



Majorel
34 I. Chavchavadze Avenue | 0179
Tbilisi, Georgia

TENDER

SUPPLY AND INSTALLATION OF OFFICE FURNITURE FOR BATUMI SITE





Contents

Introduction.....	3
Tender Information	3
Participation	3
Technical Specifications.....	4
Time Schedule	4
Evaluation and Selection Criteria	5
Miscellaneous.....	5
Confidentiality	5
Majorel Supplier Code of Conduct	5
<i>Annex #1 - Reference</i>	6

Introduction

Majorel Georgia is a subsidiary of Majorel Group – one of the leading companies in the Business Process Outsourcing (BPO) industry. It came into being in January 2019, when Bertelsmann and Saham joined hands to create one of the world's leading customer engagement businesses, with revenues of c. €1.2 billion. Majorel brings together Arvato CRM Solutions, Phone Group, Ecco Outsourcing, and Pioneers. Majorel is a global company with over 58,000 employees in 30 countries.

Majorel (former Arvato Bertelsmann GmbH) appeared on the Georgian market in 2016 and as of today, it employs more than 2,000 employees within three cities and four sites.

We are opening our new site in Batumi. In order to see the trends on the market for purchasing the furniture Majorel calls for the present tender.

Tender Information

Majorel Georgia calls for the tender at hand to purchase the furniture for its new office in Batumi. The list of furniture to be purchased includes, but is not limited to – production floor furniture (working stations, chairs, etc.), kitchen furniture, game-zone furniture, etc. Company participating in the tender shall take the full responsibility for ordering, delivering, and installing the furniture. Furthermore, the selected company shall take care of the furniture under warranty terms and make sure, the service and support is also compliant with EU standards.

The specifics of the products to be purchased will be shared to the short-listed companies participating in the tender. Every participant shall keep in mind the specificity of the industry Majorel is operating in while preparing the bid. The pictures for the reference are attached to the present document; however, the participating companies are not required to stick to the existing design or models. We seek to receive bids for various options, which can be very different from the existing ones.

Participation

Majorel Georgia selects its contractual partners based on different criteria, defined on a case-by-case basis considering the nature of the tender. It gives the participants of the tender equal opportunities to present their bids, a clear understanding of selection criteria, and seeks to choose the best possible option based on the judgment of a reasonable businessperson.

In order a company to be eligible to participate in the tender, it shall meet all the criteria, which are applicable to such products on the market. Those include, but are not limited to ISO certification (e.g. ISO 21016:2007, ISO 24496:2017, etc.), meeting all EU standards that are applicable to office furniture, be compliant with all the safety requirements in this field, etc.

Technical Specifications

Majorel to be able to assess all the proposals based on equal criteria, it is important for all the participants to present their bids in a way, it to be assessable for an average businessperson. The requirements for the furniture, considering the specifics of each piece, might include:

- Different sizes of working stations
- Quality certification of the furniture
- Compliance with EU standards
- Meeting the requirements of call-center industry furniture
- Warranty terms
- Sustainability
- Service

Total number of the working stations shall be 200; therefore, the participants shall prepare the bid for the numbers mentioned below (to be confirmed):

N	Product	Quantity
1	Under desk Pedestals (for the adim zone, as well as production floors)	17
2	Desk with a special cut-out (For production floors and admin area)	-
3	Cable tray for all desks	-
4	Kitchen chairs (Plastic seat and backrests, chrome-plated four-leg steel frame)	25
5	Kitchen Tables (different size)	3
6	long table at the kitchen/game zone window	2
7	Reception Table	1
8	Armchair (Reception zone, common areas)	-
9	Task chair with a breathable mesh back	190
10	Cabinets (custom made) for differebnt size/shape	-
11	Cabinet with hooks and shelves for Headphones with sliding doors.	1
12	Desk bench with special cut-outs (meeting room for 10 person)	3
13	Partition for desks-Set of screens (central, side, etc.)	-
14	Cable duct (plastic) with metal base	-
15	Cable duct (plastic, metallic colour)	-
16	Reply Task Chair	4
17	Reply Desks	4
18	Body contoured mesh back Upholstered seat with Fixed arms	32
19	Lockers with coat hooks and 2 small sheves inside with SPECIAL LOCK Size: W- 300 D-600 H-900mm	250

Time Schedule

The selected partner company shall be able to deliver the furniture to Majorel's office in Batumi no later than **14 September 2021** and installed it no later than **20 September 2021**.

Deadline for presenting the bid is **25 June 2021**.

In case of questions, please contact us at:

Elene.kakhniashvili@majorel.com

Ana.chakvetadze@majorel.com

+995 599 644 220 / +995 595 122 892

Evaluation and Selection Criteria

For the evaluation of the bids presented by the participants of the present tender, Majorel will assess the information through its Supplier Evaluation Scoresheet. The importance of the criteria will be evaluated according to the margins given below (from 0 to 1)

- Cost: 0.6 out of 1.0
- Quality / Certification / Standards: 0.2 out of 1.0
- Company background / experience / communication: 0.1 out of 1.0
- Warranty Terms: 0.1 out of 1.0

The list of the criteria is not exhaustive but plays a major role in the decision-making process.

Miscellaneous

The document at hand is a proposal, which has no binding power on any of the parties involved; however, non-compliance to the criteria defined herein might become a ground for declining participation. Furthermore, the criteria defined above are not exhaustive; therefore, only meeting those does not guarantee the selection, while the competition can be tough and Majorel will have to look at the full picture. Considering this, the final decision might not be exclusively based on these criteria.

Majorel will sign an engagement agreement with the selected partner in Georgian and English languages, from which the English version shall prevail. All the details of the furniture will be enshrined in the annex of the general contract.

Confidentiality

According to its internal policies, every contract of Majorel shall sign a Non-Disclosure Agreement, which will bind the Supplier and its representatives for an unlimited period. The engagement agreement will also include clauses regarding confidentiality and data protection, which have vital value for Majorel. Not agreeing to any of those confidentiality clauses might be a ground for Majorel to refuse the participation of any organization.

Majorel Supplier Code of Conduct

Majorel is a company, which respects human rights and ensures equal treatment to its stakeholders. To maintain integrity, Majorel Georgia expects its suppliers to follow all those basic regulations, including Majorel's Supplier Code of Conduct (SCoC).

The SCoC includes but is not limited to the obligation of compliance with the laws and policies on data privacy and protection, information security, financial integrity, fair competition, human rights, anti-discrimination, etc. Non-compliance with the relevant local and international legislation, as well as Majorel's internal policies shall be a ground for Majorel to deny the participation of that organization.

Annex #1 - Reference





