



ECMWF/ITT/2025/415

PROCUREMENT OF Cleaning Services at ECMWF, Reading, UK

Instructions for Tenderers and Conditions of Tender

STAGE 1 : Pre-Qualification Questionnaire (PQQ)

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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 cleaning services at ECMWF's new site at University of Reading, Whiteknights Campus, Earley Gate, Reading, UK, for an initial period of three years with the possibility of two extensions, each for one year.

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 might be required to carry out a site visit at ECMWF premises as part of the tender process (the building will still be under construction).

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

1.3. Background to 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 start the new cleaning services contract at the ECMWF new site at Reading, United Kingdom.

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

1.4. ECMWF New Headquarters

The UK government are in the process of building ECMWF a new Headquarters building which is to be located on the grounds of the Whiteknights Campus at the University of Reading. It is anticipated that the building will be completed towards the start of 2027 with the migration of staff from our existing Headquarters in Shinfield to the new building taking place Q1-Q2 2027 (dates subject to change dependent on final delivery schedule). As further information on delivery times becomes available, tenderers will be updated.

The accommodation at Reading University will be a newly constructed four storey building located within the university campus accessed via the Earley Gate entrance to the campus.

The accommodation will be split into the following areas:

- Reception/Welcome Area - incl. Atrium and visitor room
- Conference/Training Area - incl. 220 seat Lecture Theatre and 2 x 20-person Seminar Rooms
- 132 seat Council Chamber
- Workplace area - incl. cellular office spaces, team zones, collaboration/break out spaces, meeting rooms and kitchenettes
- Supporting facilities – including a 200-seat restaurant, gymnasium, and welfare spaces

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 : Tender Submission Form
3. Annex 3 : Pre-Qualification Questionnaire
4. Request for clarification file
5. eProcurement Portal online questionnaire: refer to section below.
6. 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	10 th July 2026
Deadline for submission of clarifications questions	13 th August 2026 at 23:59 UK local Time
Last date for publishing clarifications	21 st August 2026
Closing date for receipt of PQQ responses	28 th August 2026 at 14:00 UK local Time
Evaluation of PQQ responses	September 2026

STAGE 2 – ITT	
Invitation to tender (ITT) to be send to shortlisted suppliers	15 th October 2026
Closing date for receipt of ITT responses	11 th November 2026
Sign contract by	1 st February 2027
Effective contracts start date	1 st April 2027

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_PQQ_415 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 within similar working environments, including references	40 %
Responses to Pre-Qualification questionnaire	40%

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 the ITT phase 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/PQQ phase) and the questions in the eProcurement Portal as well as Tenderer's compliance with 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 Pound sterling (£) 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.

Tenders are subject to these Conditions.

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 Cleaning Services contract to a single provider for the new Reading Head Quarters. The purpose of this Appendix 1 is to provide all parties with an outline of the base requirements for the services required.

ECMWF may wish to consider optional services on an occasional basis or may wish to negotiate with the cleaning service provider to include additional services into the 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

The Contractor is responsible for cleaning across all areas listed below unless otherwise stated:

- **Front of House (FOH):** Reception, lobby, visitor areas, signage, entrance mats.
- **Office Areas:** Open plan spaces, cellular offices, focus rooms, collaboration spaces.
- **Meeting Rooms & Conference Spaces:** Lecture theatre, council chamber, seminar rooms, meeting rooms, video-conference spaces and pods.
- **Well-being Areas:** Well-being room, reflection room, WUDU, gym, studio, occupational health room.
- **Kitchenettes & Tea Points:** Worktops, sinks, appliances, cupboards, fixtures, flooring.
- **Washrooms & Showers:** Toilets, urinals, basins, shower cubicles, partitions, mirrors, floors.
- **Circulation Spaces:** Hallways, corridors, atrium, stairwells, lift interiors and lobbies.
- **Internal Glazing & Glass Partitions:** Doors, side panels, internal windows.
- **Waste & Recycling Points:** Bins and internal refuse area.
- **Back-of-House Areas:** Cleaners' cupboards, service corridors, storage spaces, security office, workshops, FM office, MERs, SERs, Chef's office.

Clear delineation of any specialist or restricted areas will be provided during mobilisation.

A1.3. Accommodation Schedule and Floor Areas

Overview of Location, Area, and Notes - Headquarters

This overview summarizes the key spaces from the Accommodation Schedule, focusing on their location/description, area (in square meters), and relevant notes.

Welcoming Area		
Location/Description	Total Area (m ²)	Notes
Reception & Waiting	241	Includes Draft Lobby
Visitor WCs	27	
Weather Room (Net Room Area)	115	Includes WR Analysts' Pod / Media & Recording; excludes 2 x WR Quiet Work Booths
Base of Atrium	297	
Ground Floor - Area North of Weather Room	175	
Ground Floor - Area Beneath Link Bridge	121	

Conference & Training		
Location/Description	Total Area (m ²)	Notes
Seminar (Training) Rooms	147	2 rooms – split by a folding wall
Lecture Theatre	310	
Flexible Council Chamber	345	
Lecture Hall Breakout	167	
Council Chamber Breakout	91	
Council Chamber Food Holding	20	

Supporting Facilities		
Location/Description	Total Area (m ²)	Notes
Exercise Facility (2 Rooms – studio and gym)	152	
Restaurant (incl. Grab & Go space on ground floor, etc.)	550	Excludes circulation space
Restaurant Meeting Room	63	
Kitchen	121	Only relevant for deep cleans – daily

		cleaning is within catering contract
Chef's Office	9	
Workshop 1 (Office)	90	

Workplace & Office Support

Location/Description	Total Area (m ²)	Notes/Quantity
Director General's Office	45	
DG Assistant Office	17	
1-2 Person Offices (Total)	1,364	36 single offices, 43 double offices
Open Plan Collaboration & Breakout	302	
1 p. Quiet Rooms in Atrium (x2)	7	
1-2 p. Study Booths (various sizes) (x15)	73	
4 Person Booths (x5)	108	
6 Person Meeting Rooms (x3)	53	
8-10 Person Meeting Rooms (x3)	84	
20 Person Meeting Rooms (x2)	121	
Tea Points (1 per Office Wing) (x6)	56	
Central Print / Post Room	44	
FM Office	63	
Computer Lab (No Desks)	36	
IT Service Desk Office	40	
Security Office	15	
Occupational Health / Recovery	8	Occupational Health
Wellbeing Room	10	
Reflection Room	30	
WUDU (Ablution) Facility	11	2 Nr x 5.5m ²

Non-NIA Internal Provision

Location/Description	Total Area (m ²)	Notes
Refuse Bin Store	54	1 Nr
Incoming Comms Room (MER)	83	2 Nr x 41.5m ²
SER (1 per Office Wing) (x6)	92	
Stairs, Lifts & Lobbies	534	

Male Showers	35	6 + 1 Toilet
Female Showers	35	6 + 1 Toilet
Accessible Unisex Shower	6	1 Nr
Drying Room	8	1 Nr
Visitor WCs (x4)	19	
Office Staff & Conference WCs	156	Includes 24 Nr Unisex and 11 Nr Accessible Unisex toilets
Kitchen Staff WC	6	

Non-NIA External Provisions & Parking		
Location/Description	Area (m ²)	Notes
Secure Cycle Parking	81	

Notes:

Circulation space is not included in these area figures.

The Headquarters will be comprised of office space (both cellular and open plan), back-of-house spaces, gym and exercise studio, staff restaurant and kitchen, kitchenettes, meeting rooms, meeting pods and collaboration spaces, wellbeing areas, toilet and shower facilities, conference areas and breakout spaces.

Office Accommodation - is spread over four floors.

Meeting Rooms - there are 13 meeting rooms and 22 meeting booths/pods.

Conference Facilities - 220-seater lecture theatre, 132-seater council chamber and seminar (classroom) rooms (can be combined into a seminar room for 40 students) for 20 students.

Staff Restaurant

MERs, SERs and Workshops

A1.4. Optional Services

ECMWF requires the following services on an occasional basis:

- Porterage Services
- Specialist Acoustic Baffle Cleaning
- Upholstery Cleaning
- Event Cleaning (out of hours)

The cleaning tenderer is to show their experience and capability of undertaking and managing these services either direct or via a sub-contractor (details to be provided) should ECMWF wish to include these at a later date.

A1.5. Staff transfer

In accordance with applicable regulations on business transfers and employment continuity, the personnel currently assigned to the site are subject to a staff retention clause (TUPE – Transfer of Undertakings Protection of Employment).

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