

REQUEST FOR PROPOSALS

Framework Agreement for Moving Services

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A. Background

The Cherenkov Telescope Array Observatory (CTAO) is an international effort to build the next generation ground-based observatory for gamma-ray astronomy at very-high energies with up to 100 telescopes located in the Northern and Southern hemispheres. CTAO will be the world's largest and most sensitive instrument for high-energy gamma-ray astronomy with the detailed design and preparation for construction underway. It will be built with a significant amount of in-kind contributions from participating institutions.

CTAO gGmbH is the legal entity in charge of the realisation of the project via construction and operation of the future CTA Observatory. The headquarters are located in Saupfercheckweg 1 – 69117 Heidelberg (Germany) and are going to be transferred to Italy, to the already existing CTAO offices hosted by INAF in Via Gobetti 93/3- 40129 Bologna, once the change of the formal legal status to ERIC will be concluded

The CTAO gGmbH is funded by scientific institutions and governmental agencies from 14 Countries, while the scientific collaboration behind the CTA project includes more than 1,400 participants from 31 countries. The Representatives of the funding agencies form the governing Council of CTAO gGmbH.

The Cherenkov Telescope Array Observatory, with its Project Office in Bologna (Italy) is responsible for the construction and operation of the two CTAO observatory sites, one in the Northern hemisphere on La Palma (Canary Islands, Spain) and one in the Southern hemisphere in the Atacama desert in Northern Chile, as well as the Science Data Management Centre in Berlin-Zeuthen (Germany). Further information about the project can be found here: www.cta-observatory.org.

B. Scope

The purpose of this RFP is to solicit applications from qualified moving services companies in order to enter into a framework agreement (up to 4 years) for staff members' international or national move from everywhere in the world to CTAO offices in Bologna (Italy), Zeuthen (Germany), and La Palma (Spain).

Over the next three years, CTAO anticipates relocating approximately 5 employees per year.

CTAO intends to contract a professional moving company to facilitate and ensure that the moves are implemented efficiently and smoothly. Once selected, the Moving Company will be required to perform professional moving services by providing all labour, equipment, means of transportation and miscellaneous materials necessary to carry out the relocations. The services will include the

preparation of inventory of items at the origin pre-move, and verification of items delivered to the destination (post-move).

Services covered

The provider will provide all labor and referrals, including supervision, tools, equipment, licenses and incidentals required and/or implied for the complete and satisfactory performance of services at the required locations. In order to achieve this goal, the provider may be requested to provide those goods and services outlined in this section:

- Provide a single point of contact for CTAO and each employee.
 - Provide information to the employee about packing, moving, and unpacking of household goods and discarding of all debris at destination.
 - Provide an estimate to the employee prior to final move arrangements. The estimate will be based on actual review of the origin and destination and include all known costs, including storage. Should any situation arise in which the provider should have taken into account in deriving its binding estimate, any additional costs will be the responsibility of the provider and will not be passed along to CTAO.
 - Provide guidance on applicable restrictions for the import of goods (e.g.: items which cannot be imported, items which need special handling, etc).
 - Provide guidance on potential tax-related matters related to the import of personal goods.
 - Provide insurance options for the service and the goods to be transported.
 - Coordinate a visit to the location to evaluate in person the number of m3 to be quoted and identify in advance any goods that may require any special handling.
 - Provide all forms needed to be filled out by CTAO to be able to proceed with the move.
 - Provide CTAO employees with all services as outlined in the Provider's estimate and accepted by the employee, including but not limited to: packing, moving, and unpacking of household goods and discarding of all debris at destination.
 - Provide or assist, if needed, in arranging supplemental services relating to the movement of household goods such as auto transport, pet transport, storage, etc...
 - Provide a detailed communication process to be used throughout the household goods move. This will include shipment tracking capabilities and technological tools used.
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- Outline its Claims handling procedure, including the communications that will take place throughout the process and the escalation method if problems occur that cannot be resolved.
- Storage of property in a secured location as required.

I. Move Coordination and Planning

The Provider shall assign a move coordinator to direct workers and to ensure that all necessary communications with CTAO and the interested mover are provided throughout the project.

Along with the RFO, the interested mover should supply the Provider with an inventory of items to be moved. Any items of particular value shall be listed separately, and the value noted on the inventory list.

Any items that require special handling shall be identified in advance, noted and the items tagged.

II. Packing, Pickup and Other Preparations

The employee shall notify the Provider of any packing requirements and shall pay no more than the applicable contracted maximum hourly rates. Potential specific packing requirements shall be communicated in a timely manner to the Provider and be included in the agreed contract/invoice.

Pickup shall be on the date mutually agreed upon. If the Provider cannot meet that date and time, the Provider shall notify the employee twenty-four (24) hours in advance. Delays by the Provider of more than one (1) day from the agreed upon date may result in a penalty to the Provider of €100 per day.

The Provider shall provide the type of vehicle applicable to the items to be moved.

III. Unpacking

The Provider shall unpack items with efficiency and care and with consideration of all safety requirements.

Upon delivery, all items on the inventory list shall be verified by the employee as having been delivered prior to final invoice. The Provider shall be notified in writing of any missing or damaged articles in accordance with the procedure to file a Claim. Such procedure must be communicated to CTAO and to the employee by the Provider.

Limits of liability

The Provider shall be liable for loss or damage to property caused by its failure to properly pack and transport property (including, for example, scratching floors while moving furniture). The Provider shall be responsible for protecting, as needed, common areas (elevator, hall path, etc) and the site's transit areas accordingly, to avoid any damages.

However, the Provider shall not be held liable for loss or damage in the following situations: damage or breakage to items packed improperly by other than the Provider's personnel.

Valuation of articles

The Provider's rates shall include full replacement value protection against possible loss or damage while property is under the protection of the Provider. Provider shall be responsible for the satisfactory repair, or replacement of any employee's property that is lost, damaged or stolen while in Provider's custody and for the satisfactory repair of any damage to buildings or grounds. If the Provider is required to purchase additional insurance to provide full value protection to the employee for that item, the Provider will be allowed to pass through those charges to CTAO.

Storage

If the new facility is not available at the time of the move and/or items must be stored, the employee may request storage-in-transit. When that occurs, the following steps shall be taken:

- The employee must request storage-in-transit at least five (5) days prior to the move.
- Separate charges will accrue for transportation to storage, the storage period, and transportation from storage to the new facility.
- If storage is required for more than 90 days, a separate agreement will be necessary with the storage company itself.
- The employee that expects to use long-term storage should carefully review the rates and terms offered by the storage facility before the move. If the terms would place an undue burden on CTAO (such as limited access/removal, an unnecessary requirement for staff, etc.), CTAO may decline and the Provider shall offer an acceptable alternate facility. Facilities offered by the Provider must be applicable to the type of property requiring storage (i.e., refrigeration, low humidity, etc.).

Provider responsibilities

The selected Provider shall not commence work until the estimate has been fully approved and authorization has been received from CTAO.

The Provider must have personnel available to commence work on the project if given sufficient advance notice by the employee or upon mutual agreement. All personnel shall be properly licensed, insured and experienced to perform their tasks.

The Provider shall supply vehicles in good working condition and in compliance with all local laws and regulations for operation. All vehicles shall be sufficiently equipped with clean protective equipment to ensure safe transit and delivery of property.

The Provider must be able to perform services in any location for which the Provider submitted an offer.

The Provider shall make all arrangements with the building manager at both sites if necessary and shall obtain any necessary clearances or permits that may be required for parking and unloading. It shall be the Provider's responsibility to make all necessary arrangements with building managers and local traffic authorities for use of elevators, loading docks, adjacent streets, sidewalks and malls. The Provider shall be responsible for understanding and estimating the difficulties involved in each move.

Job hours shall begin when the Provider's personnel arrive at the employee's designated site and shall end when items are delivered and placed as specified at the new location.

Work shall be performed during normal agency workdays and hours unless a different schedule is specifically requested by the employee.

The Provider is responsible to furnish sufficient personnel to accomplish the work in the time indicated on their estimate. If work is not completed within that period of time and requires overtime which was not specifically required, CTAO shall not be liable for overtime charges. In addition, overtime shall not accrue due to the Provider's failure to provide personnel and equipment at the employee-designated place and time. CTAO shall not pay overtime rates unless Provider's personnel have worked in excess of eight hours on the job for the day overtime is charged. Any work on Saturday or Sunday requires payment of overtime.

If the scope of work provided by the employee is not clear, it is the Provider's responsibility to seek clarification prior to submitting an offer.

The Provider shall not charge for any time lost in any way not required in the performance of the services requested (excluding required break periods). The Provider may charge for time used in delivering equipment and materials and in removing them at the conclusion of the move.

The Provider shall attach documentation for all pass-through charges to the invoice.

Failure to comply with any of the requirements from this section may result in contract termination.

C. General information

Timeline

Milestone	Indicative date
Deadline for request for clarifications:	10.04.2024 – 23:00*
Response to req. for clarifications by:	14.04.2024
Deadline for Submission of Proposals	21.04.2024 - 23:00*

*all times Central European Time (CET).

These dates may be subject to change; any change will be promptly communicated to all suppliers.

CTAO reserves the right to cancel the procurement procedure at any time and it is not obliged to award the contract.

Clarifications

Any request for clarification should be submitted in writing by email, to the following contact address: ctao-procurement@cta-observatory.org

All responses, which are considered by CTAO to be of a substantive nature, will be sent in anonymous way to all applicants invited to submit a proposal. Any questions that are of a sensitive nature must be clearly identified as such on submission.

Applicable Law

This Request for Proposals is governed by EU Procurement Directive n. 24/2014.

Canvassing and non-collusion

CTAO reserves the right to disqualify, without prejudice to any other civil remedies available to CTAO and without prejudice to any criminal liability which such conduct by a supplier may attract, any supplier or consortium member who, in connection with this procurement:

- offers any inducement, fee or reward to staff members of CTAO
- contacts any staff member of CTAO about any aspect of this request in a manner not permitted by this document
- fixes or adjusts her/his submission by or in accordance with any agreement or arrangement with any other applicant or consortium member (other than its own consortium members);

- d) enters into any agreement or arrangement with any other supplier or potential supplier or consortium member of any other supplier or potential supplier to the effect that it shall refrain from making a submission or as to the conditions of any submission
- e) causes or induces any person to enter such agreement as is mentioned above or to inform the supplier or a consortium member of the supplier of the amount or approximate amount of any rival submission
- f) canvasses any person in connection with this document who is not one of its own consortium members or one of its own team
- g) offers or agrees to pay or give or does pay or give any sum of money, inducement or valuable consideration directly or indirectly to any person for doing or having done or causing or having caused to be done in relation to any other submission or proposed submission.

D. Submission

Language

The proposal, all correspondence and documents related to the tender exchanged by the tenderer and CTAO must be in **English**.

Submission

Costs incurred to prepare a proposal must be borne solely by the tenderer. Nothing contained within this RFP is indicative of intent by CTAO to reimburse the tenderer, in whole or in part, for any costs associated with preparation, submission, or presentation of proposals.

The proposal submitted must remain valid for a period of 60 (sixty) days after the submission deadline.

What to submit

Proposals shall contain the following documents:

- 1) **Identification Form (Annex I)**, duly filled in and signed
- 2) **Declaration of Honour on Exclusion and Selection criteria (Annex II)**, duly filled in and signed
- 3) **Technical Proposal Form (Annex III)**, duly filled in and signed , including:
 1. A presentation of the company
 2. Plan of operation to achieve the objectives set forth in the ToR. Include a listing of all steps of service from initial request through invoicing.
 3. Plan for customer service, including:
 - Capability of analyzing relocation requests and making recommendations

- Procedures for Claims handling and complaint resolution
 - Flexible procedures for the placement of orders
 - Emergency service, to include weekends and holidays
 - Procedure for estimates (including review at origin and destination, verification of completion of all packing and unpacking services authorized);
4. Statement on import or export licenses required in respect of the goods to be purchased or services to be rendered, including any restrictions in the country of origin. Confirm that you have obtained license of this nature in the past, and have an expectation of obtaining all the necessary licenses, should their bid be rendered the most responsive;
5. Documentation, information and declaration of goods classified or that may be classified as “Dangerous Goods”.

The Technical Proposal shall not include any price or financial information. A Technical Proposal containing material financial information shall be declared non-responsive.

4) **Financial Proposal Form (Annex IV)**, duly filled in and signed.

Please fill in the example of move in Annex IV. Exclude insurance rates and include fees for:

- Packing and moving supplies
- Assembly and disassembly of furniture and other items
- Full packing services
- Storage service for 2 weeks

The fees shall be indicated in figures and in words and shall be net of VAT (which will be indicated separately when billing) and other taxes and charges. Where there is a discrepancy between the amount in words and the amount in figures, the amount in words shall prevail.

Payment under the Contract will be made in EUR.

All pages of the forms must be returned within the proposal submission: please do not remove any pages. Proposals containing changes or additions will be excluded from evaluation.

How to submit

Applicants must send an email, including all the required forms duly completed, to the following email address: ctao-procurement@cta-observatory.org

All communications between applicants and CTAO are to be made only through the abovementioned email address.

E. Selection process

The evaluation of proposals submitted will be carried out in successive steps:

- 1) Administrative requirements check.
- 2) Verification of non-existence of exclusion grounds.
- 3) Assessment of compliance to selection criteria.
- 4) Evaluation of technical and financial proposal.

Proposals that are excluded due to invalidity, the existence of exclusion grounds, or because they do not meet the eligibility requirements will not be taken forward in the evaluation.

Administrative Requirements

Verification of the validity of the Proposal: proposals will be excluded from the evaluation, for example, if:

- they were received after the deadline
- they do not include the documentation requested initially or by follow-up request
- changes or additions have been made to the tender documents.

Exclusion Grounds

Suppliers shall be excluded from participation where:

- a) They (or, in case of legal person, a member of their administrative, management or supervisory body) have been convicted by a final judgment relating to:
 - participation in a criminal organisation
 - corruption
 - fraud
 - terrorist offences
 - money laundering or terrorist financing
 - child labour and other forms of trafficking in human beings
- b) They are in any of the following situations:
 - in breach of obligations relating to the payment of taxes/social security contributions
 - bankrupt or subject of insolvency or winding-up proceedings
 - guilty of grave professional misconduct, which renders their integrity questionable
 - have entered into agreements with other economic operators aimed at distorting competition
 - where a conflict of interest cannot be effectively remedied by other less intrusive measures
 - where a distortion of competition from the prior involvement of the economic operators in the preparation of the procurement procedure cannot be remedied by other, less intrusive measures
 - have shown significant or persistent deficiencies in the performance of a substantive requirement under a prior public contract, a prior contract with a contracting entity or

a prior concession contract which led to early termination of that prior contract, damages or other comparable sanctions

- have been guilty of serious misrepresentation in supplying the information required for the verification of the absence of grounds for exclusion or the fulfilment of the selection criteria, have withheld such information or are not able to submit the supporting documents required
- have undertaken to unduly influence the decision-making process of the contracting authority, to obtain confidential information that may confer upon them undue advantages in the procurement procedure or to negligently provide misleading information that may have a material influence on decisions concerning exclusion, selection or award.

Selection Criteria

Technical and professional ability

The company must possess at least 5 years of experience.

The consultant must provide a reference list of projects carried out over the last 3 years, indicating contract details.

Economic and financial standing

The consultant (in case of legal persons, the company) must have:

- A valid professional insurance for an amount of no less than _50.000 (fiftythousand) Euro.

CTAO reserves the right to ask for all or part of the supporting documents at any moment where it considers this necessary in view of the proper conduct of the procedure and it will request the successful supplier to provide relevant evidence.

Technical and Financial evaluation

Proposals submitted, that are declared eligible given the absence of any exclusion grounds and that meet the selection criteria, are assessed on a technical and financial level. The evaluation panel shall:

- evaluate the technical proposal applying the evaluation criteria, sub-criteria, and weightings specified under paragraph 6.1 below and, once finished,
- evaluate the financial offer applying the method and formula specified under paragraph 6.1 below.

F. Award of the Contract

Award criteria

Eligible proposals will be assessed against the following award criterion: **most economically advantageous tender.**

The most economic advantageous tender shall be determined on the basis of the proposal offering the best price-quality ratio. The award decision will be based on the following ratio technical/financial proposal: 60/40.

Technical proposals will be evaluated according to the following criteria and weightings:

	#	Evaluation Criteria	Max points
QUALITY (max 60/100)	1	Plan of operation to achieve the objectives set forth in the ToR. Include a listing of all steps from initial request through invoicing. excellent – 25 points good – 13 points fair – 6 points	25/60
	b	Plan for customer service. excellent – 20 points good – 10 points fair – 5 points	20/60
	c	Capacity to provide support on details for the goods to be shipped. excellent – 15 points good – 7 points fair – 3 points	10/60
FINANCIAL (max 40/100)		Financial proposal	40/100

Scoring range	Description
0	The consultant does not meet the required quality. Failure to properly address issues, considerable reservations on the consultant's experience and capacity to meet the requirements.
Fair	Minor reservations about the consultant's ability to meet the requirements.
Good	Demonstration by the consultant to fully meet the requirements.
Excellent	Very high level of confidence in the consultant's experience and capacity to meet requirements. Identification of factors that may offer added value.

Once the technical evaluation has been completed, the **financial proposal** will score points in function of the following formula:

$$Ps = (Pmin/P0) \times 40$$

where:

- Ps = Price Score,
- Pmin = the price of the lowest offer received,

- P_0 = the price of the offer being considered,
- 40 = the maximum number of points that can be awarded.

The tenderer whose proposal achieves the highest total score for quality and price will be ranked as first and will be awarded the contract.

By submitting the Proposal, the tenderer accepts CTAO General Terms and Conditions.

G. Annexes list

- I. IDENTIFICATION OF THE TENDERER form
- II. DECLARATION ON HONOUR form
- III. FINANCIAL PROPOSAL form
- IV. CTAO GENERAL TERMS AND CONDITIONS