



Request for Proposal

for the provision of

RELOCATION SUPPORT SERVICES

at ECMWF, Shinfield Park, Reading, UK

Ref: ECMWF/RFP/2019/BOND26
ISSUED BY: ECMWF Administration Department Procurement Section
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1. BACKGROUND

1.1 Introduction

This Request for Proposal (RFP) 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 relocation support services (staff) to ECMWF in conjunction with moving the ECMWF data centre from Reading, UK to Bologna, Italy.

The submission of a response to this RFP 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 proposals. If ECMWF elects to accept a proposal, subject to contract, the parties shall execute a formal contract incorporating the terms and conditions agreed.

ECMWF is an independent inter-governmental organisation supported by 34 nation States. Information on ECMWF's activities can be found at <https://www.ecmwf.int/en/about>

1.2 Background to the Project

ECMWF has its Headquarters at Shinfield Park, Reading, UK and is currently relocating its data centre from Shinfield Park site to a new location at the Tecnopolo di Bologna campus, Italy. Information relating to the Bologna site can be found at <https://www.ecmwf.int/en/about/media-centre/press-kit-bologna-host-ecmwfs-new-data-centre>

ECMWF has set up the "BOND Project" to facilitate the move of the data centre ("Bologna Our New Data Centre"). Further details about the background related to the services sought can be found in Annex 1.

1.3 Confidentiality

The contents of this RFP together with all other information, materials, specifications or other documents provided by ECMWF, or prepared by respondents specifically for ECMWF, shall be treated at all times as confidential by the respondents unless it is already in the public domain. Respondents shall not disclose any such information, materials, specifications or other documents to any third parties or to any other part of the respondents' group or use them for any purpose other than for the preparation and submission of a response to this RFP nor shall respondents 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 respondent as confidential and further confirms that such information will not be disclosed by ECMWF to any third parties, other than its professional advisers and consultants.

Respondents 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.

1.4 Enquiries and contact procedure

Any enquiries or requests for clarification of any matters arising from this RFP should be sought from the Procurement Section at ECMWF and must be made in writing by e-mail as follows:

Contact name: Procurement Section

E-mail: procurement@ecmwf.int

Where ECMWF supplies further information regarding the RFP or issues clarifications as a result of the questions received it will make them available through its web page in accordance with the timetable in Section 1.5, unless the question is specific to a supplier's proprietary solution. The identity of the questioner will not be revealed. The bidders are advised to follow ECMWF website for any updates or clarifications that may be announced.

1.5 Timetable for procurement

ECMWF envisages the following timetable for this RFP:

Final date/time for receipt by ECMWF of clarification questions	Monday, 4 March 2019 (midnight)
Last date for publishing of clarifications by ECMWF	Monday, 11 March 2019
Closing date/time	Tuesday, 19 March 2019, 12:00 noon (UK Local time)
Evaluation by ECMWF	March 2019
Negotiation with preferred bidder(s)	March/April 2019
Sign contract by	April 2019

1.6 Submission of responses

The respondent must complete "Annex 2 Response Template" and include all information necessary for their complete response to the requirements in this RFP and its Annex 1.

The response should be submitted as an email with attachment(s) to procurement@ecmwf.int

The attachments must contain a printable version of the response in Microsoft Word format or Adobe Portable Document Format (PDF) and in Microsoft Excel format for any spreadsheets. The email should confirm that the response has been submitted by a duly authorised director or senior officer of the respondent.

The subject of the email must be: **"Response to ECMWF/RFP/2019/BOND26 Relocation support services "**

ECMWF will not consider any late or partial responses to this RFP 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 respondents who have provided an e-mail address.

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.

1.7 Costs of preparation of response

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

1.8 Evaluation method and selection criteria

Evaluation criteria	Weighting
Quality of proposal and proposed services, including: <ul style="list-style-type: none"> ○ Track record and quality of resources ○ Understanding of ECMWF’s requirements ○ Ability to tailor services to ECMWF’s requirements ○ Management and implementation of services 	60%
Price	40%.

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

1.9 Warnings/disclaimers

Nothing contained in this RFP 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 RFP 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 RFP 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 RFP 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 RFP, 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 RFP, 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 RFP.

2. SCOPE OF SERVICE REQUIREMENTS

See **Annex 1**.

3. REQUIRED INFORMATION

3.1 Summary

Respondents should include a brief executive summary at the beginning of its proposal.

3.2 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, fax number and e-mail address.

3.3 **Company details**

Please give details of your company, stating its full registered address and company registration number. Please include this information for sites you may have particularly in the United Kingdom and Italy. ECMWF may check the financial status of the company.

Should the respondent propose to engage subcontractors or any other third-party suppliers, this should also be described in this section, along with complementarity of the respondent with its potential subcontractors.

3.4 **Customers and references**

Please describe in brief terms your company's history and your recent provision of relocation support services related to the ones required in this RFP. Please supply a list of two customers to whom similar services to those requested in this RFP have been provided giving details of the annual revenue from the relevant contract and the types of services being provided.

ECMWF reserves the right to seek references from one or all of these customers.

3.5 **Staff resources**

- (a) Please give details of your staff numbers, skills and locations relevant to the services requested (including CVs or an outline of the particular qualifications and experience by key staff proposed);
- (b) Please set out any key skill or employee dependencies and the availability of replacement skills in those areas, particularly as regards the envisaged permanent point of contact.

3.6 **Commercial arrangements**

Please complete the tables in Annex 2 Response template as your commercial offer.

The price shall be inclusive of all constituent elements, such as unit price, overhead rates (if any), expenses etc. The price shall be firm and fixed for the duration of the contract and quoted in Euro (€) net of taxes and VAT.

3.7 **Standards and procedures**

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

3.8 **Responses to the Specification of Requirements**

Respondents should demonstrate their ability to meet the requirements set out in **Annex 1 and Annex 2**, as well as any additional information as deemed appropriate.

3.9 **Terms and Conditions**

You are invited to submit your terms and conditions of contract for consideration by ECMWF. Tenderers should provide the Terms and Conditions they propose as an attachment with their response.

ECMWF reserves the right to negotiate the terms and conditions for any contract. The proposal which you submit, clarified if necessary, will be part of the contract.

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

"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.

(1) Supply contracts subject to Italian VAT must therefore contain the following VAT provision:

"As a rule, ECMWF is exempt from all taxes and duties, including VAT, pursuant to the provisions of Article 4 of its Protocol on Privileges and Immunities available at <https://www.ecmwf.int/en/about/who-we-are/official-documents> . ECMWF's Codice Fiscale no. is 91148050684. ECMWF does not undertake "economic activities". Therefore, it is not a taxable person under Article 9 of Directive 2006/112/EC as implemented in Italy by article 4 of the Presidential Decree n. 633 dated October 26, 1972. Consequently, ECMWF does not have a VAT number. Accordingly, the Contractor shall take all necessary steps to facilitate ECMWF's exemption from VAT which might otherwise be payable in relation to the order. For these purposes, it shall request the necessary instructions from ECMWF and provide in due time the information which ECMWF requires.

ECMWF will not pay any other taxes or duties relating to the Agreement [OR Contract OR Licence]."

(2) Supply contracts subject to UK VAT must contain the following VAT provision:

"As a rule, ECMWF is exempt from all taxes and duties, including VAT, pursuant to the provisions of Article 4 of its Protocol on Privileges and Immunities available at <https://www.ecmwf.int/en/about/who-we-are/official-documents> . ECMWF does not undertake "economic activities". Therefore, it is not a taxable person under Article 9 of Directive 2006/112/EC. Consequently, it does not have a VAT number. Accordingly, the Contractor shall take all necessary steps to facilitate ECMWF's exemption from VAT which might otherwise be payable in relation to the order. For these purposes, it shall request the necessary instructions from ECMWF and provide in due time the information which ECMWF requires.

ECMWF will not pay any other taxes or duties relating to the Agreement [OR Contract OR Licence].”

Further information may be found at <http://www.ecmwf.int/en/about/suppliers> in document “ECMWF’s status: Arbitration and VAT”. Please confirm that you agree to these clauses and provide your proposed terms and conditions of contract with these clauses included.

The submission of a response to this RFP 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 proposal. If ECMWF elects to accept a proposal, subject to contract, the parties shall execute a formal contract incorporating the terms and conditions agreed.

ANNEX 1: SCOPE OF SERVICE REQUIREMENTS

1. CONTEXT

ECMWF is currently planning the move of its datacentre operations from Reading to Bologna. It is expected that between 25 staff positions will be based in Bologna. It is of critical importance to the success of this project that a high proportion of the staff based in Bologna relocate from ECMWF's current location to ensure continuity of knowledge and commitment to the organisations ethos and goals. This suggests that approximately 20 staff members and their families will relocate.

Staff Members who will work at ECMWF's datacentre in the Tecnopolo, Via Stalingrado, Bologna, are mainly expected to take up residence in Bologna or its surroundings, mostly with their families, which may include dependent children of school age. In these aspects, staff members and their families will need to be equipped to be able to survive and thrive and to benefit fully from a full engagement in Italian and Bolognese life.

Arrangements for immigration and residency permissions are handled through the Italian Ministry for Foreign Affairs diplomatic section and are outside the scope of this RFP. Details of the specific arrangements which apply to ECMWF staff moving to Bologna are described in the Hosting agreement between ECMWF and the Italian Government and available at the following link:

https://www.ecmwf.int/sites/default/files/medialibrary/2017-07/ECMWF_Italy_hosting_agreement_web.pdf

2. TIMETABLE

The programme timetable sees the following high-level milestone dates:

April-May 2019:	First staff member based in Bologna (likely to be Italian speakers as included in recruitment profile)
May-July 2019:	First staff members will relocate from Reading to Bologna
October 2019:	Take ownership of the datacentre building and commence internal fitout
January-March 2020:	Delivery and installation of the new supercomputer
October-December 2020:	Datacentre operational.

Under this timetable, it is likely that although some staff members may relocate in 2019, the majority who will permanently transfer from Reading to Bologna will do so in the first half of 2020 with others to follow throughout the year, depending on the key milestones of the programme.

3. OBJECTIVES

ECMWF wishes to put in place a Relocation Support programme with the overall objective of supporting staff members and their families in the planning and execution of their move to Bologna and ensuring that they are properly established in their personal life so that they can survive and thrive in Bologna. From a business case perspective, this will ensure that staff members can more

fully focus on the activities needed to ensure the effective transfer of operational activities from Reading to Bologna.

The duration of the contract resulting from this RFP will be two years with the possibility of two extensions, each for one year.

4. STAFF PROFILES

The exact profile of staff who will transfer is not currently known as the selection and appointment process is ongoing. However, the following general profile of ECMWF staff may be informative:

ECMWF staff are recruited from across its 34 Member and Co-operating States and have the status of International Civil Servants. Approximately 85% of current staff are non-UK citizens and therefore have experience of relocating to a different country for professional or academic reasons.

The average age of staff is 46 years and around 80% are married or relocating with their partner. 25% live in family units with an average of 1 to 2 children. Of these about 75% have children who attend 1st or 2nd level education. It can be assumed that most of these staff members would relocate with families or partners. For families with school-age children, proximity to the International Schools in Bologna and Modena will be a deciding factor in their choice of accommodation.

5. RELOCATION SUPPORT PROGRAMME ELEMENTS

ECMWF wishes to offer a range of relocation support services to its staff who will transfer. It recognises that the specificities of the Bologna location may differ from the current experience of many of ECMWF's staff and it is keen to understand from bidders what the critical issues for consideration are in any relocation to Bologna and how bidders would support ECMWF staff in these instances.

For the purposes of this RFP, ECMWF would like bidders to describe their recommended service level and indicate prices for a Core Service Package based on:

- Familiarisation trip of 2 days for family
- Family unit of 2 adults and 2 children
- Home search and lease negotiation of a 3-4-bedroom apartment or house in Bologna region
- Removal of (40 m³ or 8000kg) for arrival within 1 week
- Arrangement of 2 weeks temporary accommodation (not to include cost of accommodation)
- Inventory Check-In
- Contracting for utilities, house insurance and internet services
- Support for setting up a bank account
- Support for purchase or import of up to 2 cars, including registration and insurance and obtaining Italian Driving Licences for both adults

With this context, bidders are invited to describe in Table 1 of Annex 2 Response Template for each of the Services listed below:

- Their recommended level and scope of services needed to support ECMWF staff moving to Bologna
- How that service is delivered (through the supplier itself or through intermediaries or associated organisations).
- The cost of each service should be indicated separately, indicating how this price is charged (e.g. price per service, cost per person or cost per m³ or kg).
- An overall package cost should be quoted, including any discounts available for the overall package.

Bidders will also be asked to describe in Tables 2 & 3 of Annex 2 Response Template, how their recommended service level and price would change for two alternative groupings:

- A couple with no children; and
- A single person.

Bidders will also be requested to indicate in Table 4 of Annex 2 Response Template what additional services they would like to propose and how they would be costed.

Although not envisaged as a core offering, Bidders are invited to describe in Table 5, what services they can provide upon termination of the initial accommodation lease.

6. TAILOR MADE SOLUTIONS

ECMWF also recognises that the personal circumstances and the appetite for engagement with support service suppliers may differ between staff members. As such it wishes to understand how such a service may be tailored to meet the overall budgetary constraints of providing such a programme, as well as the individual requirements of staff members to consume or even purchase specific services.

7. LOCAL FACTORS

Bidders should describe what specific factors ECMWF and Its staff should consider when preparing for the moves to Bologna. This should include descriptions of local specific factors in relation to the property market, administrative and bureaucratic elements, cultural factors and any other factors that may impact the timing or organisation of the moves.