

Title: Relocation services to the Staff of the European Environment Agency (EEA)

Reference: Negotiated procedure EEA/ADS/15/014

The European Environment Agency (EEA) seeks a service provider able to assist future staff members to smoothly relocate in Copenhagen (headquarters) and the Øresund area.

Type of contract:

Framework service contract for duration of 36 months as from the date of its signature.

Estimated value:

EUR 60'000 excluding VAT.

Place of delivery or of performance:

At the EEA premises, Kongens Nytorv 6, 1050 Copenhagen K, Denmark and around the 'Great Copenhagen' (Storkøbenhavn) area.

Description of the services to be procured:

The services shall include the following four (4) packages:

Package 1 – Information pack:

Includes drafting and production of a welcome pack for each staff member and will include detailed information on Copenhagen, the Øresund area and any information related to daily life. It aims at facilitating property search in Copenhagen or surroundings as well as getting a general idea about the region. It shall contain information about the suitable areas in or around Copenhagen as well as:

- Rent rates/purchase prices;
- Housing infrastructure;
- Medical infrastructure (hospitals, pharmacies, doctors etc.)
- Public transports;
- Shops and leisure activities (swimming pools, libraries, riding schools etc.);
- Refuse collection.

The information pack shall be available electronically for all EEA staff and kept regularly updated.

Package 2 – Property search:

The property search shall include as a minimum the following services:

Approximately one month before arrival of the staff member:

- Initial contact (email or phone) with the staff member to explain the services offered and what they can expect, answer questions and provide any other information related to housing;
- Send out a detailed **questionnaire** to determine the staff member needs and ideas regarding accommodation (e.g. rental or purchase, Copenhagen city or surroundings areas, type of accommodation, budget, etc.).
- Where requested send out a list of **temporary accommodation** to staff members who would like to find some temporary accommodation before finding permanent accommodation;
- Conduction of a **follow-up interview** to establish personal requirements based on the questionnaire and a telephone interview with the staff member;

In good time before the agreed visiting period:

- Preparation of a **list** in which the different offers of **recommended properties** are compared to the request and requirements of the staff member. The list should include a detailed description and photographs of the properties.
- On the basis of this pre-selection of accommodations, the coordination of viewing appointments will be arranged directly with the staff member. The property search shall cover **visits** which meet the criteria identified in the questionnaire. Should the accommodation shown not meet the requirements requested by the staff member, these visits will not be considered as one of the visits. Transport to viewings will be organised and paid for by the service provider.

Once accommodation has been chosen by the staff member:

- Support in negotiating and concluding the lease contract (a short courtesy translation into English should be given), the compulsory home insurance policy and any other related formalities (e.g. conditions of property, entry inventory in the case of furnished accommodation, etc.).

The staff member should be accompanied to the visits of the pre-selected properties by an appropriate member of staff from the service provider. In case the staff member would like to change the criteria or s/he was not satisfied with the properties shown a further pre-selection and accompanied visit of additional properties shall be arranged with the staff member.

Package 3 – Operational services:

Staff members should have support by means of a "helpdesk" for up to 3 months – as from the date of signature of the order form – for any questions, guidance and active assistance in relation to setting up necessary utilities such as electricity and gas etc.

Further assistance shall be provided on the following topics:

- information and help in referring staff to specialists (notaries, lawyers, veterinarians, insurances etc.);
- information on banks and support in setting up accounts and updated information on market and offers available;

The helpline should be open from 9am to 4pm from Monday to Friday.

The services shall also cover support in translation (example: helping to read administrative letters or fill in forms), phoning and accompanying the staff members to the relevant desks if necessary.

Package 4 - Schooling and further family integration support:

Package 4 concerns support to staff members in relation to schools, pre-schools, nurseries and enrolment services.

The package should include as a minimum the following services:

- Drafting and production of a guide with detailed information on the educational system in Denmark and the availability of different schooling options in Copenhagen and in the surrounding areas, such as international schools, specialised schools, nurseries etc. The guide should be updated periodically.
- Conduction of an interview to establish personal requirements.
- Preparation and hand-out of a checklist in which the recommended schools, pre-schools or nurseries are compared to the request of the staff member and his/her family; the staff member should be given the possibility as much as possible to choose out of a list of different offers.

- Coordination of viewing appointments.
- Accompanied meeting with appointment with the heads of up to certain number of schools.
- Assistance and support in the enrolment procedure.

Under this package the EEA also expects to receive further support / information on:

- extra-schooling and leisure activities in general (sports, hobbies, clubs, associations,...)
- spouse integration, including relevant information on job-seeking possibilities in Denmark, key websites and networks, expat spouse specific assistance, platforms, etc.

Scheduled starting date of contract (indicative):

1 March 2016

Registration of interest:

Interested candidates shall register their interest **by email to: procurement@eea.europa.eu by 13 January 2016** at the latest, quoting the title and reference No of this negotiated procedure in the subject field of the message and providing the following information:

- Name (of individual or organisation/company)
- Address (of individual or organisation/company)
- Contact person
- E-mail
- Description of main area of business / expertise (max. 500 words)

Your personal information above will be processed solely for the purpose of this negotiated procedure in accordance with the rules set in Regulation (EC) No 45/2001 on the protection of individuals with regard to the processing of personal data by Community institutions and bodies and on the free movement of such data (OJEU L 8/1 of 12.1.2001). For further detailed information please refer to the privacy statement available on the EEA external website at the following address: <http://www.eea.europa.eu/about-us/tenders/privacy-statement>

Description of the tendering procedure:

On the basis of the pre-assessment of the information provided, the EEA will draw up a list of the most suitable candidates and will forward to all or some of them (at least three candidates) by e-mail an invitation to submit a tender in accordance with the tender specifications by a set deadline. The tender submitted will be evaluated in accordance with the criteria specified in the tender specifications. During the negotiation phase after the submission of the tenders, selected candidates may be required to adapt their tender to the requirements set in the tender specifications in order to find the solution offering the best value for money.

Candidates shall note that registration of interest to participate in the above-mentioned procedure entails no obligation on the part of the EEA to send an invitation to tenders to candidates or to award them a contract. Please note that no replies will be sent to unselected candidates.