

Facility Management Related Services

**Terms of Reference
Annex II to invitation to tender no
Frontex/OP/946/2020/AH/AA**



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I. Objective of the contract

The Contractor to be selected for this framework contract shall provide general facility management-related support to Frontex.

The Frontex Corporate Services Sector, under which supervision these services shall be provided, ensures the functionality of Frontex facilities by integrating people, place, process and technology, and by that aims to contribute to and enable the achievement of Frontex' goals.

The Sector's facility-related activities are categorized into the following areas:

- **Facility Management (FM):** this team deals with all the housing-related matters, such as maintenance of the buildings, parking management, cleaning, furniture, kitchen supplies, utilities, works, etc.
- **Front-line Services (FLS):** this team deals with the provision of soft services and related products, such as meeting/conference support, mail services, reception services, office supplies, etc.

Frontex seeks to acquire a range of services related to facility management and intends to conclude a framework contract with the successful tenderer.

II. Information on Frontex facilities

Frontex currently leases approximately 22.650 m² of rentable office space in Warsaw giving space for approximately 1.150 workstations together with meeting facilities, various special purpose areas, canteen, lobbies and smaller storages in two buildings: Warsaw Spire building B (all levels from L01 to L14) at Plac Europejski 6 (Spire) and 3 floors (L12-L14) in an adjacent office building Wronia 31 (Wronia). Moreover, Frontex leases a number of underground storages and one archive (please see storage management - part III, point 5).

In the Building B there are two cargo elevators next to the loading ramps accessible by lorries (of maximum height of 3 m) from underground levels of parking of the building. The elevators are of the following size and capacity: width 1,4 m (door width 1,3 m), depth 2,45 m, height 2,85 m and nominal load 1,600 kg.

In the Wronia 31 Building, there is no typical delivery zone for big lorries. All deliveries take place on -1 level; however, trucks cannot enter. The acceptable cars may not be higher than 2 m or longer than 6 m. If a lorry transport is necessary, it shall be planned in advance as it may only be carried out on the stop area from Wronia Street side. The unloading may then be done by using trolleys or forklifts.

The elevator, accessible from the same level, has the following size and capacity: width 1,35 m (door width 1,3 m), depth 2,07 m, height 2,07 m and nominal load 1,600 kg.

An additional 2.000 m² of rentable office area (~100 workstations) in Wronia building (floors L01, L10 and L11) is currently under preparation and will be occupied by Q1 2021.

It is also foreseen that some 5.250 m² of additional office area will be leased in Warsaw by the end of 2021 (Additional Office). The location of the Additional Office is not defined yet. It will not be situated in the close vicinity of current premises, but at least 8 km far from Plac Europejski. The number of workstations (occupants) in the Additional Office will grow to around 150 in 2022, working in 24/7 shifts. It is not yet defined which facility management-related services from the list of tasks described below will be required from the Contractor in the new office and if some of them will require 24/7 duty. Hence, a separate order only for services in the Additional

Office will be prepared at a later stage, requiring additional dedicated resources from the Contractor. The financial proposal (unit prices) shall remain applicable.

The contract shall pertain to all properties in Warsaw.

III. Starting date

Implementation of the contract should start immediately after its signature by both parties. An exact date when the services shall commence shall be confirmed by Frontex Contract Manager.

IV. Scope of the contract - list of foreseen tasks

The Contractor, under supervision of the Frontex Facility Management Team, and especially the Frontex Contract Manager, shall provide overall facility management support services, as described below:

1. Regular building inspections and building maintenance support activities

The Contractor shall be responsible for management of flaws reporting system, responding to staff's queries and coordinating technicians' interventions, supervise technicians visiting the Frontex premises to remediate technical issues.

Technical issues in the building, such as HVAC malfunctions, water leakages, power outages, etc. are resolved by building technicians on behalf of the building owner. The current Frontex premises are served by two different facility management companies in relation to all technical issues, one operating in Warsaw Spire Building B and one in the Wronia 31 building. In case of a technical issues/failure, the Contractor will supervise visits of the technical team responsible for the given building.

The Contractor is expected to report any detected issues immediately via the relevant reporting system (depending on the building) and also via telephone (provided by Frontex) if the issue is urgent (e.g. leakage).

The Contractor is then responsible for:

- Pre-checking the issue, e.g. measuring the temperature in case of air condition failure;
- Scheduling technician's visits;
- Obtaining prior email permission for technicians' intervention from Frontex Security;
- Upon their arrival, guiding the technicians in Frontex premises, as external visitors are not allowed to move around the HQ by themselves;
- proactively following-up the status of service request until closure;
- informing the staff member who reported the failure / malfunction about its closure.

The whole process (staff notification, entering record in the system, scheduling visit and issue remedy) shall be duly specified in the monthly report sent to Frontex Contract Manager in the form of an excel table (Appendix 3, Table 1 "Report on building inspections").

If a follow-up action is needed, Frontex Contract Manager shall be informed immediately.

2. Caretaker / handyman services

The Contractor is expected to ensure caretaker/handyman services in both buildings. Upon email request of Frontex staff approved by the FM if deemed necessary, the handymen will be required to perform the following activities:

- 2.1 Moving of office furniture between various locations
- 2.2 Affixing objects related to rearrangement
- 2.3 Small repairs of furniture, locks, changing light bulbs and other minor repairs
- 2.4 Adjustment of composable carpet
- 2.5 Ad-hoc purchase / rental and delivery of low-value office objects

The requests, sent by Frontex staff to a dedicated email address, shall be managed by the Contractor: noted, scheduled, resolved and reported in a table (Appendix 3, Table 2 "Report on handyman tasks").

2.1 Moving of office furniture between various locations.

The Contractor will be responsible for moving furniture between Frontex offices in both buildings, as well as for appropriate furniture storing in indicated storages (please see point storage management - part III, point 5).

The Contractor shall assist in arrangement of offices, meeting rooms, storages, etc. Hence, he is expected to move furniture (desks, cabinets, shelves, tables, chairs, workstations etc.) between the floors and, occasionally, also between the buildings. Frontex has a limited number of small trolleys and hand pallet trucks that will be made available to the Contractor:

- a) platform trolley (20 pcs)- mostly used, especially for small deliveries, distribution of stationery etc.
- b) two pallet jacks - one for exclusive use of Corporate Services (consequently of the Contractor) and one more can be borrowed from another Frontex Unit
- c) document trolley (about 30)- used mostly during relocations.

The Contractor is free to use own equipment (trolleys) provided that Frontex Contract Manager is informed in advance. If needs arise, Frontex stands ready to purchase additional trolleys or other equipment necessary to perform furniture-related activities.

Currently Frontex is in the process of furniture exchange and about 20-30 workstations are changed (old furniture replaced by new ones) on a monthly basis. In 2021, the Agency is planning to replace about 150 workstations (desk, file cabinet and storage units for each employee). 80% of these replacements will be carried out in Spire and 20% in Wronia building.

At Frontex there are two types of furniture:

- a) Old offices furniture (brown), mainly to be moved to the disposal storage and/or disassembled. Upon request of the Frontex Inventory Manager, the Contractor may be occasionally asked to support the company that picks up the furniture with transport to the delivery ramp. Such a request will be sent via email to the Contractor Team Leader at least 3 days in advance.

Standard furniture includes (in parentheses no of pieces left to be transported to the disposal storage, state of play in October 2020):

- desks 160x80 cm (106), 200x80 cm (1), L-shape (1)
- conference tables 180x80 cm (2),
- desk containers with drawers or shelves (74),
- shutter door cabinets 120x85x43 cm (61),
- open shelf file cabinets 80x230x38 cm (51),
- round tables Ø120 cm (9),
- bar tables Ø60 cm (10)

- b) New furniture (white - table with items and dimensions attached) that is delivered by the manufacturer and stored in a storage room in the basement of Spire B dedicated to new furniture.

2.1.1 Preparation before the delivery of new furniture:

The Contractor must prepare the storages for particular deliveries, after being provided the numbers and type of items to be delivered. It needs to be ensured there is sufficient space to move in and place the supplies. Also, storages need to be cleaned before the delivery.

2.1.2 During the furniture delivery:

The Contractor must be present and indicate to the furniture company where to place the furniture items and assist with their unloading, if it is required.

The Contractor shall help the furniture company to distribute the items in the designated areas in the storage, according to the previously agreed categories.

The Contractor must verify each furniture item and all accessories during the delivery and check if they have any defects - if so, they need to be returned to the furniture producer during the delivery. Otherwise, for all flawless items, the Contractor must confirm their acceptance without defects, by updating an online file which reflect the

numbers of the furniture items and accessories in the storages. Currently the online file is composed as in the Appendix 3, Table 3 “Report on furniture delivery”, but it may be replaced by a tool proposed by the Contractor.

2.1.3 Furniture assembly/control:

-Office furniture is generally assembled by the furniture company. However, the Contractor will undergo a training organized by the furniture company in order to know the furniture models and their composition. The Contractor shall only assembly acoustic panels for the office desks on request.

The Contractor must perform regular controls of the state of office furniture. If they notice a defect, they need to report the issue according to the agreed standards and follow up on that topic until it is resolved.

Furniture transport:

The Contractor needs to be able to transport all the furniture items between storages and floors of both buildings upon request of Frontex Contract Manager, in urgent situation this could be required even on the same day.

2.2 Affixing objects related to rearrangement

The Contractor is expected to assist in rearrangement of the premises, both common areas and offices. He would affix shelves, cork boards, magnetic boards, pictures, door plates and other objects (e.g. signage), which may involve drilling. The Contractor should ensure that its staff dedicated to Frontex is equipped with the necessary basic tools and materials (i.a. drill, screws, bolts, hooks, adhesive tape and repair tape).

2.3 Small repairs of furniture, locks and other minor repairs.

The Contractor is expected to carry out small repairs (other than building repairs, performed by building FM technicians) using his equipment. The repairs concern office furniture (excluding ICT and audio-video equipment), e.g. replacing bulbs in a desk lamp, gluing broken objects or repairing/replacing locks in cabinets (provided by Frontex), etc.

2.4 Move of floor boxes that does not require switching cables and adjustment of composable carpet

During some rearrangements, floor boxes in the offices have to be moved in order to adjust their location to desks' arrangement. If the task does not require electrician's intervention (the cables are long enough), it will be done by the Contractor. As a result of the move, composable carpet has to be adjusted. The Contractor is expected to lay the carpet accordingly.

2.5 Ad-hoc purchase / rental and delivery of low-value office objects or spare parts to equipment used in Frontex

In exceptional situations, the Contractor may be asked to swiftly provide Frontex with some items urgently needed (e.g. for a short-coming meeting). Such purchases / rentals would be subject to reimbursement.

The purchases/rentals shall be made only upon Frontex written request and after sending an accepted offer. The Contractor would then request the relevant cost via a separate monthly invoice, original invoices attached.

3. Delivery and shipping-related services

The Contractor shall support Frontex with the delivery, dispatch, shipment) and reception of parcels. A few times a week, the Contractor will also be asked to help other sectors and units with picking up deliveries they have ordered and packing shipments for dispatch.

3.1 Delivery support to Corporate Services Sector

3.1.1 Support with deliveries of office supplies

The Contractor will be fully responsible for delivery of office supplies: water gallons, stationery, branded items, PPEs, first aid kits, etc. He is expected to ensure the deliveries are stored appropriately or delivered to its target location in the Warsaw HQ.

3.1.2 Water bottles (18,9l each)

Currently water gallons are delivered to the premises once a month. At every delivery, the Contractor shall distribute about 150 gallons in the premises in both buildings: in every kitchen (currently 20 in Spire) and at every Reception desk (on L01, L06 and L14).

3.1.3 Stationery and e-Shop

Stationery deliveries take place about once a week or once per two weeks and are of different size (from 1 to (rarely) 8 pallets). The Contractor shall pick up the delivery on L02 level, check and confirm the amounts ordered by Frontex Contract Manager (data sent to the Contractor via email in advance) and delivered and

transport the delivery to the stationery storage on B04 level. The delivery has to be unpacked, counted and put on the shelves. In addition to that, a regular counting of stationery shall take place quarterly, upon request of Frontex Contract Manager.

At Frontex, the stationery is distributed among staff via a special tool called e-Shop. Staff members request needed stationery online, choose the type and number of items and send the request. The requests are collected by a person from Frontline Services team who shall then forward the orders to the Contractor twice a week. Subsequently, the Contractor shall prepare the items from orders in the stationary storage and transport them to the L07 where at the indicated time (currently on Tuesdays and Fridays from 10 to 11) staff members pick up ordered stationery.

3.1.4 PPEs, first aid kits and branded items

The Contractor shall support FLS in delivery of Personal Protective Equipment (PPEs) (masks, sanitizing liquid, gloves, etc.), branded items and first aid kits and help in transporting them to storage rooms indicated by FLS. A regular counting of PPEs shall take place quarterly, upon request of Frontex Contract Manager.

A special monthly report concerning stationery and PPEs deliveries, as well as e-Shop distribution (points 3.3 and 3.4 above) must be prepared on a monthly basis and sent to Frontex Contract Manager for approval.

3.1.5 Reporting

The Contractor will subsequently report on the content and number of received and delivered goods, as well as on their location. The list of deliveries shall be duly specified in the monthly report sent to Frontex Contract Manager in the form of an excel table (Appendix 3, Table 4 "Report on deliveries").

3.2 Other deliveries

A few times a week the Contractor will also be asked to support other sectors with:

- Receiving deliveries of various weight (big ones, exceeding 2 pallets, about once a month),
- Packing of parcels by standard rules (securing them in the box to avoid transport damaging, closing the box safely), taking measurements of boxes including their weight,
- Preparing for transfer delivered goods from the Reception to given sectors / units and storages.

After every delivery and shipment, the Contractor shall receive an email confirmation from Frontex staff requesting given task that it has been completed timely and in order.

3.3 Inspections

Contractor will be responsible for executing regular inspections of Frontex facilities and report on defects, flaws, shortages/lack of supplies:

- water gallons and first aid kits in the kitchens and at the receptions,
- copy paper in copy rooms,
- disinfectant in sanitizers
- first aid kits in the kitchens and
- stationery, corporate gifts and roll-ups upon Reception personnel request.

Every month the Contractor shall report to the Frontex Contract Manager on the state of the premises in terms of technical issues and supplies. The report, in the form of an email, shall contain a table including information on each checked area, possible shortages, issues and undertaken actions (Appendix 3, Table 5 "Report on flaws and lack of supplies").

The Contractor shall inspect Frontex common areas, such as kitchenettes, meeting rooms, copy rooms, corridors and reception areas in order to check if these spaces are fully operational. The Contractor is also responsible for weekly distribution of water gallons in the kitchenettes and for daily check of the number of water gallons. If the number of water gallons is not sufficient, the Contractor should transport additional bottles from the storage to the kitchenettes where gallons are missing.

The Contractor shall verify if the amount of copy paper in the copy rooms is sufficient and make up the shortfalls. Once a month the Contractor shall check first aid kits in kitchenettes in both buildings (15) and in medical rooms in Spire (7), report on shortages to the FLS and fill them with the missing equipment given by FLS.

The Contractor shall check the sanitizers in the lift lobbies and refill them with sanitizing liquid if needed.

The Contractor shall assist the Reception by delivering, upon order, supplies distributed later by the Reception, such as: stationery, corporate gifts, roll-ups, etc.

The list is not exhaustive; Frontex reserves the right to extend it with similar tasks concerning other office supplies, e.g. fruit deliveries and distribution in the kitchenettes or occasional support in reception of janitorial supplies.

3.4 Support with internal system of stationery order and distribution (e-Shop), reporting on shortages

Frontex staff orders stationery via special electronic tool (e-Shop). The Contractor is responsible for receiving the orders, preparing stationery and distributing it to staff.

The Contractor shall prepare monthly reports on the e-Shop activity.

3.5 Cargo room support

In the premises there is a special “cargo room” where parcels are packed. The Contractor shall ensure that the amount of packing materials in the cargo room is sufficient and kept in order. The Contractor will also be responsible for packing and unpacking of selected parcels, upon Frontex Contract Manager’s request.

3.6 Assistance to the Archive Manager

Upon request and not more than a few times per month, the Contractor shall support Archive Manager in his/her presence in: transfer of documents (collection and ordering of documents on archive shelves), rearrangement of documents location in the archive, transfer of documents for disposal. Frontex will make available trolleys to facilitate the transfer of documents.

4. Management of storages and inventory

Frontex leases a number of underground storages. They contain various equipment, including furniture, stationery and assets prepared for disposal (old ICT and AV equipment). Below the table with current storage number and area (this may be subject to change during the term of the contract):

Area [m ²]	Content	Comment
28.98	Stationery	
17.25	Furniture	
21.94	Furniture	
21.13	FM files, floor carpet tiles	
52.04	Assets for disposal	
126	Furniture for disposal	Temporary till end of 2021 / beginning of 2022
158.52	Furniture	
30.39	Stationery	
6.21	Carpet tiles, gardener's equip.	
54.10	Various equipment	
111.24	New furniture	Temporary till end of 2021 / beginning of 2022

The Contractor will be responsible for overall management of this area.

In particular, the Contractor has to ensure that:

- Use of the Agency’s storage space is efficient

The Contractor is expected to keep the storages in order by efficient and structured use of the space. The assets must be stored in an organized way and easily accessible. The location of stored objects has to be described in an inventory tool (software) delivered by the Contractor.

- Stored assets and inventory are kept in a safe and appropriate manner, clean and free of dust and dirt.

The Contractor shall take care of entrusted goods and keep them safe from possible damage caused by inappropriate storing. At least once per week, the Contractor shall check the condition of stored items (especially

in the event of flooding or high humidity). The storages must be vacuumed and floors washed at least once per month.

- Upon Frontex Contract Manager request, a given storage shall be rearranged according to current needs.

Responsibility for entrusted stored goods:

- regular reporting on storage content and condition via dedicated inventory tool

Once per month, the Contractor has to send to Frontex Contract Manager an inventory report on deposited goods. The report has to be prepared via a special inventory tool (software) delivered by the Contractor. The report has to include type, number and location of stored assets. The tool shall allow the user to trace change of location of the asset, e.g. when the item was delivered, where it was stored, who and when requested its move.

5. Conference/meeting support services:

There are around 50 conference rooms in the premises. 18 of them are mostly dedicated to external meetings and require particular support. Two large conference rooms (one double and one triple) can be (dis)connected with movable walls in various combinations and belonging furniture can be arranged in many configurations, depending on current meeting's needs. These are communicated through the internal Room Booking System to which Contractor will be granted access.

Currently, due to the pandemic, hardly any external meetings are held in the premises. However, it is foreseen that personnel employed under this contract will be responsible for daily check and preparation of all of the rooms. This task requires excellent work organization and time management.

The Contractor is expected to:

- Daily arrange meeting rooms (movable walls and furniture arrangement) in line with requirements
- Prepare various parts of the premises for special events: set up seating arrangements, platforms, lecterns, microphones, flags, deliver meeting materials etc. according to organizers' requests
- Provide general technical support during meetings taking place in the HQ
- manage Frontex flags: keep them clean, ironed and in good condition, reporting on possible defects
- monthly report to the Frontex Contract Manager on completed tasks according to the data taken from Room Booking System.

6. Audio-video support:

The Contractor shall ensure general technical support during meetings in Frontex conference rooms at the level of proficient user (specialist support is provided by another contractor). Audio - visual system in conference rooms located in Warsaw Spire building consists of display components (screens, monitors, projectors, rolling-out projection screens), audio components (microphones and speakers installed in-ceiling, on-table, wireless), video components (cameras and terminals enabling video-conferencing, streaming, speaker identification), interpretation and voting system components (comprehensive system with fully equipped interpretation booths, infra-red radiators, receivers, integrators, interpreter desks and other necessary units), connectivity and control components (administration panels, plugs, outlets, cables, mediaports, floorboxes etc.). Main equipment producers are: NEC, Element One Converse, Extron, Gefen, Oppo, Dell, Eveo Urve, Sennheiser, Shure, Symetrix, Crown, JBL, Tascam, Brahler, Vaddio, AMX. Technical specifications of equipment installed in the main conference rooms are provided for contractor's reference in the Appendix.

Frontex will provide the Contractor with a training on the use of Agency's AV equipment. It is expected that within one month of the start of the service, Contractor's staff responsible for AV support will achieve proficiency in handling the equipment.

Scope of general technical support:

- Daily check-up of AV equipment, prior to scheduled meetings, in accordance with the requirements defined in RBS and/or provided by meeting coordinator/ host:
- Verification of whether all necessary components listed above and required for the meeting are prepared and fully operational: components and devices are configured, connected, up and running.
- Testing of the system: audio infrastructure running, video content displayed, devices connected as required for the meeting.

Incident reporting: The Contractor is expected to daily check if the conference rooms are operational, and immediately report any possible issues to the Frontex Contract Manager and the Contract Manager for AV equipment.

7. Internal mail

Even though the majority of Frontex documentation workflow is held electronically, some of the correspondence, including hard copy version of important documents, is circulated on paper.

The Contractor shall deliver internal correspondence (diplomatic pouch sealed, invoices, magazines or other documents) and parcels between floors and buildings of the Warsaw HQ and to other public institutions, as well as to indicated addresses (in Warsaw).

Currently the correspondence is delivered from the Reception situated on the ground floor of the Warsaw Spire building B to the Registration Office located on a different floor in the Warsaw Spire building B for its registering. Afterwards, the registered correspondence is distributed to “pigeon holes” (internal post boxes) belonging to Frontex divisions, units, and sectors in both buildings. The “return post” consists of distributing correspondence among departments, gathering them first from the “pigeon holes”.

Correspondence dedicated to departments located in Wronia building is transported from one building to the other in a secured trolley. Namely, it is gathered from the “pigeon holes” located on one of the floors of the Warsaw Spire building B, put in the secured trolley and closed delivered the “pigeon holes” of the adjacent building. The distance from the entrance of the building B to the entrance of the adjacent building is approximately 150 m.

Frequency: This activity shall be performed at least once per day, but additional courses might be requested. Currently the mail delivery is carried out at 14:00 and takes approx. 45 minutes for a person that is well acquainted with the Agency.

Based on receipt from the post-office, the Contractor shall pick-up heavy packages addressed to Frontex from the Post Office at Pereca 13/19, 00-001 Warszawa and deliver to Frontex Reception on the ground floor for screening purposes.

Postal services may require ad-hoc visits in various locations in Warsaw, e.g. in public institutions or other places, where Frontex documents have to be delivered or collected. It is foreseen that once the Additional Office in Warsaw is established by the end of 2021, regular courses between current Frontex premises and the new site shall be performed.

The Contractor shall prepare monthly reports on number of documents transported, both among Frontex buildings and different institutions.

8. FM helpdesk service

The Contractor shall provide general office support to Facility Management team, including:

- ensuring administrative support in administrative procedures
- assisting in document flow, archiving and filing
- copying and binding documents,
- gathering data source regarding the building (e.g. taking pictures in a given location, comparing seating plans with physical location of employees, etc.)
- support in the management of parking spaces.
- The Contractor shall prepare a monthly report on Frontex temporary and permanent parking spaces. The report shall consist of two tables comprising date, Frontex staff member name, no of parking space and car details updated when list of parking users has to be changed (a Frontex staff member takes over or releases a parking lot).

9. Ad-hoc inventory Support

Once a year, in November, Frontex carries out a general inventory check. The process takes about 4 weeks for three people working 5 hours a day on average. During that time almost every room in the premises is visited by the inventory team and all Frontex assets, including furniture, are scanned and checked against the data base.

The Contractor shall support the Frontex Asset Manager in:

- Scanning assets with a scanner provided by Frontex
- Sending emails to Frontex staff reminding that they should prepare their offices for the inventory check
- Checking and reporting to the Asset Manager whose assets have not yet been scanned

10. Ad-hoc reception support (in case of major events or absence of Frontex reception staff where no replacement is provided):

- dealing with phone inquiries, operating telephone switchboard, recording and forwarding message
- Serving official visitors to Frontex at the front desk by greeting, welcoming, directing and announcing them appropriately, ensuring the correct application of security measures for incoming and outgoing guests and reporting incidents to the security staff, assisting Agency security guards whenever needed, rendering assistance to Frontex guests as appropriate
- Maintaining a complete knowledge of organizational structure, personnel names and positions
- Managing post mail: (receiving the mail, courier post and parcels, managing logistical aspects of deliveries of goods to Frontex)
- Co-operating with the landlord representatives
- Performing basic administrative tasks (photocopying, distributing office supplies, stationery, corporate gifts, etc.)
- Coordinating the booking of Frontex meeting rooms
- Performing other tasks related to ensuring professional administrative services and support to Frontex organisational units and staff, e.g. liaising with units' assistants, help with ad-hoc organizational request, copying and binding documents.

11. Handover

In case of termination and in view of approaching expiry of the contract, the Contractor is obliged to actively hand over his duties to the successor, so that the new company is able to smoothly take over and carry out activities performed by the Contractor.

V. Contractor's personnel - implementation of the contract and requirements

1. General requirements

In order to provide professional and efficient support in all the required services the Contractor must designate an experienced FM team that will be responsible for all specific services as described in points 1-6, i.e. building inspections, reporting flaws, handyman and delivery related services, storage management and conference support. The FM team must be managed and supervised by an experienced and qualified Team Leader who will cooperate closely and report to Frontex Contract Manager.

The FM team must be present in Frontex HQ from 7.00 to 18.00 of every working day of Frontex. Some team members may be required to start at 7.00, some at 10.00 in order to maintain the maximum of 8 hours' working day. The exact number of team members and distribution of tasks must be defined by the Contractor. All planned and performed tasks must be duly noted on a daily basis and reported to the Frontex Contract Manager by the end of the month. The report confirmed by Frontex Contract Manager enclosed to the invoice shall be the basis of payment.

The Contractor's staff and the Team Leader must fulfil the following conditions:

- be a citizen of one of the Member States of the European Union (as required by Frontex security rules)
- provide a clear criminal record certificate not older than one month from the submission date
- sign confidentiality and non-disclosure agreement
- be in position to obtain a security clearance at the level "EU CONFIDENTIAL"; providing a written evidence that an individual has, indeed, applied for a security clearance will serve as an interim solution, until the security clearance is issued.

A separate confidentiality and non-disclosure agreement must be signed between Frontex and the Contractor.

In case of replacement of the Team Leader in the course of the Contract, the Contractor shall give a monthly notice to Frontex. The prior agreement of Frontex must be obtained in writing regarding the principle of the replacement and the replaced personnel.

In case of replacement, the Contractor will provide Frontex with the CVs of proposed substitutes. The Contractor must propose a minimum of one replacement with the required qualifications and experience for the profile and

they must have at least the same level of qualifications and experience as the person proposed in the original offer.

Frontex reserves the right to require the replacement of any team member that is found by Frontex to be incompetent or unsuitable for the performance of his/her duties under the contract or if carrying out his/her tasks under the contract consistently prejudices the good and timely performance of the contract.

The replacement, regardless of whether it is requested by the Contractor or by Frontex, shall not oblige Frontex to pay any additional remuneration, fees or costs other than those laid down in the initial contract. The Contractor shall bear all the additional costs arising out of or incidental to such replacement.

Throughout the duration of the contract the Contractor is responsible to cover the costs of any national taxes, social and medical contributions (including medical insurance) as required by applicable legal regulations on employment for employees delegated to render the contractual services to Frontex. All these costs as well as provisions of the Polish Labour Law must be taken into account when preparing the financial proposal.

Frontex reserves the right to require the Contractor's staff to use a dedicated (possibly electronic) entry/exit registration tool which may be introduced during the contract's duration.

The contractor shall have availability of staff able to perform the tasks mentioned above and matching the acceptance criteria.

1.1 Access cards

The Contractor will receive Frontex green badges (external staff) active during their required presence in the building. For each individual who shall be granted access, the Contractor must submit a clear criminal record certificate not older than one month from the submission date. A green access card will not be issued to the individual/s for whom the clean criminal record certificate was not provided. The staff will have access to all areas of their work, including underground if needed. Entrance to restricted / limited access areas (e.g. offices) will require presence of Frontex staff.

The access card remains the property of Frontex and must be returned upon request, upon expiry or in cases where the application conditions are no longer met. If the access card is not returned on the day it expires, Frontex may claim liquidated damages of 100 EUR for each day of delay up to a maximum of EUR 1000. This represents a reasonable estimate of fair compensation for the damage incurred.

1.2 Equipment

The Team Leader will be provided by Frontex with an "on duty" mobile phone, a laptop and dedicated email address to allow receiving email notifications from Frontex staff concerning technical issues and management of requests.

Frontex can make available some dedicated space where Contractor's basic tools can be stored.

The Contractor shall provide protective clothing for its staff.

1.3 Working hours

Frontex requires the services to be provided during Frontex working hours, i.e. from 7 to 18. At Frontex a normal working day corresponds to 8 hours (40 hours per week), excluding compulsory breaks (30 minutes per day).

Unless stated otherwise, services shall be delivered on a daily basis. The schedule will be prepared by the Contractor's Project Manager and must meet approval of the Frontex Contract Manager.

Sometimes business needs require delivery of services outside of schedule described above (overtime during weekends and after working hours). Such activity must be beforehand agreed with and accepted by Frontex Project Manager in order to be paid.

All time worked for Frontex must be devoted to tasks and services exclusively ordered by Frontex (no private businesses or engagement in other Contractor's projects).

1.4 Planned and unplanned absences

Frontex requires that services are provided every working day and/or in accordance to a schedule agreed under a specific contract.

Any planned absence must be agreed with Frontex at least two weeks prior to the absence. Planned absences of contractors shall be managed by the Team Leader and immediately passed to the Frontex' Contract Manager in written form (i.e. at least via e-mail) for written approval. The contractors shall announce the planned absences in written form well in advance, respecting this procedure, otherwise the request may be rejected.

Frontex' Contract Manager shall be informed about any sudden and/or unplanned absence (e.g. sickness) immediately by the Contractor indicating the reason and the expected end date of the absence. Any initial information given e.g. by phone must be confirmed as quickly as possible by Contractor in written form (i.e. at least via e-mail). Depending on the situation and upon agreeing with Contractor relevant mitigation measures, Frontex' Contract Manager may approve the absence.

Upon Frontex request, during holidays or other periods of absence of its staff, the Contractor may be required to provide an adequate replacement. The replacement staff will be given sufficient training and provided with all information necessary to guarantee continuity of the service provided to Frontex. All such training and handover work will be carried out at the Contractor's expense.

In case of extended unplanned absence and upon Frontex request, the Contractor shall recover Frontex tools and documents in possession of the absent Consultant and deliver them to Frontex.

1.5 Attendance records

The contractors shall record every day, without any undue delay, the exact date and time of each entry to, and exit from, premises in which tasks are performed.

The times will be recorded on attendance sheets or in paper time registry, as requested by the Frontex Contract Manager. The Attendance Sheets shall be continuously available to Frontex for verification.

Each contractor is required to submit monthly his/her attendance sheet, duly completed and signed by the performing person, for acceptance by Frontex.

1.6 Conduct at work, conflict of interest and declaration of confidentiality

Before starting their work at Frontex, the Contractor's staff must get acquainted and sign Frontex' code of conduct, declaration of confidentiality and lack of conflict of interest. Template of these documents will be attached to the contract.

1.7 Requirements on reporting

The Contractor will prepare quarterly reports. Their written email acceptance expressed by the Frontex Contract Manager will be a pre-condition of the quarterly invoice acceptance and payment. Each of the report will be marked as "accepted", "partially accepted" or "not accepted".

The reports are accepted if they meet the requirements described in the ToR and the reaction time to the requests was below agreed standard level.

The reports are partially accepted if they are incomplete (do not meet all the requirements described under each task and in the point 1.7.1) or there are at least 3 cases of reaction time not meeting the agreed service level.

The reports are not accepted if they are not submitted at all or submitted with considerable gaps in the required content. In such case the payment for the invoice is withheld until all the reports are lodged.

If the number of "partially accepted reports" or "not accepted reports" prevails the number of accepted ones two quarters in a row, Frontex shall have the right to early termination of the contract while keeping the contractual notice period.

The reports must be sent in the first week of the quarter, which follows the invoiced quarter. Frontex Contract Manager will have 5 working days to evaluate the reports. In case of queries, the Contractor has to correct possible deficiencies within 3 working days.

The model acceptance form is presented in Appendix 4

1.7.1 Operational reports prepared on the basis of data gathered for the completion of tasks 1-4, 7 and 8

- a) analysis of the number and response time for technical service requests (open & closed) per technical field (HVAC, electricity, etc.), by building technicians per month (task 1);

- b) analysis of the number and response time for handyman service requests (open & closed) per building, per unit area and per month (task 2);
- c) confirmation of acceptance of monthly reports on: furniture delivery, other deliveries, including office supplies (task 3)
- d) confirmation of acceptance of monthly regular supplies inspections and storage content and condition, including regular reporting on storage content via dedicated inventory tool (task 4)
- e) confirmation of acceptance of postal services report (task 7)
- f) report on parking spaces (task 8)

For the reports a) and b), each service request has to be marked as:

- standard reaction: reply to the request on the same day if the request was sent before 14:00 and the next day before noon if it was sent later, intervention during nearest technicians' visits (a) or in 3 working days at the latest (b); in case of priority emergency requests a slower reaction to other notifications may be exceptionally accepted;
- delayed reaction - if the reaction time is longer than for standard reaction
- no reaction - no email reply or no intervention planned

1.7.2 Staff reports

- a) changes in the composition and organisation of the Contractor team, i.e. temporary replacements, permanent substitutions or any other modification to the scheduling (shift-planning);
- b) proposals for improvement of the service delivered by the team - action plan for the next period

1.7.3 Reporting system

The data enumerated under "Requirements on reporting" (ToR, part IV, point 1.7) should be reported adequately by the tenderer using Excel files, which would then be uploaded on My FX (Frontex's intranet). The tenderer could also propose in the bid a reporting management tool allowing him/her to enhance the reporting process foreseen via My FX.

1.8 Regular meetings

A meeting with the Team Leader will be scheduled each month to monitor the quality of the services performed and problems faced. These monthly meetings will take place physically or online during Frontex working hours. The time spent by Contractor's staff in these meetings is, thus, considered part of the normal duties and will not be charged separately.

Participation of the Team Leader in the monthly meetings is obligatory. In case needed, her/his superior might also be present upon Frontex' request. Amongst others, the subjects under discussion will include:

- the analysis of the reports (once a quarter);
- staff movements (leave, illness, replacement);
- operational problems faced;
- IT application problems occurred;
- proposals for constant improvement of the service

The minutes of the monthly meetings will be prepared by the Contractor and forwarded to Frontex Contract Manager within five working days after the meeting for approval. Frontex reserves the right to convene additional periodical meetings, notifying the Contractor in due time.

2. Composition of the team

The tenderer is expected to propose the composition of the team carrying out tasks described in part III of the ToR and respond to Frontex' needs specified in the tender documentation.

The number of personnel required to perform facility management related services should be at least 4 and no more than 8 - the tenderer is expected to elaborate on this topic in his/her Technical Proposal on the basis of the data presented in the ToR. The proposal will be then subject to technical and professional capacity check during the evaluation session.

Nevertheless, the necessary number of personnel may vary throughout contract's implementation depending on the changing (mostly growing) needs of the Agency. It is thus crucial that the future contractor is able to easily employ additional competent staff and swiftly organize replacement in case of short or long term absence of team members.

The tenderer must be aware of the fact that due to special conditions imposed by the COVID-19, shift work (week by week) may be imposed. Thus, the actual number of Contractor staff involved in the project may have to be temporarily doubled, even though one shift would be present in the building only for half a month.

The Team Leader may work from home during one shift; hence, doubling his post is not necessary.

2.1. Profiles

2.1.1 Team Leader

The Contractor shall nominate a Team Leader who is expected to:

- manage the FM team:
 - properly train his subordinates, both in the area of their duties and in soft competencies, such as:
 - showing confidence, patience, politeness, tact and diplomacy, when dealing with difficult situations;
 - taking ownership of urgent issues;
 - helping and advising clients clearly and to liaise effectively with other professionals;
 - listening carefully in order to understand exactly what clients require.
 - distribute tasks,
 - supervise team members, their adherence to deadlines and control the quality of work
 - manage absences and organize replacements, perform contractual duties of needed
- be the first point of contact for Frontex Contract Manager
- report on a quarterly and annual basis on tasks performed by the team

The Team Leader shall:

- have at least 8 years' experience in the area of facility or property management, including at least 3 years' experience in providing facility support services to/in an A or B class office building
- have at least 3 years' experience in managing a team of facility management personnel or similar
- have a level of post- secondary education attested by a diploma; a technical background: diploma of technical secondary school or of Technical University would be an asset
- possess good knowledge of English (at least B2), both oral and written
- possess good computer skills (Outlook, Excel); Microsoft Office Specialist certificate or similar would be an asset
- demonstrate excellent time management, organisation and coordination skills, including the ability to prioritise tasks
- have excellent communication and management skills
- demonstrate strong sense of initiative, responsibility and integrity, as well as constructive, positive and service-oriented attitude
- Ability to cooperate smoothly in a multicultural environment
- Be responsive and have service-oriented attitude
 - Adhere to Frontex policies and work standards

- have a clean criminal record
- Knowledge of storage management software would be an asset

The Team Leader shall make sure that FM team members are:

- showing confidence, patience, politeness, tact and diplomacy, when dealing with difficult situations;
- taking ownership of urgent issues;
- helping and advising clients clearly and to liaise effectively with other professionals;
- able to listen carefully in order to understand exactly what clients require.

2.1.2 FM team members (tasks 1-5)

Depending on the character of performed tasks, the team members are expected to:

- have a level of post- secondary education attested by a diploma
- possess at least one year experience in carrying out tasks similar to those entrusted
- have good technical skills
- possess at least communicative level of English and Polish (B1)
- have excellent customer service skills; good communication and interpersonal skills;
- have an outstanding sense of pro-activeness, responsibility and reliability;
- have a problem-solving mentality and be capable of prioritising effectively;
- have the ability to work under pressure and to respond effectively to fluctuations in the workload or the pace of work;
- have the ability to work in a team
- be in a good physical condition
- adhere to Frontex policies and work standards

2.1.3 Personnel responsible for AV support shall possess at least the following skills (task 6):

- have a level of post- secondary education attested by a diploma;
- knowledge of physical audio-video connectors standards plugs, outlets, cables, media ports, floor boxes, adapters, etc);
- knowledge of video resolutions and implications for video receivers (screens, monitors, projectors);
- knowledge (and preferably some experience) in video and computer signal processing solutions (audio-video switcher, matrix switcher) and common equipment;
- analytical and troubleshooting skills in the area of video signal processing and transmission between transmitters and receivers within audio-video conference infrastructure.

2.1.4 Personnel responsible for internal mail (task 7) shall:

- have a level of post- secondary education attested by a diploma
- maintain very high ethical standards
- show very good organizational skills
- have good knowledge of English (at least B2),
- show good analytical skills
- possess driver's licence of B category

2.1.5 Personnel carrying out FM helpdesk and reception service (tasks 8-10) is expected to:

- have a level of post- secondary education attested by a diploma;
- have at least one-year experience in working as a receptionist, in office coordination/management or in customer service department in an international institution/company/environment
- have good presentation and excellent interpersonal skills
- good computer skills and knowledge of MS Office (Microsoft Office Specialist certificate or similar would be an asset)
- have good knowledge of English (at least B2), both oral and written (FCE, CAE or similar certificate would be an asset)
- show good analytical skills
- be accurate and possess high level of attention to detail when performing assigned tasks

These are initial requirements and suggested task division. Once appointed, the Contractor is expected to foster the development and flexibility of individual team members (e.g. by means of training) so that ultimately each member of the team is familiar with all tasks and capable of performing them (or replacing a colleague). Frontex also expects the Contractor to implement a dedicated motivation scheme for the staff delegated to this framework contract.

Appendixes:

1. List of Equipment
2. List of Equipment - Conference Rooms
3. Templates for reports
4. Task Acceptance Form
5. Declaration on Confidentiality