

INVITATION TO TENDER

FOR

PROVISION OF MAINTENANCE SERVICES FOR THE INFRASTRUCTURE AT ECMWF DATA CENTRE IN BOLOGNA, ITALY

REF: ECMWF/ITT/2025/388

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1. BACKGROUND

1.1 Definitions

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

“ECMWF”	means European Centre for Medium-Range Weather Forecasts;
“Centre”	means ECMWF;
“ITT”	means this invitation to tender;
“Tender”	means a response to this ITT;
“Tenderer”	means a respondent 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 obtaining proposals from suppliers for provision of maintenance services for the infrastructure at ECMWF Data Centre in Bologna, Italy.

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.

1.3 General

The purpose of this ITT is for ECMWF to enter into an agreement with a single provider for delivery of infrastructure maintenance services to ECMWF at its Data Centre in Bologna, Italy.

The contract term will be for a period of four (4) years with an option of yearly extensions to a further two (2) years.

The objective of the subsequent contract is delivery of routine hard facility management services (mechanical and engineering) and general services on an as needed basis, ensuring the ongoing functionality, maintenance, and operation of the site's infrastructure.

The services expected under the contract will be in the form specific deliverables for Work Packages and optional services that may be commissioned by ECMWF during the contract based on the resources and rates agreed.

Work Packages (WP):

- WP1 - HVAC and water systems maintenance
- WP2 - Electrical systems maintenance
- WP3 - Building maintenance services
- WP4 - Fixed daily technical support service on-site
- WP5 - Proximity on call service
- WP6 - Ad hoc assignments and new projects

Further details of scope and requirements are provided in Annex 1.

2. STRUCTURE OF THIS ITT

The ITT document is structured in several parts, described below, all of which form the ITT. The ITT:

- contains an introduction to the ECMWF including background, instructions on how to respond and what information is required and a listing of the events and their dates for this ITT,
- provides detailed specifications for the requirements of this ITT in Annex 1- Specification of Requirements (SoR),
- provides a submission form to be completed by the Tenderers in Annex 2,
- provides a template for Pricing Tables to be completed by the Tenderers in Annex 3,
- provides the Terms and Conditions of Contract in Annex 4.

Also, a Contract Notice is published in the Official Journal of the European Union.

3. TIMETABLE FOR THE ITT

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

ITT publication date (e-procurement portal)	8 August 2025
Site visits (two sessions)	21 and 26 August 2025
Final date/time for receipt by ECMWF of clarification questions (Clarification Deadline)	8 September 2025, midnight
Date by which clarification questions will be answered by ECMWF	15 September 2025
Closing Date, and Time (Submission Deadline)	23 September 2025, 16:00 (CET)
Evaluation by ECMWF	September-October 2025
Negotiation of service details with preferred bidder(s) / if applicable	October-November 2025
Sign Contract by	Latest by mid-December 2025

The Tenderer's response shall remain valid for a period of not less than **6 months** after the Closing Date.

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

4. SITE VISIT

As indicated in the timetable for the ITT (section 3), ECMWF will hold two site visit events on 21st and 26th of August 2025 for tenderers who intend to submit a response to this ITT. During the site visit, tenderers will have the opportunity to gain a better understanding of the premises and scope of the services required.

Registration for the site visit:

**For participating to the site visit, tenderers are required to follow the following process:
Once you access and register interest in the ITT as described in point Section 5 below, you will be**

able to use the messaging board of the ITT for communication with ECMWF.

Tenderers who are interested in submitting a response to the ITT are required to send a message (latest by 19th August 2025, end of business) for confirming their participation to the site visit event by providing the following information:

- Session/date of participation
- Name of the tendering organisation
- Names of participants (Maximum two persons per organisation)

Tenderers should note that ECMWF will only take into consideration the responses submitted by tenderers who participated to the site visit.

5. SUBMISSION OF RESPONSE

Responses to this ITT must be submitted via ECMWF's eProcurement portal no later than the Closing date/time shown in section 3.

- (a) ECMWF's eProcurement portal

Tenders must be submitted using ECMWF's eProcurement Portal as described below. Hard copy (paper) submissions will not be accepted. Suppliers must register their organisation on the eProcurement Portal to be able to access the ITT documents and to be able to submit a response to any ITTs.

You only need to register once no matter how many ITTs you are interested in.

- (b) 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 registration page).

When the registration is accepted then you will receive an email containing a confirmation 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 ITTs. 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 wish to.

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

(c) Clarification questions

All correspondence must be 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 no later than the clarification deadline date specified in Section 3. ECMWF will respond via the portal by the date specified in Section 3 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 to clarify points in their response, therefore the contact point should be monitored during this period.

5.1 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 e-portal) nor will it consider requests for extension of the time or date fixed for the submission of responses. 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 who have expressed interest.

5.2 Costs of preparation of response

Recipients of this ITT will be responsible for and bear all their own costs, liabilities and expenses which may be incurred in the preparation of their responses to this ITT.

5.3 Diversity and inclusion

At ECMWF, we believe that scientific progress thrives in an environment that values diversity and inclusion. We are committed to fostering an organisation that is equitable, diverse, and inclusive, and to promoting gender balance in all aspects of our operations. We recognise that diversity and collaborative environment are essential for advancing scientific discovery and innovation, and we are dedicated to creating a culture that encourages and supports the contributions of individuals from all backgrounds. As part of this commitment, we encourage responses from companies who share our values and demonstrate a commitment to diversity and inclusion in their own organisations. In the event that multiple bidders present equally qualified proposals (discrepancy lower than 1%), ECMWF will take into consideration the diversity and gender balance of each bidder's organisation as a tiebreaker when making the final decision. Therefore, we invite all bidders to provide details on their policies, programs, and practices related to diversity and inclusion, including gender balance and any initiatives or activities that they have implemented to support underrepresented groups in their organisation.

6. REQUIRED INFORMATION

6.1 Summary

Tenderers should, at the beginning of the proposal, before setting out the answers to the questions, include a brief executive summary of the response to the ITT.

6.2 Contact details

Please supply details of the person at your organisation who can be contacted by ECMWF in relation to your proposal. Please give their name, title, address and location, telephone number and e-mail address.

6.3 Track record and references

In this section, the Tenderer is expected to provide a brief overview of the organisation. The Tenderer should describe in brief terms the company's history and recent provision of services as described in Annex 1. Should the Tenderer propose to engage subcontractors or any other third-party suppliers, this should also be described in this section, along with complementarity of the Tenderer with its potential subcontractors.

The Tenderer shall also supply a list of three customers to whom similar services to those requested in this ITT are provided, giving details of the revenue from the relevant contract and the types of services being provided. These should be customers where you have been providing similar services to ECMWFs requirements, within the last three years. Please see Annex I for further details of requirements.

ECMWF reserves the right to seek references from one or all of these customers and they should be able to verify the information you provided.

6.4 Response to the Specification of requirements

The response must contain all the information necessary to enable an in-depth assessment of its conformity with the specification of requirements set out in Annex 1. The Tenderer needs to complete Section 6 of the Annex 2 Tender Submission form and is free to format this section and insert as many sub-sections as necessary to provide for a logical structure of the proposal. The Tenderer shall give a short background to the proposed solution to demonstrate understanding of that solution and of the context, as well as describe the proposed approach and methodology, including the service level, for an efficient achievement of set goals. This section shall also include a statement of compliance for each requirement formulated throughout this document, describing how the proposed solution maps to the requirements.

6.5 Management and implementation

The management and implementation section shall contain general details of contract management, risk analysis and any aspects that will determine the implementation of the service. The Tenderer shall document aspects of contract management regarding the offer. The work organization, account management, assignment of resources (including timeshare of personnel) and responsibilities shall be described in detail as well as the measures put in place to ensure that quality targets for the service are met. The Tenderer is free to format this section and insert as many sub-sections as necessary to provide for a logical structure of the management and implementation plan.

The Tenderer shall propose a set of specific, measurable, assignable, reasonable, and time-related Key Performance Indicators which will enable ECMWF to evaluate how effectively the Tenderer would be achieving key contractual objectives and targets.

6.6 Quality of Resources

The Tenderer shall propose a team with the skills required for providing services that meet the specification of requirements set out in Annex 1 and should explain why the proposed team is particularly well-placed to execute the contract. Any key skill or employee dependencies and the availability of replacement skills in those areas should be described in this section.

The Tenderer shall summarise the information about the proposed key personnel in Section 7 of

Annex 3 Tender Submission form.

Tenderers should include CVs of the proposed technicians and elaborate on their methodology for retainment of staff during the implementation of the contract. They should also specify an Account Manager.

6.7 Standards and procedures

Please provide a list of your quality assurance processes and management systems and any quality related accreditations or certifications you hold if applicable.

6.8 Terms and Conditions

The terms and conditions for this contract are at Annex 4.

Please note that because of ECMWF's immunity from jurisdiction, any contract resulting from this ITT must contain an arbitration clause which is offered by ECMWF to all contracting parties. Further information may be found at <http://www.ecmwf.int/en/about/suppliers> in document "ECMWF's status: Arbitration and VAT".

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

The proposal which you submit, clarified, if necessary, will be part of the contract.

Please confirm that you agree to the Terms and Conditions at Annex 2.

6.9 Additional matters

Please set out any additional information or other relevant matters which you think have not been adequately addressed in the ITT and/or merit further consideration in your response.

7. OTHER

7.1 Evaluation method and selection criteria

Tenders will be evaluated based on the high-level evaluation criteria and weights shown in the table below:

Evaluation criteria	Weighting %
1-Tenderer's legal and financial status	5
2-Track record including references	20
3-Quality of resources proposed	15
4-Response to requirements including: -Methodology and Approach -Management & Implementation	30
5-Prices	30

Tenders must achieve at least 60% in each of the evaluation criteria 1,2,3,4 to be considered for qualification.

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

7.2 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 always treated as confidential by the recipients. You shall not disclose any such information, materials, specifications, or other documents to any third parties or to any other part of your group or use them for any purpose other than for the preparation and submission of a response to this ITT nor shall You publicise ECMWF's name or the project without the prior written consent of ECMWF. ECMWF in turn confirms that it shall treat all information provided to it by the Tenderer as confidential and further confirms that such information will not be disclosed by ECMWF to any third parties, other than its advisers and consultants.

You 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.

7.3 The Tenderer shall not:

- a. Consult, communicate or agree with any other Tenderer on any matter whatsoever related to the ITT;
- b. 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;
- c. Make any attempt to induce any other person or organisation to submit or not to submit a Tender.

Please confirm that you have complied with the above conditions.

7.4 Warnings/disclaimers

Nothing contained in this ITT or any other communication made between the supplier 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 supplier 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 information 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 Tenderers 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 response for any reasonable purpose connected with this ITT.

7.5 Commercial (pricing) evaluation

Please complete the Pricing Tables in Annex 3 in accordance with the instructions therein and with the requirements specified in Annex 1 and below:

- The prices shall be inclusive of all constituent elements, such as unit price, overhead rates

(if any), expenses etc.

- Annex 3 Pricing Tables ask fixed prices for Work Packages 1-5 and also a section for hourly rates which needs to be completed for different services under Work Package 6.
- The prices and maximum hourly rates will be fixed for the initial year and they must include any mark-up.
- Tenderers are also requested to specify how they will approach yearly revision of the prices and hourly rates following the initial year of contract.

Price Evaluation Methodology:

The Total Evaluated Price will be assessed using both the lump sum fixed pricing for Work Packages 1 to 5 and the hourly rates submitted for Work Package 6. The contribution of two elements into the price criterion will be based on the following weights:

Lump Sum Price (Work Packages 1–5): 90%

Hourly Rates (Work Package 6): 10%

The lowest prices for each component will receive full score, and other bids will be scored proportionally. The resulting price score will then be weighted to contribute 30% of the total evaluation score.

ANNEX 1 - SPECIFICATION OF REQUIREMENTS (SoR)

Please see separate document for Annex 1 including its Appendices (maintenance plans)

ANNEX 2 - TENDER SUBMISSION FORM

Please see separate document for Annex 2

ANNEX 3 - PRICING TABLES

Please see separate document for Annex 3

ANNEX 4– TERMS AND CONDITIONS

Please see separate document for Annex 4