



ECMWF/ITT/2025/383

## **PROCUREMENT OF Soft Facilities Management Services**

### **Instructions for Tenderers and Conditions of Tender**

### **STAGE 1 : Pre-Qualification Questionnaire (PQQ)**

- **Lot 1: Cleaning services / Waste management / Pest control**
- **Lot 2 : Security services**

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## 1. BACKGROUND AND INSTRUCTIONS FOR TENDERERS

### 1.1. Definitions

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

“ECMWF” or “Centre”	means European Centre for Medium-Range Weather Forecasts;
“Agreement”	means Terms and conditions agreed between ECMWF and the Contractor
“Hosting Agreement”	means 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.
“Centre”	means ECMWF;
“ITT”	means this invitation to tender;
“Tender”	means a response to this ITT;
“PQQ”	means this document, first stage of the ITT
“Tenderer”	means a Tenderer to this ITT;
“You”	the recipient of this ITT, a prospective “Tenderer”.

### 1.2. Introduction

This ITT 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 shortlisting suppliers for provision of Soft Facilities Management Services at ECMWF's site at Bologna (Tecnopolo di Bologna, V. Stalingrado, 84/3, 40128 Bologna BO, Italy), for an initial period of three years with the possibility of two extensions, each for one year.

This Invitation to Tender (ITT) have been split into two Lots:

- **Lot 1** : Cleaning services / Waste management / Pest control
- **Lot 2** : Security services

**IMPORTANT:** Tenderers may bid for *one or both* Lots. Where Tenderers bid for both Lots, they should highlight in their response the synergies across the services they bid for and how this improves value for money to ECMWF, as well as the delivery of a seamless and professional service for each of the Lots. Moreover, Tenderers should demonstrate that they have sufficient capacity to perform activities under both Lots with no service degradation.

#### This process will be split into two stages:

1. **Pre-qualification Questionnaire (PQQ, as described in this document)** – The main objectives of this stage 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.

Tenderers that are shortlisted as a result of the first stage will initially be required to carry out a site visit at ECMWF premises as part of the tender process.

Tenderers who are not shortlisted for stage two will not be considered further for this tender.

### **1.3. Background to the ECMWF and services**

ECMWF is an independent intergovernmental organisation supported by 34 States. ECMWF is both a research institute and a 24/7 operational service, producing and disseminating numerical weather predictions to its Member States. The organisation was established in 1975 and now employs around 370 staff from more than 30 countries. ECMWF is one of the six members of the Co-ordinated Organisations, which amongst others also include the European Space Agency (ESA) and the European Organisation for the Exploitation of Meteorological Satellites (EUMETSAT).

ECMWF is an independent intergovernmental organisation supported by 35 States. Information on ECMWF's activities can be found at <https://www.ecmwf.int/en/about> .

ECMWF has headquarters in Reading, UK, with additional sites in Bologna, Italy, and Bonn, Germany.

ECMWF is inviting service providers to tender to replace the existing Soft Facilities Management Service contract at the ECMWF site at Bologna, Italy. The contract would include provision for :

Lot 1 : Cleaning services, Waste management, Pest control,

Lot 2 : Security services (including reception services),

The high-level scope of the services required are provided in Annex 1.

### **1.4. Bologna site ECMWF's 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 located on the site of the new Tecnopolo di Bologna campus. Details about the data centre can be found here:

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

ECMWF's Bologna data centre 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.

### **1.5. Structure of this PQQ**

The PQQ is structured as below, all of which form first stage of the ITT:

1. This PQQ instruction document: contains an introduction to the ECMWF and background to the service, provides instructions on how to respond and what information is required, and Annex 1 High-level scope of requirements
2. Annex 2.1 : Tender Submission Form Lot 1
3. Annex 2.2 : Tender Submission Form Lot 2
4. Annex 3.1 : Pre-Qualification Questionnaire Lot 1
5. Annex 3.2 : Pre-Qualification Questionnaire Lot 2
6. Annex 4.1 : Capabilities and Experience table Lot 1
7. Annex 4.2 : Capabilities and Experience table Lot 2
8. Request for clarification file
9. eProcurement Portal online questionnaire: refer to section below.
10. Contract Notice: this is the document published in the Supplement to the Official Journal of the European Union describing the ITT and containing important information related to the ITT.

### **1.6. Timetable for this PQQ**

ECMWF envisages the following timetable for this procurement exercise (all times are UK local unless otherwise stated):

STAGE 1 – PQQ	
Date for release of PQQ by ECMWF	Tuesday 20 May 2025
Deadline for submission of clarifications questions	Tuesday 3 <sup>rd</sup> June 2025, 23:59 (CEST time)
Last date for publishing clarifications	Tuesday 10 <sup>th</sup> June 2025
Closing date for receipt of PQQ responses	Monday 16 <sup>th</sup> June 2025, 16:00 (CEST time)
Evaluation of PQQ responses	Mid-June 2025
STAGE 2 – ITT	
Invitation to tender (ITT) to be send to shortlisted suppliers	Tuesday 1st July 2025
Visit registration date	Friday 4th July 2025
Presentation/site visit date	Tuesday 8th July 2025
	Wednesday 9th July 2025
	Thursday 10th July 2025
Closing date for receipt of ITT responses	Monday 21 <sup>st</sup> July 2025 16:00 (CEST time)
Sign contract by	November 2025

Table 1: Timetable

**ECMWF reserves the right to postpone the dates from those published in this document.**

**ECMWF eProcurement portal, and submission of tenders:**

Responses to this PQQ must be submitted via ECMWF’s eProcurement Portal no later than the closing date/time specified in Table 1: Timetable.

### **1.7. Supplier registration on the eProcurement Portal**

To take part in any procurement exercise and to be able to express an interest in an opportunity, first you must register on the eProcurement Portal (ProContract) with details of your organisation. Registration is free and the process is managed by the portal provider Due North. The eProcurement Portal can be accessed from one of the following links: <https://procontract.due-north.com> or <https://procurement.ecmwf.int> (the latter redirects to the ProContract Opportunities page).

When the registration is accepted then you will receive an email containing a reminder of your username and the link to access the opportunity portal. Note that once you are registered, you will be able to see all the opportunities available in ProContract for various buyer organisations beside ECMWF. You will be able to narrow your search results to opportunities issued by ECMWF by selecting the corresponding portal or organisation on the ProContract Opportunities page.

Further guidance for suppliers is available at <https://supplierhelp.due-north.com>

Registration does not commit you to respond to any ITT’s. ECMWF will not interpret your registration as an intention to respond to an ITT. However, you can “Register intent” to notify ECMWF that you intend to respond to an ITT if you so wish.

Once an RFP or ITT is published you must log on to the portal and express interest in the RFP or ITT to obtain access to the relevant documents and any subsequent clarifications.

Tenderers who have registered an interest in this ITT using the eProcurement Portal will be kept informed of any developments including any updates to the ITT documentation and any clarifications that are issued. Tenderers must read all ITT documents and comply with ECMWF’s instructions with regard to the submission of their proposals. ECMWF reserves the right to reject a proposal that does not substantially comply with the conditions that are part of the ITT.

ECMWF has also developed a document, providing step-by-step guidance to suppliers about how to navigate the eProcurement Portal for:

- finding an opportunity launched by ECMWF (RFP's, ITT's);
- accessing the RFP/ITT documents on the Portal;
- submitting a response to an ITT on the Portal;
- accessing the messaging board of an ITT/RFP.

The guidance document can be found at the following link: <https://www.ecmwf.int/en/about/suppliers>

### **1.8. Online questionnaire for preparation of responses on the portal**

Online questionnaire of the ITT in the portal is where tenderers prepare their responses by answering questions about their organisations and proposals and uploading documents for their responses in accordance with the instructions therein. It must be answered online. You can download it to look at the questions but you cannot complete the questionnaire offline and upload it back to the portal. It does not have to be answered completely in one session. You can start to answer it, then save it and complete it later.

The portal will remember your responses to questions in the questionnaire so that if you respond to more than one ITT and any questions are the same you will not have to respond to those questions again (though you are able to change your answer). Having completed the questionnaire online you can either save it for later submission or submit it straight away (**recommended, as it can be amended later**). Once you complete your response, **you must click the “Submit response” button and the status of your response should read “Submitted”**. Until the closing date you can change answers to the questionnaire and submit a new version. ECMWF is able to see only the version of the answers that is current at the closing date.

### **1.9. Clarification questions**

All correspondence is conducted via the e-Procurement Portal. No other form of communication will be accepted.

Any questions concerning this ITT (“Clarification Questions”) must be submitted via the eProcurement Portal by completing the Excel form “ITT\_383 Request for clarification form.xlsx” and must be received by ECMWF no later than the date/time specified in Table 1: Timetable. ECMWF will respond via the portal within five working days and will send the question and answer to all suppliers who have expressed an interest in the ITT unless the question is specific to a supplier’s proprietary solution. The identity of the questioner will not be revealed.

Please note that ECMWF reserves the right to contact bidders during the evaluation process in order to clarify points in their response, therefore the contact point should be monitored during this period.

### **1.10. Timeliness of response**

ECMWF will not consider any late or partial responses to this ITT (unless this is due to a technical issue caused by either ECMWF or their Portal) nor will it consider requests for extension of the time or date fixed for the submission of tenders. It may, however, at its own absolute discretion extend the time or date fixed for submission and in such an event ECMWF will notify all Tenderers via the e-Procurement Portal.

As per section 1.7, and for this reason, ECMWF encourages Tenderers to submit the questionnaire soonest, even if it is draft format, as it can still be amended, and added to, up to tender close.

Technical failure, including of a computer, browser, e-mail system or internet connection, is not a valid reason for late or failed submission of a response, unless as a result of a failure of the ECMWF’s eProcurement Portal, and in the case that there was no reasonable course of action the Tenderer could have taken to submit the response on time. **It is important that you do not leave the submission of your response to the last minute.**

### **1.11. Evaluation method and selection criteria**

Pre-qualification responses will be evaluated for the following criteria based on the information provided in Annex 2 Tender Submission Form.

Evaluation criteria	Weightings
Legal and Financial status	20 %
Track record, including references	40 %
Responses to Pre-Qualification and Capability questionnaire	40%

*Table 2: Evaluation criteria*

Following notification of the result of your tender you may request feedback on the evaluation from ECMWF.

## **2. CONDITIONS OF TENDER**

### **2.1. Procedures**

The procurement for the contract will be conducted in accordance with ECMWF's procedures as set out in ECMWF's ITT documents and no other procedures will apply.

The submission of a response to this ITT shall constitute an offer that may be accepted by ECMWF however, ECMWF is not bound to accept any responses.

Tenders are subject to these Conditions.

### **2.2. Tenders are subject to these Conditions of Tender**

Tenderers who have registered an interest in this ITT using the eProcurement Portal will be kept informed of any developments including any updates to the ITT documentation and any clarifications that are issued. Tenderers must read all ITT documents and comply with ECMWF's instructions with regard to the submission of their Tenders.

The Conditions of Tenders as listed in this Article 2 apply to both stages of this tender (Stage 1: Pre-Qualification Questionnaire and Stage 2: Invitation to Tender). Where a reference is made to ITT, this will also include the Pre-Qualification Questionnaire (PQQ).

### **2.3. Evaluation**

ECMWF will evaluate the Tender based on the Tenderer's responses to ECMWF's requirements (Annexes of this ITT) and the questions in the eProcurement Portal as well as Tenderer's compliance with Sections 2, 3, 4 and 5 of this Instruction file. ECMWF will inform each Tenderer of the result of its Tender in writing.

The High-Level Evaluation criteria which will be used are the ones specified in the Contract Notice and/or in any Corrigendum Notice published by ECMWF in the Official Journal of the European Union (also mentioned in Section 1.11).

### **2.4. The Tenderer shall not:**

- Consult, communicate or agree with any other Tenderer on any matter whatsoever related to the ITT;
- Disclose its proposed price for the ITT, whether directly or indirectly, to any other Tenderer but this shall not preclude the Tenderer from publishing its standard list prices;
- Make any attempt to induce any other person or organisation to submit or not to submit a tender.

### **2.5. Validity**

The Tender & its pricing shall remain valid and fixed for nine months after the closing date for this ITT. All prices shall be submitted in Euros (€) and shall be binding on the Tenderer.

## 2.6. Guarantees

In the case of a tender received from an organisation which is a subsidiary of another organisation, ECMWF may require the execution of a guarantee by the Tenderer's parent organisation for the execution of the Tenderer's obligations.

## 2.7. Expenses

ECMWF will not reimburse expenses incurred in connection with the preparation and submission of the tender. ECMWF accepts no liability whatsoever, whether in contract, tort or otherwise in relation to the ITT or in respect of any costs, damages or expenses incurred by Tenderers or any third party.

## 2.8. Language for tenders

All tender documentation, manuals and diagram labelling shall be written in English. **Tenderer responses must be written and submitted in English.**

## 2.9. Status of submission

The submission of a Tender in response to this ITT shall constitute an offer that may be accepted by ECMWF so as to become a binding contract. However, ECMWF is not bound to accept any Tenders. If ECMWF elects to award a Tender, subject to contract, the parties shall seek to execute a formal contract incorporating the Terms and Conditions contained in the ITT and any other agreed terms.

## 2.10. Right to negotiate

ECMWF reserves the right to negotiate with one or more Tenderers before taking a decision on the placing of a contract.

## 2.11. Right to reject

ECMWF reserves the right to reject a Tender that does not substantially comply with the conditions that are part of the ITT.

## 2.12. Confidentiality

Except where ECMWF has made its documents publicly available, the contents of this ITT together with all other information, materials, specifications or other documents provided by ECMWF, or prepared by Tenderers specifically for ECMWF, shall be treated at all times as confidential by the recipients. Tenderers shall not disclose any such information, materials, specifications or other documents to any third parties or to any other part of the Tenderer's group or use them for any purpose other than for the preparation and submission of a response to this ITT nor shall Tenderers publicise ECMWF's name or the project without the prior written consent of ECMWF.

Tenderers shall ensure that all third parties to whom disclosure is made shall keep any such information, materials, specifications or other documents confidential and not disclose them to any other third party except as set out above.

ECMWF reserves the right to retain all documents submitted by Tenderers in response to the ITT. Any information in such documents that is proprietary and confidential to the Tenderer will be handled confidentially by ECMWF provided it is clearly and specifically identified as such. Such obligation shall not apply if such information is or was obtained from other sources that do not bind ECMWF as to confidentiality or if the information is in the public domain. ECMWF may make Tenderers' proposals available for evaluation purposes to authorised people including its governing body, committees, and professional advisers in addition to ECMWF's own personnel under the same conditions of confidentiality.

Please also note that all personally identifiable information (PII) processed by ECMWF will be treated in accordance with the ECMWF Policy on Personally Identifiable Information Protection (PIIP). It is available at <https://www.ecmwf.int/en/privacy>. ECMWF shall process all PII submitted by your response for the sole



purposes of assessing your response. In doing so, ECMWF may share such PII with consultants or external advisors.

### **2.13. Warnings/disclaimers**

Nothing contained in this ITT or any other communication made between the respondent and ECMWF or its representatives shall constitute an agreement, contract or representation between ECMWF and any other party (except for a formal award of contract made in writing by ECMWF). Receipt by a respondent of this ITT does not imply the existence of a contract or commitment by or with ECMWF for any purpose.

ECMWF reserves the right to change any aspect of, or cease, the ITT at any time.

While ECMWF has taken all reasonable steps to ensure, as at the date of this document, that the facts which are contained in this ITT are true and accurate in all material respects, ECMWF does not make any representation or warranty as to the accuracy or completeness or otherwise of this ITT, or the reasonableness of any assumptions on which this document may be based. ECMWF accepts no liability to respondents whatsoever and however arising and whether resulting from the use of this ITT, or any omissions from or deficiencies in this document.

ECMWF may use the information included in a tender for any reasonable purpose connected with this ITT.

## **3. TENDER FORMAT AND CONTENT**

### **3.1. General**

A response to this ITT shall comprise of information submitted via ECMWF's eProcurement Portal as responses to questions in the ITT's online questionnaire, either as comments or uploaded documents. Some questions of the online questionnaire contain forms and/or templates to be completed by Tenderers. These forms and templates are part of the ITT documentation and must be downloaded, completed as per instructions (if any) and uploaded as a response to the corresponding question.

The Tender

### **3.2. Format and Page Limits**

The Tenderer's response must contain all information necessary to enable an in-depth assessment of its conformity with the requirements set out in the ITT documents.

## **4. ADDITIONAL MATTERS**

The Tenderer may set out any additional information or other relevant matters which it thinks have not been adequately addressed in the ITT and/or merit further consideration in its response.

## **5. TERMS AND CONDITIONS**

The terms and conditions of contract will be negotiated with the preferred bidder (s) which will be determined as a result of the stage two.

Tenderers should note that as a result of ECMWF's immunity from jurisdiction, any contract resulting from this ITT must contain the following arbitration clause which is offered by ECMWF to all contracting parties.

**Tenderers are required to confirm their agreement to this clause in their response to the Submission form.**

*"This Agreement [OR Contract OR Licence] is governed by and shall be construed in accordance with the laws of England and Wales. The parties shall attempt to settle any dispute between them in an amicable manner. If the dispute cannot be so settled, it shall be finally settled under the Rules of Arbitration of the International Chamber of Commerce by three arbitrators appointed in accordance with the said rules; sitting in London, England. The proceedings shall be in the English language and for the avoidance of doubt this arbitration agreement shall also be governed by the laws of England and Wales. In accordance with Sections 45 and 69 of the Arbitration Act 1996, the*

*right of appeal by either party to the English courts on a question of law arising in the course of any arbitral proceedings or out of an award made in any arbitral proceedings is hereby agreed to be excluded.*

*Nothing in this Agreement [OR Contract OR Licence] is meant to be construed as a waiver of any of the privileges and immunities conferred upon ECMWF, an inter-governmental organization, through its Convention and Protocol.”*

Please also note that ECMWF is exempt from VAT.

Further information may be found at <http://www.ecmwf.int/en/about/suppliers> in document “ECMWF’s status: Arbitration and VAT”.

## **Annex 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 per lot. 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.

Scope of services:

- [Lot 1](#) : Cleaning services / Waste management / Pest control
- [Lot 2](#) : Security services

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**

#### **LOT 1 :**

##### **A1.2.1.Cleaning**

A cleaning supervisor, daily Janitor and evening cleaning team will be required to clean 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
  - 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
- Provision of consumables to be supplied and maintained by cleaning provider:
  - Liquid soaps to WC and kitchenette
  - Paper towels
  - Kitchen rolls
  - Air/Room freshener and containers
  - Bin liners
  - Toilet rolls

*The provision, or not, of consumable dispensers will be specified during Stage 2 : ITT.*

- External housekeeping and Cleaning
  - Sweeping of walkways
  - Removal of litter
  - 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. Appropriate bags are to be provided for recycling. The service also include:

- Collection of general waste
- Collection and sorting of recycling
  - Paper, card and cardboard
  - Glass
  - Metals
  - Plastics
  - Batteries
- Collection of hazardous waste
- Management of hazardous waste store and appropriate disposal
- Ability to provide large waste containers for maintenance waste, e.g. filters, as required

#### **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

### **LOT 2 :**

#### **A1.2.4. Security Guarding**

ECMWF will require security 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. It is expected that the minimum level of cover will be two (2) security guards according to the following requirements:

- Provide a daytime service of one security guard and one trust operator (reception role).
- Provide a nighttime service of two security guards.

It is the policy of the Client to provide appropriate protection for all staff, visitors, contractors and assets, to ensure the continuity of the ECMWF's operations, and to maintain the Centre's inviolability as an International and Inter-governmental organisation. The key objective of the security provision is the protection of people, premises, property and information (in all its forms) against attack, theft, disclosure, damage, injury, corruption or non-availability whether by deliberate or accidental means at all times in accordance with the ECMWF's security requirements.

The scope of security services required should include as a minimum:

- Access to the site:
  - Access control, deliveries, visitor management and security passes
- Provision of security guarding:
  - Regular security patrols, logging records
  - CCTV monitoring, record keeping
  - CCTV and alarm procedures
- Emergency Response:
  - Emergency response, fire, earthquake evacuation
  - Emergency and Information Systems - including intruder alarms and personal alarm activations
  - Knowledge of emergency and evacuation procedures
- Reception services

The Security Guards must be able to facilitate verbal and written communication in Italian and must be able to interact verbally in English.

### **A1.3. 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:

**Lot 1** : Out of Hours call out

**Lot 2** : Provide and maintain Portable Fire Fighting Equipment

### **A1.4. Staff transfer**

The applicable collective labour agreement of the current Supplier is the CCNL Multiservizi. The awarded Tenderer shall be required to comply with all provisions related to staff transfer and continuity of employment, in accordance with Article 4 of the agreement.

It is the responsibility of Tenderers to take this requirement into account in their proposals and to assess the implications related to the continuity of employment contracts for the affected staff.

Detailed information regarding the staff concerned will be provided during the second phase of the procurement process: ITT