



Title: Provision of canteen and catering services for the European Environment Agency

Reference: Call for tenders EEA/ADS/17/001

Closing date: 22.02.2017

1 About the European Environment Agency (EEA)

The European Environment Agency (EEA) is a European Union public body governed by Regulation (EC) No 401/2009 of the European Parliament and of the Council of 23 April 2009. The EEA role is to support the European Union in the development and implementation of environmental policy by providing relevant, reliable, targeted and timely information on the state of the environment and future prospects. The EEA also provides the necessary independent scientific knowledge and technical support to enable the Union and the member countries to take appropriate measures to protect and improve the environment as laid down in the Treaty and by successive Union action programmes on the environment and sustainable development. Currently, the EEA has 33 member countries and six cooperating countries in the Western Balkans (jointly referred to as the EEA-39).

The EEA is the hub of the European Environment Information and Observation Network (Eionet), a partnership network consisting of the EEA itself, six European Topic Centres (ETCs) and a network of around 1000 experts from 39 countries in over 350 national environment agencies and other bodies dealing with environmental information. These are the National Focal Points (NFPs) and the National Reference Centres (NRCs). The EEA and Eionet contribute to the European Shared Environmental Information System (SEIS), a distributed, integrated, web-enabled information system based on a network of public information providers sharing environmental data and information. It builds on existing e-infrastructure, systems and services in the Member States (MS) and EU institutions.

There are approximately 230 staff members working at the EEA. These staff members come from a wide range of national, professional and cultural backgrounds. Their functions at the EEA vary from environment-related assessment and data-analysis to administrative or managerial tasks.

Further information about the work of the EEA can be found on its website: <http://www.eea.europa.eu>.

Further information on Eionet can be found at: <http://www.eionet.europa.eu/about>.

2 Presentation of the tender

Tenders shall be submitted in accordance with the double envelope system:

The outer envelope or parcel should be sealed with adhesive tape and signed across the seal and carry the following information:

- The call for tenders reference No ***“EEA/ADS/17/001”***
- The contract title ***“Provision of canteen and catering services for the European Environment Agency”***
- The name of the tenderer
- The indication ***“Tender – Not to be opened by the internal mail services”***
- The address for submission of tender (as specified in the letter of invitation to tender)
- The date of submission shall be legible on the outer envelope or parcel

The outer envelope or parcel must contain three inner envelopes, i.e. Envelopes No 1, 2 and 3, corresponding to the following three sections: administrative section, technical offer and financial offer.

(a) Envelope No 1 – Administrative section shall include the following:

- The Tender submission form drawn up in accordance with the template in annex 1
- The declaration(s) on exclusion criteria as required under section 11.1.2 drawn up in accordance with the template in annex 2
- The legal entity form(s) as required under section 11.2.1 drawn up in accordance with the template in annex 3 accompanied by the required supporting documents
- The financial identification form drawn up in accordance with the template in annex 4
- The evidence and documentation demonstrating the fulfilment of the selection criteria as required under sections 11.2.2 (economic and financial capacity) and 11.2.3 (technical and professional capacity)

(b) Envelope No 2 – Technical offer shall include the following:

The technical offer addressing the elements described in sections 6 and 7, including the replies to the questionnaire in annex 5, and providing all information requested under section 11.3.1, including, where appropriate, information relevant to subcontracting as requested under section 4.3.

(c) Envelope No 3 – Financial offer shall include the following:

The financial offer drawn up in accordance with the requirements set in sections 10 and 11.3.2, and with the template in annex 6.

Tenders shall be drafted in one of the official languages of the European Union, preferably in **English or Danish** (supporting evidence does not need be translated) and submitted **in triplicate** (one **signed original** unbound/unstapled **and two copies**).

It is important that tenders are presented in the correct format and include all documents necessary to enable the evaluation committee to assess them. Failure to respect the requirements above will constitute a formal error and may result in the rejection of the tender.

Tenderers shall carefully follow the instructions in points 2, 3, 4 and 6 of the letter of invitation to tender to ensure their tender is admissible. Late delivery will lead to the non-admissibility of the tender and its rejection from the procedure for awarding a contract following this call for tenders. Tenders sent by e-mail or by fax will also be non-admissible and discarded. Envelopes found opened at the opening session will also lead to non-admissibility of the tender.

Consequently, tenderers must ensure that their tender is wrapped in such a way as to prevent any accidental opening during its mailing.

3 Confidentiality and protection of personal data

For the processing of this tendering procedure, the EEA observes the rules set in Regulation (EC) No 45/2001 on the protection of individuals with regard to the processing of personal data by Community institutions and bodies and on the free movement of such data¹.

For further detailed information on the processing of your personal data in the framework of this call for tenders, please consult the privacy statement available at the following address: <http://www.eea.europa.eu/about-us/tenders/privacy-statement>.

4 Participation in the tendering procedure

4.1. Eligibility

This call for tenders is open on equal terms to all natural and legal persons from one of the 33 EEA member countries and to all natural and legal persons established in a third country which has a special agreement with the European Union in the field of procurement on the conditions laid down in that agreement².

As proof of eligibility, tenderers must indicate in the tender submission form (see annex 1) in which country they have their headquarters, registered office or residence, and provide the necessary supporting documents in accordance with their national law. If the tenderer is a natural person, he/she must provide a copy of identity card/passport or driving license and proof that he/she is covered by a social security scheme as a self-employed person.

4.2. Application

All eligible natural and legal persons (as per above) or groupings of such persons (consortia) may apply.

A consortium may be a permanent, legally established grouping or a grouping, which has been constituted informally for a specific tender procedure. If awarded the contract, the members of the consortium (i.e. the coordinator and all other partners) will have an equal standing towards the EEA in executing the framework service contract and they will be jointly and severally liable to the EEA.

The participation of an ineligible natural or legal person will result in the automatic exclusion of that person. In particular, if that ineligible person belongs to a consortium, the whole consortium will be excluded.

The EEA will not request consortia to have a given legal form in order to be allowed to submit a tender, but reserves the right to require a consortium to adopt a given legal form before the contract is signed if this change is necessary for the proper performance of the contract. This can take the form of an entity with or without legal personality but offering sufficient protection to the EEA's contractual interests (depending on the country concerned, this may be for instance,

¹ OJ EU L 8/1 of 12.1.2001

² At this point in time, tenderers established in one of the following countries are eligible: EU-28, Iceland, Liechtenstein, Norway, Switzerland and Turkey; under the stabilisation and association agreements: the Former Yugoslav Republic of Macedonia, Albania, Montenegro, Serbia and Bosnia and Herzegovina.

incorporation or partnership or a temporary association). Consortia must identify one of their members as coordinator who will interface with the EEA.

Each member of a consortium must fulfil the conditions for participation mentioned in this section as well as in section 4.1 above and provide the required documents listed in these tender specifications under sections 11.1 below. Therefore, each member of a consortium shall specify his role, qualifications and experience.

4.3. Subcontracting

A contractor may subcontract part of the services.

Tenderers must state what part of the work, if any, they intend to subcontract, and to what extent (for instance % of the total contract value), specifying the names, addresses and legal status of the subcontractors. If subcontracting is **not** envisaged, tenderers shall clearly state so in the tender submission form (see annex 1).

Tenderers shall provide a document containing a list of the professional qualifications of the subcontractors and statement of the means of ensuring confidentiality when subcontractors are used. If awarded the contract, the contractor may not choose subcontractors other than those mentioned in the offer unless he obtains the prior written authorisation of the EEA. The overall responsibility of the work remains with the contractor.

Tenderers shall acknowledge (see annex 1) that the EEA reserves the right to request them at a later stage to provide documentation in relation to exclusion and selection criteria for any proposed subcontractors (see sections 11.1 and 11.2 below).

The contractor must ensure that Article II.19 of the draft framework service contract (see annex 9) can be applied to subcontractors. Once signed, Article II.9 of the above-mentioned draft framework service contract shall govern subcontracting.

5 Contractual terms and guarantees

In drawing up their bid, tenderers should bear in mind the provisions of the standard framework service contract and standard order form attached as annex 9 to these tender specifications particularly those on payments, performance of the contract, confidentiality, and checks and audits. Any limitation, amendment or denial of the terms of the contract will lead to the automatic exclusion from the procurement procedure.

The contract resulting from this call for tenders will be subject to the Danish law on business transfer Act No 710 of 20 August 2002³. There is no subsidy in connection with the acquisition.

The payment periods shall be further detailed in each order form according to the particularities of the services concerned.

No financial guarantee is required.

³ LBK nr 710 af 20.08.2002 Gældende, Bekendtgørelse af lov om lønmodtageres retsstilling ved virksomhedsoverdragelse, available at <https://www.retsinformation.dk/Forms/R0710.aspx?id=29514>

6 Subject of the contract

6.1 Purpose and scope of the contract

The EEA intends to establish a framework service contract for the provision of canteen and catering services at its premises.

The main scope of the contract is to offer a lunch buffet to EEA staff members and visitors and to cater meetings with coffee and tea, served lunches, dinners etc. In addition to fulfilling the main scope of the contract, namely offering lunches and catering meetings, the canteen service provider may provide other offerings to staff members and visitors, such as coffee/tea, breakfast, fruit, cold drinks, etc. The canteen service provider may also be requested to cater other ad-hoc events at rates not regulated by the contract.

According to the EEA food policy (see annex 7), the main responsibility of the EEA canteen is to provide balanced, healthy and tasty food to EEA staff members and its visitors. When used daily by EEA staff members, the food provided by the canteen accounts for a significant portion of total food intake and thereby has a significant impact on staff member's health and nutrition. The canteen is also an integral part of the working environment and moreover accounts for a significant part of the agency's environmental footprint.

Through its food policy, the EEA strives to:

- Provide its staff members and visitors an enjoyable, nutritious and attractively presented selection of food and drinks;
- Promote and encourage healthy food choices;
- Offer sustainable menus based on aliments with low environmental impacts;
- Promote societal sustainable choices through the use of fair trade products;
- Reduce environmental impacts of EEA operations, by optimising the use of water and energy and minimising waste generation;
- Provide staff members and canteen operators a forum to share experience and exchange information concerning food, health and the environment.

6.2 Location of services

The services will be provided at the premises of the EEA located at Kongens Nytorv No 6 and 8, 1050 Copenhagen K, Denmark. On an exceptional basis, catering services may need to be provided for meetings taking place outside the EEA premises.

6.3 Facilities

The EEA's canteen is situated in the basement of the building located at Kongens Nytorv No 6. It consists of approximately 100 (hundred) m² kitchen area (including storage, dish washing room, office and bathroom/dressing room), an eating area for staff members and visitors of 130 (hundred thirty) m² with approximately 90 (ninety) seats and 45 (forty-five) m² of guest canteen with approximately 50 (fifty) seats.

The kitchen has a modern electric oven and facilities for hot and cold kitchen and the dishwashing room has an industrial dishwasher.

There are 20 meetings rooms in KN6 and KN8 and for some of them the time needed to deliver the ordered catering may amount to approximately 10 minutes, as there is no direct and easy access from the basement of KN6, where the kitchen is located.

The contractor shall – in line with the EEA environmental management system – set reduction targets for the consumption of water and electricity, since the canteen accounts for a large amount of the EEA environmental footprint.

The following is at the disposal of the contractor, free of charge:

- Premises and heating
- Water
- Light and electricity
- Furniture
- Cash register (inmPOS) and paper for receipt-printer
- Kitchen machines and equipment (see detailed list in annex 8)
- Tableware (porcelain, glass, cutlery, etc.) covering the needs
- A credit card terminal accepting most common credit cards (including NFC enabled payment system 'Swipe') as well as the connection to the terminal

Further purchase of tableware will be the responsibility of the contractor following prior written approval by the EEA, for which the contractor will be reimbursed. The items will be the property of the EEA.

7 Minimum requirements

7.1. Opening hours

The canteen shall be open from 08:00 to 15:00 on all working days of the EEA. The EEA is closed between Christmas and New Year and has altogether approximately 17 (seventeen) official holidays per year (see Annex 10 – EEA public holidays).

7.2. Offerings

From 11:30 to 14:00, the canteen shall serve a lunch buffet, including two main courses (fish or meat and vegetarian), soup, salad bar, mixed salads, bread, fruit, cheese and desserts. It should on all days be possible to compose a complete vegetarian lunch from the buffet. The weekly menus (main courses and soup) shall be published in advance on the EEA intranet.

Upon request, the canteen shall prepare and serve lunch and/or dinner, including two or three courses and one glass of soft drink/beer/wine for visitors and meeting participants, and/or cater for other events on an ad-hoc basis.

The meals shall be well prepared, fresh, nutritious and taking into account the varying tastes of the multicultural clients. The emphasis should be on local, seasonal and organic raw material. Organic raw material is here defined as raw materials that comply with the criteria for the EU organic farming or labels with corresponding criteria, for example the Danish Ø label. The canteen

shall be operated so that it complies with a high degree of “Økologi” – at least a “Bronze spisemærk” – in accordance with the Danish “Økologiske spisemærke”⁴.

In the mornings, the canteen shall offer components of a light breakfast and throughout opening hours, the canteen shall offer warm and cold drinks for sale, as well as fruit and snacks.

Optional various take-away offerings could be available for staff members dining in other parts of the buildings, for example in connection with the kitchen in Kongens Nytorv No 8.

7.3. Staffing

The canteen shall be operated by at least 3 (three) educated full-time chefs (one of the 3 being the head chef), 1 (one) full-time kitchen assistant and 1 (one) dishwasher to guarantee high-quality service at all time. It is the responsibility of the contractor to guarantee that an appropriate backup system is in place in case of planned or unplanned absence. Depending on the workload extra assistants may complement the five full-time employees in order to maintain the required service level. All canteen staff have to be able to communicate in English.

The EEA requires a permanent contact person on the part of the contractor in order to address all issues and concerns in the day-to-day management.

7.4. Hygiene and order

The contractor shall sort the waste into cardboard, glass, household, metal, organic and paper waste. It shall commit itself to avoiding unnecessary packaging and reduce the amount of waste to the minimum.

The contractor shall bear the cost for linen (dish, towels, etc.) as well as the washing of linen. Single use consumables shall be eco-labelled or equivalent.

Maintenance of the water treatment system (bestmax) used for dish washer, espresso machine and the oven is the responsibility of the contractor who shall bear the costs, as well as the purchase of soap and rinse aid for the dishwasher and oven. In addition, cleaning of the main kitchen with related spaces (i.e. storage, dish washing room, office and bathroom/dressing room) is the responsibility of the contractor who shall bear the costs for cleaning materials, which shall be eco-labelled or equivalent.

The contractor shall make sure that the kitchen is kept clean and meets a high hygienic standard conforming to the standards set by the Danish food safety authorities (“Fødevarestyrelsen”⁵).

Cleaning of the canteen’s sitting areas (i.e. eating area for staff members and visitors as well as guest canteen) is the responsibility of the EEA.

7.5. Other requirements

While the EEA is providing to the contractor, free of charge, a credit card terminal and the connection to facilitate payments, the contractor shall be responsible for the expenses related to

⁴ See http://www.oekologisk-spisemaerke.dk/Download_presentation_of_the_Danish_rules_s38.html.

⁵ See <http://www.foedevarestyrelsen.dk/OmFoedevarestyrelsen/Sider/Forside.aspx>.

the transfers from NETS to its bank account. It is also the responsibility of the contractor to ensure a printer for the pc in the canteen's back office.

The contractor shall inform the EEA if at any stage they become aware of any more economically/environmentally efficient solutions or any manner to obtain greater satisfaction for the clients.

The contractor shall ensure that tasks are carried out without detriment to the general functioning of services in the buildings and shall be responsible for any damage caused to the buildings and external areas.

In accordance with the scope of the contract as specified in section 6 above, it is strictly forbidden for the contractor to use the facilities put at his disposal to cater for customers other than the EEA staff members and visitors. Failure to comply with this requirement may lead to the termination of the contract.

8 Visit to the EEA premises

A presentation of the EEA premises will take place on **06.02.2017 at 17:00**. One set of drawings of the EEA kitchen and canteen facilities, as well as the location of the meeting rooms, will be provided as hand-outs during the tour of the buildings. Interested tenderers are requested to inform the EEA procurement services in advance and by 03.02.2017 (16:00) at the latest by email to procurement@eea.europa.eu.

9 Type and volume of the contract

The successful tenderer will be offered a framework service contract for an initial duration of 24 (twenty-four) months, starting from the date of signature by both contracting parties, with the possibility of maximum two renewals for a period of 12 (twelve) months each. The framework service contract will be implemented through order forms which alone shall bind the EEA. The order forms will detail the services and volumes to be provided and the resources to be allocated depending on the EEA's needs.

The EEA will pay a subsidy ranging between EUR 14 000 to EUR 17 000 to the contractor (please refer to annex 6 where tenderers shall provide a price for the subsidy), in order to offer the EEA staff members a lunch at subsidised rate, comparable to the price offered to staff in canteens of public and private organisations in Denmark. The price to be paid by visitors should reflect the actual cost of the lunch without subsidy.

According to estimations based on consumption in 2016, every day approximately 130 staff lunches and 10 guest lunches are served. 220 meetings took place in 2016, with approximately 10-15 participants per meeting. These figures are merely indicative and may vary depending on the season and the actual sales achieved by the contractor.

Based on EEA's recent level of needs, the total value of the framework service contract, which includes the subsidy from the EEA and the EEA payment for catering meetings, ranges between EUR 1,000,000.00 and EUR 1,200,000.00 (excluding VAT) over a maximum period of 48 (forty-eight) months.

Under no circumstances can a minimum volume of services be required by the contractor.

10 Price

Tenderers are required to quote prices for the services to be provided in accordance with the requirements specified in section 11.3.2 below and the following:

- Every price must be **all-inclusive** (i.e. inclusive of all expenditures involved in the performance of the contract (e.g. management costs; administrative costs such as salaries of contracted personnel including social security, holiday and sickness allowances; insurance; equipment; inspection costs; etc.)), **exclusive of VAT** and expressed **in DKK**, including for tenderers established in another country than Denmark. For tenderers established in another country than Denmark, the prices quoted may not be revised in line with exchange rate movements. It is for the tenderers to select an exchange rate and assume the risks deriving from any variation; the following exceptions apply to the above mentioned requirements:
 - o Prices for canteen services to EEA staff members and visitors shall be quoted **inclusive of VAT** and expressed in **DKK**;
 - o The quoted monthly subsidy for canteen services to EEA staff members and visitors shall be quoted **exclusive of VAT** and expressed in **EUR**.
- No additional expenses incurred in the performance of the services will be reimbursed separately by the EEA, with the exception of tableware expenses as specified in section 6.3 above;
- The price quoted must be fixed and not subject to revision during the first year of performance of the contract.

From the beginning of the second year of performance of the contract, prices may be revised upwards or downwards each year, where such revision is requested by one of the contracting parties by registered letter no later than 31 July in order that the new rates may take effect on 1 January the following year. The other party shall acknowledge the price revision request in writing within 14 (fourteen) calendar days of receipt.

The EEA shall purchase on the basis of the price in force on the date on which order forms are signed. Such prices shall not be subject to revision.

The price revision shall be determined and calculated in accordance with the provisions specified in Article I.3 of the draft framework service contract (see annex 9).

- Prices must be quoted free of all duties, taxes and other charges, including VAT (with the exceptions specified above), as the EEA is exempt from such charges under Articles 3 and 4 of the Protocol on the Privileges and Immunities of the European Union and the Headquarters Agreement between the EEA and the Government of Denmark of 17 August 1995; such charges may not therefore be included in the calculation of the price quoted; the VAT amount shall be indicated separately.
- The EEA will not reimburse any cost incurred in the preparation and submission of a tender. Any such cost must be borne by the tenderer.

11 Award procedure and Criteria

The award procedure will consist in three successive stages; only tenders meeting the requirements of one stage will be examined in the next stage. The procedure foresees

1. to check, in the first stage, whether tenderers can take part in the tendering procedure (exclusion criteria and legal capacity);
2. to check, in the second stage, the economic and financial capacity and the technical and professional capacity of each tenderer who has passed the eligibility stage (selection criteria);
3. to assess, in the third and last stage, each tender which has passed the eligibility and selection stages in terms of their technical merit first and then their financial value (award criteria).

11.1 Exclusion criteria

11.1.1. Exclusion from participation and award in the procurement procedure

To be eligible to participate in this contract award procedure, tenderers must not be in any of the exclusion situations referred to in Articles 106 and 107 of the financial rules applicable to the general budget of the European Union⁶.

11.1.2. Evidence to be provided by the tenderers

When submitting their bids, each tenderer (including any subcontractor or any member of a consortium) must provide a declaration on their honour in accordance with the form attached as annex 2, duly signed and dated, stating that they are not in any of the situations mentioned under section 11.1.1 above.

The tenderer to whom the contract is to be awarded will be required, prior to the signature of the contract, to provide the evidence specified in the penultimate paragraph of the declaration of honour mentioned above (see annex 2).

The EEA may waive the obligation of the tenderer to whom the contract is to be awarded to submit the documentary evidence referred to above if such evidence has already been submitted to the EEA for the purpose of another procurement procedure and provided that the issuing date of the documents does not exceed one year and that they are still valid. In such a case, the successful tenderer shall declare on its honour that the documentary evidence has already been provided in a previous procurement procedure and confirm that no changes in its situation have occurred.

11.2 Selection criteria

Tenderers should show their degree of economic and financial capacity, and technical and professional capacity to provide the requested services by providing information on the criteria described below. If several service providers or subcontractors are involved in the tender, the economic and financial capacity, and the technical and professional capacity will be assessed in relation to the combined capacities of the service providers and subcontractors, as a whole, to

⁶ Regulation (EU, Euratom) No 966/2012 of the European Parliament and of the Council of 25.10.2012, OJEU L 298/1 of 26.10.2012, as amended by Regulation (EU, Euratom) 2015/1929 of the European Parliament and of the Council of 28.10.2015, OJEU L 286/1 of 30.10.2015.

the extent that service providers or subcontractors put their resources at the disposal of the tenderer for performance of the contract.

In accordance with Article 148(6) of the rules of application of the financial regulation, the EEA reserves the right to reject a tenderer where it is established that he has conflicting professional interest which may negatively affect the performance of the contract.

11.2.1. Legal capacity

➤ Requirement

Any tenderer is required to prove that he is authorised to perform the contract under national law.

➤ Evidence to be provided by the tenderers:

Each tenderer (including any sub-contractor or any member of a consortium) is required to submit a legal entity form (see annex 3) duly filled out and signed, accompanied by a copy of inscription in a trade register and/or a copy of inscription in a VAT register, or a sworn declaration or certificate, membership of a specific organisation, or express authorisation, where applicable.

However, the sub-contractor(s) shall not be required to fill out or provide those documents when the services they provide represent less than 20% of the framework contract total estimated value specified in section 9 above.

11.2.2. Economic and financial capacity

➤ Requirements:

Tenderers must be in a stable financial position and have the economic and financial capacity to perform the contract.

➤ Evidence to be provided by the tenderers:

At least one of the documents or information listed below must be presented as evidence of compliance with the requirements for the economic and financial capacity:

- appropriate statements from banks or evidence of professional risk indemnity insurance;
OR
- the presentation of balance sheets or extracts from balance sheets for at least the last two years for which account have been closed, where publication of the balance sheet is required under the company law of the country in which the tenderer is established; OR
- a statement of overall turnover and turnover concerning the services covered by the contract during the last two financial years.

If the tenderer relies on the capacities of other entities (regardless of the legal nature of the links which it has with them), it shall provide a written undertaking on the part of those entities confirming that they will place the resources necessary for performance of the contract at its disposal for the period of the contract. In such case, the EEA may require that the successful tenderer and such entities are jointly liable for the execution of the contract.

If, for some exceptional reason, which the EEA considers justified, a tenderer is unable to provide at least one of the references requested above, he may prove his economic and financial capacity by any other means which the EEA considers appropriate.

11.2.3. Technical and professional capacity

- Requirements:
Tenderers are required to fulfil **all** the following requirements:
 - Suitability of the organisation and staffing structure available for the services covered by the contract;
 - Relevant experience in provision of comparable services to similar clients over the past three years;
 - Application of environmental management measures.

- Evidence to be provided by the tenderers:

The following documents or information shall be presented as evidence of compliance with the technical and professional capacity criteria:

- ***Organisation and staffing structure:***

A brief company profile giving a clear description of the main functions within the company, the total amount of staff (e.g. total no of chefs, total no of kitchen assistants etc.), strategy and vision, products and services.

- ***Past similar contracts:***

A list and a description of the contracts awarded to the tenderer in the past three years relevant to the services required under this call for tenders (canteen and catering services), indicating the value, brief description of the services undertaken, the recipients of the services (public or private).

- ***Environmental policy:***

Details of the tenderer's environmental policy with indication of status of implementation. In the event of a joint tender submitted by a consortium, **each member** of the consortium shall provide the requested description.

11.3 Award criteria

The assessment method that will be used to determine the choice of the tender will be based on the criteria given below, on the basis of the most economically advantageous tender in terms of

- the quality of the tender (Technical merit – TM)
- the financial value of the tender (Price – P)

11.3.1. Technical merit (TM) (max. 60 points, min. 40 points)

Tenders will be evaluated following the award criteria and weightings outlined below, producing a potential score of maximum 60 points:

No	Award criteria	Maximum points (60)	Minimum points (40)
1	Product quality and management of food waste Under this award criterion, tenders will be evaluated in terms of food processing, taste and nutrients in the food, health, individual ingredients in the food, self-monitoring programme, raw material consumption and disposition, management of food waste and recycling measures (see also section 1 of annex 5).	30	20
2	Supply chain and organisation of the work Under this award criterion, tenders will be evaluated in terms of the ordering system, selection, delivery and quality assurance of suppliers, staffing plan and back-up arrangements (see also section 2 of annex 5).	20	13
3	Creativity and interaction with the customers Under this award criterion, tenders will be evaluated in terms of the proposed menus, new concepts and ideas that can improve the dining experience and ways to monitor and assess customer satisfaction (see also section 3 of annex 5).	10	7

For that purpose, tenderers are required to:

- provide a technical offer elaborating on the services and mandatory requirements described in sections 6 and 7; and
- fill out the questionnaire attached as annex 5 to these tender specifications.

Tenderers shall bear in mind that all fields are compulsory and non-compliance will lead to exclusion of the tender from the award process. The mere repetition of mandatory requirements set out in these tender specifications, without going into details or without giving any added value will only result in a low score. If essential elements of these tender specifications are not expressly addressed in the tender, the EEA may decide to give a zero mark for the relevant quality criteria.

Only tenders which obtain the indicated minimum number of points for each award criterion will be considered for the next stage, which involves determining the financial value of the tender and for the final assessment.

11.3.2. Price (P) (max. 40 points)

Tenderers are requested to submit a financial offer giving the **all-inclusive** (i.e. inclusive of all expenditures involved in the performance of the contract (e.g. management costs; administrative costs such as salaries of contracted personnel including social security, holiday and sickness allowances; insurance; equipment; inspection costs; etc.)), but **exclusive of VAT** price in **DKK** (with the exceptions specified in section 10 above), by completing the price quotation template attached as annex 6 to these tender specifications.

For the purpose of the evaluation only, the prices taken into consideration will be the subtotals (P_1, P_2, \dots, P_8) in EUR without VAT as calculated in Annex 6 – Price quotation (see Annex 6 and the table below).

Score for price of service	Services	Evaluation Weighting Factor (EWF)
Canteen services		
P ₁	Lunch services for staff	30
P ₂	Lunch services for guests/visitors	5
P ₃	Breakfast	5
P ₄	Beverages	10
P ₅	Additional offerings	5
Catering services		
P ₆	Meals and beverages for catering services	20
P ₇	Additional staff cost for catering services	5
Monthly subsidy		
P ₈	Requested monthly subsidy	20

Tenders meeting all mandatory requirements including the minima for technical merit will score points in function of the following formula:

$$P_n = (P_{min_n}/P_{O_n}) * EWF (\%) * 40, \text{ where}$$

n = Type of service

P_n = Score for price of service,

P_{min_n} = the lowest price offered among the received tenders

P_{O_n} = the price of the tender being considered

EWF = Evaluation Weighting Factor

40 = the maximum number of points that can be awarded under this award criterion.

The final score for the price that will be used as the basis for evaluation is the sum of the eight P_s.

$$P = P_1 + P_2 + P_3 + P_4 + P_5 + P_6 + P_7 + P_8$$

Tenderers shall bear in mind that all fields are compulsory and non-compliance will lead to exclusion of the tender from the award process.

11.3.3. Final assessment

A framework service contract will be awarded to the tenderer whose tender achieves the highest total score for technical merit and price (TM + P). Should tenders obtain the same final score and tie for first place, the winning tender will be decided on the basis of the highest score achieved for price.

12 Performance

Competence in both selection and award criteria must be maintained throughout the whole duration of the framework service contract. Should the contractor fail to do so during the period of validity of the framework service contract, the EEA may decide to terminate the contract and/or to choose another vendor from the tenders that are technically compliant.

13 Environmental considerations

The EEA runs a certified environmental management system (EMAS) and aims to minimise the environmental impact of all its activities, including those carried out under contract. The selected tenderers will, therefore, be requested to consider the EEA environmental management guidelines in the implementation of the contract, in particular those relating to business travel, electronic means of communication, paper and energy consumption. Further information on the EMAS system can be found on the EEA website: <http://www.eea.europa.eu/documents/emas>.

Moreover, it is strongly recommended that tenders are submitted in an environmentally friendly way, e.g. by choosing a simple and clear structure, double-sided printing, limiting attachments to what is required in the tender specifications (no additional material) and avoiding plastic folders or binders.

14 Annexes

Annex 1: Tender submission form

Annex 2: Declaration on exclusion criteria

Annex 3: Legal entity form

Annex 4: Financial identification form

Annex 5: Questionnaire on technical merit

Annex 6: Price quotation

Annex 7: EEA food policy

Annex 8: List of kitchen machines and equipment

Annex 9: Draft framework service contract and draft order form

Annex 10: EEA Public holidays 2017