



18 July 2012

## Clarification No 1

**Reference:** Open call for tenders No EEA/OSE/12/003

**Title:** Framework contract for the provision of cleaning services at the premises of the European Environment Agency (EEA)

### Question 1

Is it possible to submit a bid on the cleaning or is it mandatory to bid on both cleaning and window cleaning?

#### Answer 1

Please note that the contract is not divided into lots, and tenderers are expected to provide all the cleaning services as described in Annex 7 to the tender specifications, which consists in the following three parts: cleaning of inside areas, window cleaning and cleaning of outside areas.

### Question 2

Tenderers are requested to provide a minimum of 3 CVs for the cleaning staff; however it is not possible to provide the CVs as no cleaning staff has yet been hired for the assignment of EEA. What should we do about this?

#### Answer 2

If tenderers are unable to provide the required CVs of the staff that will be responsible for providing the service, they may demonstrate their technical and professional capacity by means of CVs of current staff whose experience matches that of the staff that will be engaged under the contract.

### Question 3

With reference to section 7.3 of the tender specifications, is it correct that the contractor should buy the required consumables? If so, should the cost for the consumables be included in the requested cleaning prices? Is it correct that the cost of the consumables will be reimbursed by the EEA?

#### Answer 3

Pursuant to section 7.3 of the tender specifications, tenderers shall indeed purchase the necessary consumables. The price of consumables shall however not be included in the financial offer; neither as part of the price for the performance of all the scheduled services ( $P_1$ ) nor as part of the price for the operational material needed for the scheduled services ( $P_2$ ) and not as part of the price for performance of additional cleaning or dishwashing tasks ( $P_3$ ).

As stated in section 7.3 of the tender specifications, consumables will be reimbursed by EEA on the basis of actual cost.

**Question 4**

With reference to section 7.4 of the tender specifications, should the contractor provide a list of all products? Shall the list be attached to the tender?

**Answer 4**

At the time of submission of tenders, tenderers do not need to include in their tender a list of all the products intended to be used. The requirements set in section 7.4 of the tender specifications will apply for the performance of the contract that will result from this tendering procedure. Nevertheless, when drawing up their bid, tenderers shall bear in mind that their offer will be assessed in terms of the degree of compliance with the EEA environmental policy and the level of ambition to reduce the environmental impacts of the requested cleaning services, including inter alia a presentation of the proposed cleaning products and consumables.

**Question 5**

With reference to section 7.6 of the tender specifications, the contractor is requested to ensure safety equipment for the staff. What kind of safety equipment is required?

**Answer 5**

The contractor shall provide the necessary work wear and safety equipment for the staff performing the cleaning services, including inter alia rubber gloves, secure footwear, protective glasses, etc...

In addition, the contractor shall comply with the European and national rules on environment protection, safety and health, as stated in section 7.4 of the tender specifications.