



## **Service Level Requirements**

### **Annex 1.2 to Tender Specifications**

**LISA-2017-0P-02**

**Framework Supply Contract**

**for the Supply of furniture for the new building in eu-LISA's operational site  
in Strasbourg**

## Contents

---

1	Background information.....	3
2	Communication and Security .....	3
3	Detailed requirements .....	3
3.1	Common provisions.....	3
3.2	Technical and functional characteristics .....	3
3.3	Environmental and social requirements .....	4
3.4	Sustainable development, standards and certificates: .....	4
3.5	Delivery and transportation .....	4
3.6	Ergonomics training and seat adjustment: .....	5
3.7	Guarantee and product range life spans.....	5
3.8	After-sale services, exchange and return policy .....	5
3.9	Additional services .....	6
3.10	Contract management .....	6

## 1 Background information

The European Agency for the operational management of large-scale IT systems in the area of freedom, security and justice (hereinafter "eu-LISA") was established in October 2011 by the European Parliament and the Council to provide a long-term and cost-effective solution for the operational management of large-scale IT systems in the area of EU Home Affairs. Operational since December 2012, the Agency gained financial independence as a decentralized body of the EU in May 2013. eu-LISA's operational site is located at 18 Rue de la Faisanderie, 67100 Strasbourg, France.

## 2 Communication and Security

All official communication between the supplier of Furniture (further referred as Contractor) under this framework contract and eu-LISA staff shall be carried out in English, eu-LISA working language. For day-to-day business, communication may be carried out in French, subject to the agreement of eu-LISA. Access to eu-LISA premises is granted only in accordance with the requirements set by eu-LISA Security department.

## 3 Detailed requirements

### 3.1 Common provisions

To ensure correct occupation of the foreseen spaces, all of the furniture's dimensions are to be strictly observed with its indicated tolerances not to be exceeded. All of the items of furniture must have the same finish. This is required to ensure full consistency within the interior design.

### 3.2 Technical and functional characteristics

The Framework Office Furniture Supply contract comprise the supply, delivery, assembly and installation of the furniture and accessories in the locations specified. The furniture must significantly improve the quality of life for the employees and give them a sense of well-being, while at the same time providing comfort both for them and for any visitors. The furniture must be modern, robust and discreet. For the vast majority of the items of furniture to be installed, the propositions submitted must be based on standard existing furniture.

The materials used must be contemporary and the colours proposed must work well with the interior design scheme as a whole, as well as the architectural concept. The products selected must be environmentally responsible (NF Environment, NF OEC), sufficiently robust and highly resistant. The colour schemes are defined in a furniture design book ("Book Inspiration Mobilier"), available in annex 1.3.

Annex 1.1 an Annex 3 of the Tender Specifications illustrate an indicative list of the most common articles to be purchased by eu-LISA. Please note that this list is non exhaustive and it only serves as a basis for the evaluation of the financial proposals of the tenderers. Articles outside the list may be required. Therefore in addition to the technical and financial offer of a winning tenderer a catalogue of

all produced furniture including the prices will be used as defined under sub-clause 3.4 of the Tender Specifications.

### **3.3 Environmental and social requirements**

The contractor will have to comply with applicable obligations under environmental, social and labour law established by Union law, national law and collective agreements or by the international environmental, social and labour law provisions listed in Annex X to Directive 2014/24/EU<sup>1</sup>.

### **3.4 Sustainable development, standards and certificates:**

All interior fittings and furnishings in the eu-LISA buildings must fulfil certain requirements in terms of the environment, health and safety in order to improve comfort within the workplace for the people working there, in regards to ergonomics, ambience, acoustics and ease of use. The choice of each item used for the interior design must be driven by these criteria.

The products selected by the submitting companies must prioritise the use of recycled and recyclable materials.

The furniture proposed, must comply with the NF Environnement, NF OEC or its equivalent labels.

The submitting companies must provide all of the corresponding certificates for the products which they propose.

### **3.5 Delivery and transportation**

All deliveries must be free of charge and free of any administrative costs (DDP Strasbourg). eu-LISA expects automatic free of charge return policy for goods damaged in transit. Packaging shall be adapted to the size of the delivered article and be environmentally friendly.

#### Number of Orders and Delivery Batches:

eu-LISA plans to place 4 big orders of furniture as estimated under Annex 3 – Technical and Financial proposal form. It should be noted that this estimation is not a contractual commitment. It serves as a reference for contractor to understand the possible sizes of the orders under this Framework contract.

The provisionally foreseen order dates are:

- Order 01: 15 October 2017 – 15 November 2017;
- Order 02: 15 October 2017 - 31 December 2017;
- Order 03: 15 January 2018 – 31 March 2018;
- Order 04: 15 April 2018 – 30 June 2018

#### Delivery deadlines:

The Contractor commits to deliver and install all of the selected items of furniture within a period of 6 to 8 weeks following signature of the order form.

---

<sup>1</sup> OJ L 94 of 28.03.2014, p. 65.

Partial deliveries of orders should be avoided but are possible, following agreement with eu-LISA contact person. eu-LISA reserves the right to request a precise date for the delivery, within the minimum timeframes set in this point.

Delivery and assembly:

Delivery and assembly will be at the following address:

18 rue de la Faisanderie  
67100 STRASBOURG

- Delivery and assembly, to be handled by the contractor, must be completed on an order basis according to a schedule which will be submitted at a later date,
- Any storage costs is the responsibility of the contractor,
- Protection of the building is the responsibility of the contractor,
- Removal of all waste and packaging is the responsibility of the contractor,
- The contractor must ensure that their services are completed fully and competently. This includes the correct positioning of cables in conduits. The contractor must ensure that all of the various settings and configurations are fully functional.

The Contractor has to consider that the following has to be included in the price offer:

- cost of all the necessary arrangements concerning parking authorisation with the Strasbourg city administration,
- cost of provision of criminal background checks for all of the people coming on site for the delivery and installation of the furniture, without which they will be refused access to the site,
- cost of provision full security for their items against theft and damage until delivered successfully to eu-LISA,
- in the event of any damage, the contractor will be responsible for any necessary repairs, up until the time that the furniture is successfully delivered to eu-LISA,
- the cost of being present at the delivery of the furniture covered by their contract.

### **3.6 Ergonomics training and seat adjustment:**

In the first month after the moving date, employees from the contractor with the delivery of chairs must form a panel to assist with the use and adjustment of the seats.

### **3.7 Guarantee and product range life spans**

- the furniture must have a minimum guarantee 5 years for all furniture,
- the tenderer must confirm that the selected furniture has a product life span of at least 10 years.

### **3.8 After-sale services, exchange and return policy**

The contractor must be able to provide a high-quality after-sale service.

The contractor shall consider the following timeline in case the furniture/items have to be replaced in the event of a manufacture defect or damage caused during delivery:

- Within one week after the notification on defect or damage contractor shall come to eu-LISA site and take necessary actions to mitigate the problem.
- Within 2 weeks after the notification on defect or damage contractor shall provide temporary replacement for furniture/item in case repair on spot is not possible and replacement corresponding to order ins not available.
- Within 4 weeks after the notification on defect or damage contractor shall fully solve the problem/replace damaged / defected furniture.

### **3.9 Additional services**

After the signature of the contract, and for each order to submit:

- When applicable for the items to deliver, the contractor shall present and propose the final choice of finishes and fabrics for the items to deliver in compliance with the technical specifications;
- eu-LISA will submit DWG plans to the contractor who shall after each delivery update those plans with the final furniture delivered to comply to a foreseen layout.

### **3.10 Contract management**

Tenderers shall guarantee the assistance of a customer support team, together with a quality assurance procedure.

During the implementation of the contract, the contractor shall nominate a contract manager who will handle all communication with eu-LISA.

eu-LISA shall be able to order every working day during business hours (Monday to Friday, 09:00-18:00). eu-LISA commits itself not to place orders with a value of less than EUR 100.

Invoices must be provided on a monthly basis in accordance with the delivered goods and/or services. The Contractor shall send not more than one invoice per month (if necessary, the invoice can cover several orders). Invoicing procedures must meet eu-LISA standards, as specified in the Contract template (annex 4 to tender specifications).