Manager is prevented from attending an interview by force majeure, a mutually convenient alternative appointment will be arranged with the candidate.

Once the negotiation phase is completed, the candidate(s) shall submit a modified offer if requested by the GSA, taking into account any amendment agreed upon by both parties, within a time limit specified by the GSA in its request. The final evaluation will then take place and the contract will be awarded to the candidate which offers the best quality price ratio, as described under point 10.3 above.

## 12. Annexes to the Invitation to Tender:

- Annex I: tender specifications (present document)
- Annex II: identification of the tenderer form
- Annex III: financial & legal entity forms
- Annex IV: exclusion criteria form
- Annex V: draft contract
- Annex VI: financial capacity form
- Annex VII: financial table of answers

ANNEX II

**IDENTIFICATION OF THE TENDERER**  
 (Each service provider, including subcontractor(s) or any member of a consortium or grouping, must complete and sign this identification form)

Call for tender GSA/NP/05/12

Identity	
Name of the tenderer	
Legal status of the tenderer	
Date of registration	
Country of registration	
Registration number	
VAT number	
Description of statutory social security cover (at the level of the Member State of origin) and non-statutory cover (supplementary professional indemnity insurance) <sup>3</sup>	
Address	
Address of registered office of tenderer	
Where appropriate, administrative address of tenderer for the purposes of this invitation to tender	
Contact Person	
Surname: First name: Title (e.g. Dr, Mr, Ms) : Position (e.g. manager): Telephone number: Fax number: E-mail address:	

<sup>3</sup> For natural persons



Legal Representatives	
Names and function of legal representatives and of other representatives of the tenderer who are authorised to sign contracts with third parties	
Declaration by an authorised representative of the organisation <sup>4</sup> I, the undersigned, certify that the information given in this tender is correct and that the tender is valid.	
Surname: First name:	Signature:

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<sup>4</sup> This person must be included in the list of legal representatives; otherwise the signature on the tender will be invalidated.

ANNEX III - Financial & Legal Entity Forms  
(to be completed by the tenderer)

Candidates shall upload the relevant documents on GSA website at:

<http://www.gsa.europa.eu/go/gsa/procurement>.

Attention is drawn to the fact that candidates shall provide the requested supporting documentation together with the forms.