



EUROPEAN UNION
DELEGATION TO THE REPUBLIC OF SERBIA

The Head of Delegation

Belgrade, 5 August 2016
D(2016) ARES

Dear Sir/Madam,

Subject: - **Cleaning services for the Delegation of the European Union to the Republic of Serbia**
- **EEAS-517-DELSCGB-SER-FWC**

Ref: - **Contract Notice: 2016/S 150-270674**

1. The European Union, represented by the EU Delegation to Serbia is planning to award the contract referred to above. The procurement documents consist in the contract notice, this invitation letter, the tender specifications with their annexes and the draft contract.
2. This contract will be awarded in two steps. As a first step, if you are interested in this contract, you should submit a request to participate in one of the official languages of the European Union. Any other document sent together with the request to participate submitted in a language other than an EU official language shall not be considered for the evaluation unless it is accompanied by a translation in an EU official language.

Please pay special **attention to submit ALL the documents requested in the point "5. Eligibility of economic operators" of the tender specifications attached to this letter.**

In the second step, the contracting authority will disclose the content of the technical specifications only to the selected candidates (every economic operator which submitted all the documents requested at this first step complying with the access, exclusion and selection criteria as described in the tender specifications).

Please DO NOT SUBMIT the technical and financial offers at this first stage. Only the tenderers receiving a second letter with the invitation to tender and the complete technical specifications at the second stage will be invited to submit its technical and financial offers.

3. You must submit your request to participate in one original on paper and 3 paper copies.

The request to participate must be placed inside two closed envelopes addressed as indicated below. The inner envelope should be marked as follows: "CALL FOR TENDERS - *EEAS-517-DELSCGB-SER-FWC* – NOT TO BE OPENED BY THE INTERNAL MAIL DEPARTMENT".

The request to participate must be submitted no later than 08/09/2016. You must use one of the following means of submission:

Means of submission	Time limit	Evidence of dispatch	Address for delivery
Post	24:00 (midnight)	Postmark	CALL FOR TENDERS EEAS-517-DELSCGB-SER-FWC EU Delegation to Serbia, For the attention of the Head of Delegation Vladimira Popovica 40/V 11070 Belgrade, Serbia
Courier	24:00 (midnight)	Deposit slip of courier service	CALL FOR TENDERS EEAS-517-DELSCGB-SER-FWC EU Delegation to Serbia For the attention of the Head of Delegation Vladimira Popovica 40/V 11070 Belgrade, Serbia
In person (hand delivery)*	15:00-local time	Proof of receipt, signed and dated by the duly authorised agent who takes delivery	

*Mail can be received from 09.00 to 15.00 Monday to Fridays. The service is closed on Saturdays, Sundays and official holidays of the contracting authority.

4. Requests to participate must be:

- signed by a duly authorised representative of the tenderer;
- perfectly legible so that there can be no doubt as to words and figures;
- drawn up using the model reply forms in the tender specifications.

5. Submission of a tender implies acceptance of all the terms and conditions set out in the procurement documents and, where appropriate, waiver of the tenderer's own general or specific terms and conditions. The submitted tender is binding on the tenderer to whom the contract is awarded for the duration of the contract.

6. All costs incurred for the preparation and submission of tenders are to be borne by the tenderers and will not be reimbursed.

7. Contacts between the contracting authority and candidates or tenderers are prohibited throughout the procedure save in exceptional circumstances and under the following conditions only:

Before the date of submission indicated in point 3:

Upon request, the contracting authority may provide additional information solely for the purpose of clarifying the procurement documents.

Any request for additional information must be made in writing only to delegation-serbia-admin-tenders@eeas.europa.eu.

The contracting authority may, on its own initiative, inform interested parties of any error, inaccuracy, omission or any other type of clerical error in the text of the procurement documents.

Any additional information including that referred to above will be posted on <http://europa.rs/serbia-and-the-eu/administrative-tenders/?lang=en> . The website will be updated regularly and it is your responsibility to check for updates and modifications during the submission period.

After the opening of requests to participate:

In case any document necessary for evaluation is missing or any confirmation is needed, the contracting authority may contact the candidate.

8. This invitation to tender is in no way binding on the contracting authority. The contracting authority's contractual obligation commences only upon signature of the contract with the successful tenderer.
9. Up to the point of signature, the contracting authority may cancel the award procedure without the candidates or tenderers being entitled to claim any compensation. This decision must be substantiated and the candidates or tenderers notified.
10. Once the contracting authority has opened the tender, it becomes its property and it shall be treated confidentially.
11. You will be informed of the outcome of this procurement procedure by e-mail only. It is your responsibility to provide a valid e-mail address together with your contact details in your tender and to check this e-mail address regularly.
12. If processing your reply to the invitation to tender involves the recording and processing of personal data (such as your name, address and CV), such data will be processed pursuant to Regulation (EC) No 45/2001 on the protection of individuals with regard to the processing of personal data by the Community institutions and bodies and on the free movement of such data. Unless indicated otherwise, your replies to the questions and any personal data requested are required to evaluate your tender in accordance with the specifications of the invitation to tender and will be processed solely for that purpose by Head of EU Delegation to the Republic of Serbia. Details concerning the processing of your personal data are available on the privacy statement at: <http://europa.rs/upload/documents/tenders/Administrative/Privacy-Statement.pdf>
13. Your personal data may be registered in the Early Detection and Exclusion System (EDES) if you are in one of the situations mentioned in Article 106 of the Financial Regulation¹. For more information, see the Privacy Statement on http://ec.europa.eu/budget/explained/management/protecting/protect_en.cfm#BDCE)
14. You may submit any observations concerning the procurement procedure to the contracting authority using the contact means under point 7. If you believe that there was maladministration, you may lodge a complaint to the European

¹ Regulation (EU, Euratom) No 966/2012 of the European Parliament and of the Council of 25 October 2012 on the financial rules applicable to the general budget of the Union and repealing Council Regulation (EC, Euratom) No 1605/2002 (OJ L 298 of 26.10.2012, p. 1) as amended.

Ombudsman within two years of the date when you became aware of the facts on which the complaint is based (see <http://www.ombudsman.europa.eu>).

15. Within two months of notice of the award decision, you may launch an action for annulment of the award decision. Any request you may make and any reply from us, or any complaint for maladministration, will have neither the purpose nor the effect of suspending the time-limit for launching an action for annulment or to open a new period for launching an action for annulment. The body responsible for hearing annulment procedures is indicated in Section VI.4.1 of the contract notice.

Michael Davenport

Annexes: Tender specifications
 Draft framework contract