



EUROPEAN MEDICINES AGENCY
SCIENCE MEDICINES HEALTH

13 July 2020
EMA/221453/2020
European Medicines Agency
Deputy Executive Director Office

Ex ante publicity of a negotiated procedure

EMA/2020/23/DED – Catering consultancy services

The European Medicines Agency (hereinafter referred to as “the Agency” or “EMA”) intends to procure catering consultancy services for a period of four years.

The scope of this contract shall be:

- a) Expert advice on the on-going qualitative and financial management of the catering contract which is in place with the external catering company. More specifically:
 - Assistance is required to monitor and evaluate the contract performance by the external catering company to ensure that the Agency is receiving the best service in relation to the SLA, and that the performance is in line with the KPIs as set out in the contract;
 - Analysing and providing solutions in areas such as finance, food quality, marketing & merchandising, vending, hygiene, health & safety, etc.
 - Perform quarterly and ad hoc audits to be undertaken during the life cycle of the catering contract, such as health and safety, hygiene, financial aspects of the contract, benchmarking, customer service, etc.
 - Assistance with the performance revision to ensure that the contractor is complying with the deliverables of the contract.
- b) Expert assistance on any other ad hoc catering consultancy projects might also be necessary such as assistance and advice on tariff revision, new services implementation, sustainability, etc.
- c) Assistance with a range of tasks in relation to the management of a future catering tender:
 - The contract with the external catering services provider will expire in October 2023. The consulting company would be required to assist the Agency on a need basis with a wide range of aspects of the tendering process thereby using the Agency’s templates and adhering to the applicable public procurement rules. Among others, the consulting company would be required to assist with the drafting of the pre-qualification questionnaire, the evaluation of the pre-qualification questionnaire, the preparation of the technical specifications including all financial aspects, the evaluation of the tenders, the organisation of site visits, and preparing a final report with a recommendation.

Official address Domenico Scarlattilaan 6 • 1083 HS Amsterdam • The Netherlands

Address for visits and deliveries Refer to www.ema.europa.eu/how-to-find-us

Send us a question Go to www.ema.europa.eu/contact **Telephone** +31 (0)88 781 6000

An agency of the European Union



- The review of a draft service level agreement and key performance indicators.
- Assistance with the implementation of the new contract to ensure a good transition between catering providers, thereby ensuring a continuation in service performance.

In order to prevent a conflict of interest, it is to be noted that the Agency will not accept tenders from tenderers affiliated with any catering services providers. In addition, the successful tenderer or its affiliates will not be able to participate in the Agency's procurement procedure for the provision of catering services referred to in item c) above, which will be launched throughout the duration of this contract.

A negotiated tender with a maximum indicative budget of €85,000 is planned to be launched in July and the contract awarded will be for four years.

Interested economic operators meeting the minimum technical requirements and the criteria below may express their interest by sending an e-mail indicating the reference number and subject of the procurement to EMA.2020.23.DED@ema.europa.eu together with the name, address and business details before 28 July 2020 17:00 p.m. CET.

The following minimum technical requirements shall apply to this framework contract:

- Compliance with applicable environmental, social and labour law obligations established by Union law, national legislation, collective agreements or the international environmental, social and labour conventions listed in Annex X to Directive 2014/24/EU;
- The working language of the Agency is English and the contractor must confirm that it will be able to communicate with the Agency in English for seamless implementation and execution of all the services covered within the scope of the contract, including responsibilities resulting from regulatory requirements such as Health and Safety and Data Protection, as well as for the efficient and timely response in respect to contract management.
- Processing of personal data in connection with this service must comply with EU data protection legislation, in particular, Regulation (EU) 2016/679 (General Data Protection Regulation).
- At least 6 years of experience in catering consultancy business, preferably in the European market.
- Relevant education and/or professional qualifications such as degree in Hospitality management, Catering administration or similar and relevant experience of catering consultants proposed for the Agency.

Interested economic operators should comply, at least, with the following criteria:

- All tenderers must have authorisation to perform the contract under national law.
- The average annual turnover of the tenderer must be a minimum value of €40,000 for each of the last two financial years.
- Relevant educational and/or professional qualifications such as degree in Hospitality management, Catering administration or similar and relevant experience of catering consultants proposed for the Agency. Tenderers must demonstrate that they have at least three catering consultants with a minimum of five years' individual full-time experience in providing catering consultancy services.
- Relevant experience in provision of catering consultancy services to comparable clients in the past three years including experience in assisting clients with public procurement procedures.

Tenderers are required to demonstrate that within the past three years they provided catering consultancy services to at least three clients with their own catering facility (serving at least 400 staff on a daily basis) managed by external catering services provider, of which (i) one client for which the tenderer performed regular audits on external catering services provider's performance, and (ii) one client for which the tenderer provided assistance with public procurement procedure(s). The audits on the external catering services provider's performance and the assistance with public procurement procedure(s) may be provided to the same client.

- Membership of an industry-recognised organisation such as the Institute of Hospitality, FCSI (Foodservice Consultants Society International) or equivalent.

This publication does not constitute any obligation on the part of the Agency to invite any economic operator having expressed its interest to tender. Only the candidates invited to tender by the Agency will be admissible. Registering interest to receive an invitation to tender in a negotiated procedure of this type does not create any legal right or legitimate expectation on the part of any economic operator.