

INVITATION TO TENDER

ECMWF/ITT/2019/BOND10

PROCUREMENT OF FACILITIES MANAGEMENT

at ECMWF, Tecnopolo di Bologna, Bologna, Italy

Volume II:

Pre-qualification Questionnaire (Phase 1)

AUGUST 2019

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Background

Definitions

Definitions used in this Invitation to Tender (ITT) are listed here:

Agreement	Terms and conditions agreed between ECMWF and the Contractor
Centre	ECMWF
Hosting Agreement	Agreement between the Government of the Italian Republic and ECMWF concerning the premises of the Centre located in Italy, dated 22 June 2017, and Supplementary Agreement between the Government of the Italian Republic and Regione Emilia-Romagna on the one hand and ECMWF, on the other, concerning the premises of the Centre located in Italy, dated 22 June 2017.
ECMWF	European Centre for Medium-Range Weather Forecasts
Pre-qualification questionnaire (PQQ)	Preliminary stage of the tender process used to assess supplier capabilities and shortlist suppliers to participate in an Invitation to Tender (ITT). The pre-qualification will be done through the completion of this document.
Requirement	a singular documented physical or functional need that a design, product or process aims to meet
Services	all the services listed in the Specification or on a Purchase Order, to be provided by the successful Tenderer to ECMWF under this Contract
Tender	a response to this Pre-qualification and/or subsequent ITT
Tenderer	an organisation participating in this Pre-qualification
You	the recipient of this Pre-qualification, a prospective "Tenderer"

Introduction

This Pre-qualification Questionnaire (PQQ) has been prepared by the European Centre for Medium-Range Weather Forecasts, (governed by its Convention and associated Protocol on Privileges and Immunities which came into force on 1 November 1975, and was amended on 6 June 2010) ("ECMWF") for the purposes of obtaining proposals from Tenderers for the procurement of **Facilities Management Services** including Soft FM and other optional services related to Hard FM.

This tender will be split into two phases:

1. Pre-qualification Questionnaire (as described in this document) – The main objectives of this phase would be to understand supplier capabilities, experience and financial standing in order to shortlist suppliers for the Invitation to Tender (ITT).
2. Invitation to Tender (ITT) – Suppliers shortlisted following the PQQ will receive an Invitation to Tender (ITT). Please note that the ITT will be a separate document and is not part of this PQQ document.

ECMWF is an independent intergovernmental organisation supported by 34 States. Information on ECMWF's activities can be found at:

<https://www.ecmwf.int/en/about>

ECMWF's new data centre

In June 2017 ECMWF Member States approved the proposal by the Italian Government and the Emilia Romagna Region to host ECMWF's new data centre in Bologna. The new data centre is currently being built on the site of the new Tecnopolo di Bologna campus that is redeveloping the unused buildings and grounds of a former tobacco factory. ECMWF's headquarters are to remain in the UK. Details about the new data centre can be found here:

<https://www.ecmwf.int/en/about/media-centre/press-kit-bologna-host-ECMWFs-new-data-centre>

ECMWF expects the Bologna data centre will be run with a small staff complement, that includes a 24 hour a day, 7 days a week, 365 days a year (24x7x365) operations team responsible for the monitoring of the infrastructure.

Scope of the PQQ

The purpose of this Pre-qualification Questionnaire (PQQ) is for ECMWF to shortlist suppliers who have the required capabilities and experience to provide Soft Facilities Management Services at ECMWF's facility at Tecnopolo di Bologna, Via Stalingrado, Bologna, Italy from late 2019 onwards and to collect further information on additional optional Facility Management services that may be required at a later date.

This procurement exercise will be split into two phases:

1. Pre-qualification Questionnaire (as described in this document) – The main objectives of this phase would be to understand supplier capabilities, experience and financial standing in order to shortlist suppliers for the Invitation to Tender (ITT).

2. Invitation to Tender (ITT) – Suppliers shortlisted following the PQQ will receive an Invitation to Tender (ITT). Please note that the ITT will be a separate document.

The scope of the ITT phase will include:

- Supply of Soft Facility Management Services at ECMWF's facility at Tecnopolo di Bologna;
- Provision of customer support services;
- Provision of monthly invoicing and reporting related to the services provided, with a detailed split among consumables, ordinary/extraordinary activities and any additional cost components;
- Clear mechanism to include in a compliant way further Facility Management Services that may be required at a later date.

PQQ timetable

ECMWF envisages the following timetable for this PQQ¹:

Date	Description
19 August 2019	Date for release of PQQ by ECMWF
11 September 2019	Deadline for submission of clarifications questions
18 September 2019, 14:00 (UK Local time)	Closing date for receipt of PQQ responses
Late September / October 2019	Evaluation of PQQ responses
October / November 2019	Invitation to tender (ITT) to be send to shortlisted suppliers

Table 1: Envisaged timeline for this PQQ

¹ ECMWF reserves the right to amend these dates at any point. If ECMWF decides to amend any of the dates or milestones portrayed above then it shall notify the Suppliers who have expressed an interest or Tenderers via the eProcurement portal.

Evaluation criteria

Phase 1.Pre-Qualification Questionnaire will be evaluated based on documents listed below:

- Responses provided in Volume IA Tender Submission Form
- Responses provided in the “Appendix 2 Pre-Qualification Questionnaire” of this Volume II

All responses to questions will be scored by ECMWF based on the following scoring matrix:

Value	Definition
3	Tenderer fully meets or exceeds the ECMWF Requirement.
2	Tenderer partially meets the ECMWF Requirement. The Requirement will be met as part of a future commitment. In the Detailed Description column, describe how the Requirement will be fully met. Specify, where applicable, associated timescale and cost.
1	Tender does not meet the ECMWF Requirement at the time of response. The Requirement will be met as part of a future commitment. In the Detailed Description column, describe how the Requirement will be fully met. Specify, where applicable, associated timescale and cost.
0	Tenderer cannot meet the ECMWF Requirement.

Following the evaluation of responses the suppliers achieving the highest overall score will be shortlisted for the ITT phase.

Organisation of this document

The remainder of this PQQ is organised as follows:

- Appendix 1 High Level Scope of Requirements;
- Appendix 2 Pre-Qualification Questionnaire.

Appendix 1 High Level Scope of Requirements

A1.1. Introduction

ECMWF intends to outsource its soft Facilities Management (FM) to a single provider for the Bologna site. The purpose of this Appendix 1 is to provide all parties with an outline of the base requirements for each of the services required.

ECMWF may wish to consider optional services on an occasional basis or may wish to negotiate with the FM provider to include additional services into the contract.

Initially, Hard FM services of building, mechanical and electrical repair and maintenance are to be carried out by the build contractors and Original Equipment Manufacturers (OEMs). The FM provider will be expected to work with and help coordinate services with other suppliers.

Scope of services:

- Cleaning
- Waste Management
- Pest Control
- Security Guarding
- Catering
- Hard FM Services to form part of the FM contract

Further details on the required services including a full specification will be provided in the ITT phase of this procurement exercise.

A1.2. Scope of requirements

A1.2.1. Cleaning

A cleaning supervisor, daily Janitor and evening cleaning team will be required to operate as follows:

- General building fabric
 - Lighting
 - Signage
 - External and internal window and glazed partition cleaning
- Internal areas - General cleaning to all areas including sweep, mop, dust and manage waste bins
 - Offices, meeting rooms and reception areas
 - Toilets and kitchenette
 - Feminine hygiene bin exchange and collection
 - Workshops and technical areas
 - note: Electrical and mechanical plant and machine rooms are excluded

- Main Computer and Storage Halls
 - Dust and vacuum
 - Clear rubbish and recycling
 - Specialist clean of technical areas

- Cleaning of equipment
 - General office equipment
 - Desk top computers and monitors
 - Printers
 - TV and audio-visual equipment

- Provision of consumables to be supplied and maintained by cleaning provider
 - Liquid soaps to WC and kitchenette
 - Paper towels
 - Air/Room freshener
 - Bin liners
 - Toilet rolls

- Cleaning of hard and soft landscaping
 - Sweeping of walkways
 - Cleaning of gullies and outlets to footpaths
 - Snow clearance and gritting

A1.2.2.Waste Management

The Facilities management provider is to manage the procedures to ensure proper controlled waste disposal. Also, to provide specific containers for the collection of waste and recycling and to empty containers at appropriate periods. Clear bags are to be provided for recycling.

- Collection of general waste
- Collection and sorting of recycling
 - Paper, card and cardboard
 - Glass
 - Metals
 - Plastics
 - Batteries
 - Toner cartridges
- Hazardous electrical waste containers provided, collected and emptied
- Ability to provide large waste containers for maintenance waste, e.g. filters, as required
- Implementation and management of the procedures to maintain LEED Gold standard

A1.2.3. Pest Control

The Facilities management provider is to operate and manage a pest control service to meet current regulations, including:

- Provide preventative and reactive procedures to control and eradicate pests
- Maintain records of all incidents of infestations

A1.2.4. Manned Security Guarding

ECMWF will require manned guarding on site 24/7/365. Security Site Administrative Instructions will be devised and compiled by the Facilities Management provider in consultation with ECMWF. These will set out the procedures for security guards to follow during their normal everyday duties.

- Duties
 - Regular security patrols, logging records
 - CCTV monitoring, record keeping
 - CCTV and alarm procedures
 - Emergency response, fire, earthquake evacuation
 - Emergency and Information Systems - including intruder alarms and personal alarm activations
 - Access control, deliveries, visitor management and security passes
 - Reception and administration support
 - First Aid and Health & Safety and Safe Systems to Work procedures
 - Assisting the ECMWF team with post and stationary management

A1.2.5. Catering

- Hospitality - On specific occasions ECMWF may require the provision of hospitality services for pre-arranged events, including:
 - Provision of tea, coffee, water for meetings
 - Provision of working lunch
- Vending - Provide, maintain and fill vending machine to supply:
 - Cold drinks
 - Snacks
 - Microwaveable meals
- Chilled water:
 - Provide and maintain chilled water units (connected to mains drinking water)

A1.3. Hard FM Services

ECMWF requires a well-planned fabric maintenance programme to meet its obligations under the Hosting Agreement with the Italian government, as well as to decrease fabric asset replacement costs, and to

uphold a better organisational image and user experience. As part of the construction contract between the builders of the Technopolo and the Regione Emilia Romagna the installation companies are to provide a full planned & reactive building maintenance programme.

The scope of services provided by the construction companies to ECMWF or the Regione is required to cover all building repair and maintenance requirements covering internal areas and the exterior of the Premises (including the fences, perimeter walls and roofs).

The ECMWF scope of building fabric maintenance provided by the main contractors and outside of this FM contract shall include;

- Maintenance of all external and internal areas, all designated structures fabric, finishes and fixtures and fittings, (as defined in a schedule which separates responsibilities between the Regione Emilia-Romagna and ECMWF), including, but not limited to;
 - Painting and Decorating
 - Internal plumbing & drainage
 - Carpentry and Joinery
 - Glazing
 - Internal Building Repairs
 - Floor coverings
 - Ceilings, Doors and Walls
 - Specialist Flooring and Coverings
 - Tiling
 - Signage
- Maintenance of Mechanical and Electrical Services and Systems excluding those let to separate service providers, (i.e. excludes DRUPS, Chillers)

As part of the Facilities Management tender the FM provider will not be required to provide any services but is asked to show their experience and capability of undertaking and managing hard FM services should ECMWF wish to include these at a later date.

A1.4. Optional Services

ECMWF may wish to use the following services on an occasional basis or may wish to include elements into the FM contract. The FM tenderer is to show their experience and capability of undertaking and managing these services should ECMWF wish to include these at a later date;

- Management of Spares and Consumables
- Out of Hours call out
- Laundry Service
- Risk Management
- Environmental management to maintain LEED Gold standard
- Helpdesk
- Provide and maintain Portable Fire Fighting Equipment

Appendix 2 Pre-Qualification Questionnaire

In order to complete this questionnaire the Tenderer must populate the Detailed Description column. Please adhere to the following guidance :

- Tenderers should give minimum sufficient detail to explain the way in which the Requirement is met - a simple expression, such as “compliant” or “agreed”, will not normally suffice.
- Unless stated otherwise, the Detailed Description should be no longer than 250 words. Where word counts above 250 words are allowed, the higher limit will be clearly stated. Any text above the maximum specified word count will not be evaluated.
- Attachments/Annexes should not be submitted, unless the Requirement expressly requests or authorises their submission.
- Tenderers are reminded that referencing web sites or providing hyperlinks does not provide an acceptable means of informing their submission. Any references of these types will be ignored and will not be evaluated.

Any additional features not listed in the PQQ as Requirements, but which the tenderer feels may be relevant, should be clearly identified and supported by descriptive material.

A2.1. General questions

Compliance		
Requirement number	Requirement	Detailed Description
1	<p>Tenderers must ensure that all Requirements in this PQQ are addressed and a response, in electronic format, is posted to ECMWF’s eProcurement Portal prior to the deadline; partial responses will not be considered. Tender responses could be in either English or Italian depending on the Tenderer preference.</p> <p>Tenderers must confirm that they have read and understood and accept all Requirements of this PQQ.</p>	

Organisation		
Requirement number	Requirement	Detailed Description
2	Please provide a summary of how your organisation and how you can support ECMWF for the duration of the contract. Please keep your answer focused and specific to the scope of work. You may provide your response in a separate attachment which should be limited to 1 page.	

Sustainability and Technical and Professional Ability		
<i>You may be required to provide further information and evidence your answers in the Invitation to Tender (ITT) phase.</i>		
Requirement number	Requirement	Detailed Description
3	Please confirm that you have the following certifications , or equivalents: <ul style="list-style-type: none"> • ISO 9001 – Quality Management Systems (QMS); • ISO 14001 Environmental Management Please also provide details of any additional quality certifications that your company holds.	
4	Please confirm that you comply with the following: <ul style="list-style-type: none"> • Legislative Decree 81/2008 on occupational safety (resistration at the Chamber of Commerce; DUVRI, DURC,...) 	
5	Please confirm that, in case of contract award, you undertake to maintain updated and to deliver to ECMWF any technical documentation required by the Legislative Decree	

A2.2. Services Capability Questionnaire

Ability to provide directly, or through Subcontractors, Soft Facility Management Services and Expertise evidences		
Requirement number	Requirement	Detailed Description
6	Please use the Excel file attached "ITT BOND10 Volume II Phase 1 FM Capabilities and Experience" to enter the information on (i) the activities Your Company and/or Your Subcontractors are able to perform ; (ii) up to 5 relevant Client examples where you have performed services both in Emilia Romagna and in the rest of Italy.	

A2.3. Support, performance monitoring and continuous improvement

Client service support, performances reporting and continuous improvement		
<i>Please refer to the activities you and/or your subcontractors are able to provide, as specified in A2.2 Capability on Soft Facility Management Services</i>		
Requirement number	Requirement	Detailed Description
7	Please provide details on what structure do you propose to put in place to provide customer support to ECWMF both for transactional activities (contract, invoicing and reporting) and for daily operational tasks?	
8	Please confirm that your organization provides a 24 hours service desk to accept and coordinate urgent client requirements	
9	Please provide details on how your organisation reports on daily activities and on overall performance . This should include details of contract Key Performance Indicators (KPIs) that you would typically track. Please provide as an attachment your proposed reporting form.	
10	Please detail your approach to complying with new laws or changes to existing legislation and how your organisation stays up to date in understanding both national and global best practices and international standards.	

A2.4. Contract and Payment terms

Contract and Payment terms		
Requirement number	Requirement	Detailed Description
11	ECMWF's standard payment terms are 30 days of invoice receipt. Please confirm that this is acceptable.	
12	Please confirm that ECMWF will be billed on monthly basis for Soft Facility Management services. Should you wish to propose a different billing frequency, please provide details.	