

**Netherlands-Amsterdam: Catering and Hospitality Services**  
**OJ S 75/2024 16/04/2024**  
**Contract award notice**  
**Services**

**Legal Basis:**

Regulation (EU, Euratom) No 2018/1046

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**Section I: Contracting authority**

**I.1. Name and addresses**

Official name: European Medicines Agency (EMA)

Postal address: Domenico Scarlattilaan 6

Town: Amsterdam

NUTS code: NL329 Groot-Amsterdam

Postal code: 1083 HS

Country: Netherlands

E-mail: [EMA.2023.CPN.0018@ema.europa.eu](mailto:EMA.2023.CPN.0018@ema.europa.eu)

**Internet address(es):**

Main address: <https://www.ema.europa.eu>

**I.4. Type of the contracting authority**

European institution/agency or international organisation

**I.5. Main activity**

General public services

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**Section II: Object**

**II.1. Scope of the procurement**

**II.1.1. Title**

Catering and Hospitality Services

Reference number: EMA/2023/CPN/0018

**II.1.2. Main CPV code**

55520000 Catering services

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

The European Medicines Agency (EMA) wishes to appoint one suitably qualified and experienced contractor to provide comprehensive catering services for staff, visiting delegates, visitors and dignitaries. The service provision includes a restaurant, coffee bar, evening bar, delegates' beverage services, tea point servicing and a range of hospitality and event services.

**II.1.6. Information about lots**

This contract is divided into lots: no

**II.1.7.**

## **Total value of the procurement**

Value excluding VAT: 12 900 000,00 EUR

### **II.2. Description**

#### **II.2.2. Additional CPV code(s)**

55520000 Catering services

#### **II.2.3. Place of performance**

NUTS code: NL329 Groot-Amsterdam

Main site or place of performance: The premises of the European Medicines Agency (EMA), located at Domenico Scarlattilaan 6, 1086 HS Amsterdam, The NETHERLANDS.

#### **II.2.4. Description of the procurement**

Provision of a range of catering and hospitality services for the staff, delegates and visitors who use the restaurant, coffee bar, sky lounge and conference rooms. Catering and hospitality services comprise of:

- a 2nd floor restaurant, open for breakfast, lunch, and occasional evening events;
- a 3rd floor coffee bar, with direct stair access from the restaurant, which is open throughout the business hours and serves premium beverages, pastries, cakes and savoury snacks;
- a sky lounge on the 18th floor. This is a multi-use social space, used primarily as a function room that occasionally might require orders of nibbles and drinks during the day and an informal bar / social area on workday evenings, serving bar snacks and beverages including alcohol;
- self-service beverages for conference delegates on the ground, 1st and 2nd floors;
- self-service beverages for Agency staff, one kitchenette per floor, floors 3 to 18;
- self-service beverages within the Industry lounge on the ground floor;
- hospitality services for meetings, conferences, seminars, trainings, and other types of small and large events at the Agency's premises.

#### **II.2.5. Award criteria**

Quality criterion - Name: Adequacy and suitability of the contract mobilisation and exit plan / Weighting: 3 %

Quality criterion - Name: Quality, adequacy and suitability of the concept for the Restaurant / Weighting: 9 %

Quality criterion - Name: Quality, adequacy, and suitability of the concept for the Coffee Bar & Sky lounge / Weighting: 3 %

Quality criterion - Name: Quality, adequacy, and suitability of the concept for hospitality services / Weighting: 9 %

Quality criterion - Name: Quality, adequacy, and suitability of the proposed equipment / Weighting: 3 %

Quality criterion - Name: Adequacy and suitability of approach towards customer relationship management / Weighting: 6 %

Quality criterion - Name: Adequacy and suitability of the monthly management reporting / Weighting: 6 %

Quality criterion - Name: Adequacy and suitability of performance management / Weighting: 3 %

Quality criterion - Name: Tenderers must elaborate on the measures they take to increase attractiveness of the job for their personnel in order to maintain personnel and reduce turnover of personnel/personnel changes / Weighting: 3 %

Quality criterion - Name: Quality and adequacy of the marketing approach and other initiatives / Weighting: 3 %

Quality criterion - Name: Adequacy and suitability of cleaning, hygiene, and food safety /  
Weighting: 3 %

Quality criterion - Name: Quality, adequacy, and suitability of the proposed approach towards  
sustainability - Supporting ecological balance / Weighting: 6 %

Quality criterion - Name: Quality, adequacy, and suitability of the proposed approach towards  
sustainability - Environmental Management System / Weighting: 3 %

Price - Weighting: 40 %

#### **II.2.11. Information about options**

Options: no

#### **II.2.13. Information about European Union funds**

The procurement is related to a project and/or programme financed by European Union funds:  
no

#### **II.2.14. Additional information**

Estimated value of EUR 12 900 000 of the procurement included the estimated revenue that  
the awarded contractor is expected to generate during implementation (NOT paid by EMA)  
and estimated costs for services provided by the contractor (paid by EMA); actual contract  
ceiling to be calculated as per specifications. Qualitative award criteria shall account for 60 %  
of the weighting for this tender.

### **Section IV: Procedure**

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#### **IV.1. Description**

##### **IV.1.1. Type of procedure**

Competitive procedure with negotiation

##### **IV.1.3. Information about a framework agreement or a dynamic purchasing system**

The procurement involves the establishment of a framework agreement

##### **IV.1.8. Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: no

#### **IV.2. Administrative information**

##### **IV.2.1. Previous publication concerning this procedure**

Notice number in the OJ S: [2023/S 203-636618](#)

##### **IV.2.8. Information about termination of dynamic purchasing system**

##### **IV.2.9. Information about termination of call for competition in the form of a prior information notice**

### **Section V: Award of contract**

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**Contract No:** EMA/2023/CPN/0018

**Title:**

Catering and hospitality services

A contract/lot is awarded: yes

#### **V.2. Award of contract**

**V.2.1. Date of conclusion of the contract**

26/03/2024

**V.2.2. Information about tenders**

Number of tenders received: 4

The contract has been awarded to a group of economic operators: no

**V.2.3. Name and address of the contractor**

Official name: Vermaat Bedrijfshoreca B.V.

Town: IJsselstein

NUTS code: NL Nederland

Country: Netherlands

The contractor is an SME: no

**V.2.4. Information on value of the contract/lot**

Initial estimated total value of the contract/lot: 12 900 000,00 EUR

Total value of the contract/lot: 5 639 766,42 EUR

**V.2.5. Information about subcontracting****Section VI: Complementary information**

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**VI.3. Additional information**

The value of the contract awarded, which represents also the ceiling of the framework, was recalculated at the time of award on the basis of the total amount of the successful tenderer's financial tender, as was anticipated and explained in section 8 of the technical specifications.

**VI.4. Procedures for review****VI.4.1. Review body**

Official name: General Court of the European Union

Postal address: Rue du Fort Niedergrünwald

Town: Luxembourg

Postal code: L-2925

Country: Luxembourg

Telephone: +352 4303-1

Internet address: <http://curia.europa.eu>

**VI.4.4. Service from which information about the review procedure may be obtained**

Official name: European Medicines Agency (EMA)

Postal address: PO Box 71010

Town: Amsterdam

Postal code: 1008 BA

Country: Netherlands

Internet address: <http://www.ema.europa.eu/>

**VI.5. Date of dispatch of this notice**

04/04/2024