



ANNEX A.1 – TECHNICAL SPECIFICATIONS

Open Call for Tender

No F/SE/10/05

Provision of Building Inspection, Maintenance, Alteration and Repair services

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1 Background information

The European Union Agency for Fundamental Rights (the Agency) is situated at Schwarzenbergplatz 11, 1040 Wien. The total floor space is approximately 6.000 sqm. It is a 6 floor building with garage for two cars and a delivery area. The services are requested at the location of the Agency.

In this regard the Agency requires the provision of scheduled as well as ad-hoc building maintenance, enhancement and repair services.

2 General Scope of the services

The scope of the services to be covered by the contract between the Agency and the successful tenderer encompasses all aspects of building maintenance, enhancement and repair services provided at the premises of the Agency.

The requested services are divided into two Lots:

Lot 1: Building Inspection, Maintenance and Repair services – (Type: FWC in Cascade)

Lot 2: Building alteration services (Type: Re-opening competition)

3 Lot 1 - Building Inspection, Maintenance and Repair services

The required services are grouped in the following main areas:

3.1 Inspection, maintenance and repair of building exterior and interior areas

These services relate to the inspection, maintenance and repairs of the building premises as well as structural items. In detail these include:

1. Building structures such as cracked parts (walls, structural installations etc).
2. Wooden and steel doors and frames including checks for correct operation of door handle, hinges and closures and sealants.
3. Entrance doors and frames including checks for correct operation of door handle, hinges and closures and sealants.
4. Walking surfaces such as wooden, tiled and concrete floors as well as stairways.
5. Entrance and security guard areas, all offices, hallways, stairways,
6. Restrooms and proper operation of related equipment including ventilation
7. Kitchen and canteen areas.

3.2 Inspection, maintenance and repairs of technical equipment and installations

These services relate to the inspection, maintenance and repairs of the technical equipment such as:

1. Fridge seals and drain tubes.
2. Stove burners and electrical wires.
3. Hood fans for filters and ventilation systems.

4. Boilers and other electrical appliances.
5. Circulating pumps, adjust for seasonal temperatures.
6. Loose, frayed, exposed or overloaded wires, / plugs etc
7. Fault plugs and other electrical equipment.
8. Lighting fitting and equipment.

4 Lot 2 - Alteration services

The alteration services relate to the alteration of any fixed structural elements such as walls, doors, electrical cabling, plumbing that have been identified as faulty or requiring modifications and enhancements to accommodate the Agency's changing needs. These will include services related to:

1. Building and masonry works including:
 - demolition of walls,
 - plastering,
 - joinery installation,
 - floor and wall covering,
 - painting and glazing,
2. Installation of electrical wiring and fittings such as:
 - electrical wiring and fittings,
 - electrical heating systems,
 - residential antennas and aerials,
 - lifts and escalators,
 - lightning conductors, lighting systems
3. Carpentry
 - Wooden installations
 - Doors
 - separations
 - Other structured works
4. Plumbing including:
 - fittings,
 - heating, ventilation, refrigeration or air-conditioning equipment and ducts,
 - sprinkler systems etc.
5. Other building installations such as
 - Sun protection blinds

5 Related conditions and requirements

5.1 Management

The Contractor will identify a Project Manager, within his organization for all administrative communication with the Agency. Similarly, the Agency will identify a single staff who will be the Agency's main contact person.

The Contractor should also appoint a Supervisor who is expected to:

- Have a thorough knowledge of the various tasks defined above
- Maintain and control an effective inspection and follow-up of the requested services.
- Ensure that when undertaking any of the listed services. all related health and safety provisions are met.
- Ensure that when undertaking any such services the Contractor is insured in cases of accidents occurring during the provision of the services.

The Contractor is also requested to collaborate with the service provider responsible for the maintenance services of building as assigned by the building owner of the premises.

6 Estimated level of services and responding times (applicable for Lot 1 only)

Without making any commitments to a specific level of service, the Agency is looking to undertake the inspection services in an annual basis (minimum).

Furthermore, the provision of alteration and maintenance services will depend on the needs on the Agency.

In addition, it is expected that the Agency will contact the Contractor in an ad-hoc basis to provide the necessary services.

The following paragraph aims to describe the categories and response times in case of planned or ad-hoc basis requests:

- **Normal:** A request is categorised as normal when the Agency requests the provision of services minimum 15 days in advance.
- **Important:** A request is categorised as important when the Agency requests the provision of services minimum 5 days in advance.
- **Critical:** A request is categorised as critical when the Agency requests the provision of services to be provided on the same day.

7 Related Profiles

As mentioned in Annex A-Tender Specifications, the tenderer is requested to include CVs for the following profiles, per Lot are requested:

Profile	LOT 1	LOT 2
Electrician	X	X
Plumber	X	X
Carpenter	X	X
Builder	X	X
Supervisor	X	X

Each profile proposed should have, as a minimum, the following professional qualifications:

- 2 years of professional experience in the fields for which they are proposed and

- A certificate issued by a competent authority certifying their competency in undertaking the services/works for which they are proposed,

Tenderers can propose the same CV per profile for both Lots.

8 Requested information

Tenderers are invited to propose, in their technical offer, their best organisation and resource allocation to carry out the different tasks described under section 9 (for Lot 1) and under section 10 (for Lot 2). Tenderers shall explain which will be the approach envisaged and the activities to be undertaken to carry out the services defined below.

Tenderers shall also provide their financial proposals by completing the Financial Offer Form included in Annex C.3 of the Standard Submission Form, as described under Section 9 (For Lot 1) and under section 10 (for Lot 2).

It shall be noted that the tenderer's proposal for the activities described below will be used to assess the tenders during the evaluation phase. Tenderers who wish to apply should respond to the activities described below.

The overall prices indicated in the tenderers' proposals do not represent an amount that will correspond to the overall value of the framework contract, nor do the particular services necessarily represent the only services that will be contracted through Specific Contracts.

9 Lot 1 - Building Inspection, Maintenance and Repair services

Technical proposal

The tenderers are requested to provide their technical proposal based on the following list of activities below.

A regular inspection should be carried out for all types and sizes of technical and other building installations. This inspection should ensure that the installation meets all performance and safety related criteria. The agency should receive a report stating the condition of the installations. In case corrective maintenance is necessary, a certificate of conformance should be issued by a related expert.

The activities include:

1. Annual Inspection of the office doors to ensure that the entrance doors and frames including door handles, hinges and closures and sealants are properly operating. The numbers of doors over the 6 floors of the Agency are approximately 180.

2. The annual inspection of the kitchen and canteen areas includes checking for leaks. Inspect visible pipes for leaks. Checking of kitchen's exhaust fan (remove and clean the filter). FRA premises include 6 kitchens that have the following technical equipment: Refrigerator, dishwasher, sink, water tap, pipes;
3. Annual Inspection of the restrooms (WC) for proper operation these include: Plumbing, shut-off valves, check the flashing for a tight fit and proper water shed, Sinks, water taps;
4. Annual Inspection of electrical and wiring system include: Fixtures (eg: outlets and switches) Wires should be properly connected; all connections should be tight; replace burned out light bulbs;
5. Annual Inspection of interior of any painted surface for paint failure: Check plaster for damages
6. Annual Inspection for missing/damaged floor or ceiling tiles

The tenderers' responses shall include:

1. Description of the actions to be undertaken to address the above listed tasks. The description will be written using clear statements understandable by a non-technical audience and should include the above mentioned information.
2. The approach followed to report the inspection results and suggested modifications and needed enhancements.
3. A time plan (schedule) for the above activities defining the priority of the inspections

Financial proposal

The tenderers should provide the prices for each of the requested tasks as well as the total price for all tasks using the Financial Offer Form included in Annex C.3 of the Standard Submission Form. The prices offered by the tenderer for these activities are fixed and will be applicable to the services requested by means of specific contracts or orders.

In addition, tenderers are requested to provide prices per hour for each profile as presented in the Financial Offer Form (see Standard Submission Form). These unit prices are binding, and will be applicable to the services requested by means of specific contracts or orders.

10 Lot 2 - Building Alteration services

Technical Proposal

The tenderers are requested to provide their technical proposal based on the following list of activities.

The Agency wishes to undertake the following alteration tasks:

1. **Task 1-Installation of a door:** To demolish a brick wall in an existing alcove. The wall thickness is 20cm approx. and the size of the alcove is 1m X 2m. It is necessary to provide appropriate protection against dust. The provided door should be wooden as well as the frame and should including door handle, plate and lock (in brass). There is no need to be fire-proof. The tasks includes painting of the section and also works on the floor surface which has on one side stone floor and on the other side wooden parquet.

2. **Task 2 - Electrical works:** Installation of a flush-mounted light switch beside the door. Electrical wiring connection from an existing switch to the new switch (distance 5m approx.)

Chasing wiring: cutting plaster, installing conduits, plastering and painting of relevant areas.

3. **Task 3 – Blinds installation:** This task relates to the provision and installation of 20 window blinds. The window frame size is: 120cm x 230cm. The blinds should be self-rolling, in fabric and light transparent. The color of the fabric should be outside silver and inside in turquoise.

4. **Task 4 – Plumbing works:** The Agency wishes to install a water cooler that will be connected to the normal tap water supply. To do this, there is a need to extend the current water pipe from an existing water tap. The extension is 6 meters and it will require passing through a wall of 40 cm thickness. Also there should be a connection to dispose the excess water which is also located close the existing tap. After the installation it is expected to plaster and paint the walls and leave other surfaces in good condition.

The tenderers' responses shall include:

1. Summary describing the tenderers' understanding of the needs of the Contracting Authority. The description shall be written using clear statements understandable by a non-technical audience.
2. Description of the activities and provision of a work plan.

3. Description of the team organisation including the profiles to be used. The tenderer should explain what each profile will do in addressing the task requirements.

Financial proposal

The tenderers should provide the prices for each of the requested tasks as well as the total price for all tasks using the Financial Offer Form included in Annex C.3 of the Standard Submission Form. The prices offered by the tenderer for these activities are indicative and intended to provide a fair, non-discriminatory basis for comparing financial offers.

In addition, tenderers are requested to provide prices per hour for each profile as presented in the Financial Offer (see Standard Submission Form). These unit prices are binding, and shall be applied by the tenderers when actual services are requested by the Contracting Authority with re-opening of competition.