



**Permanent Representation of Croatia to the European Union**  
*Rue d'Arlon – 1040 Brussels*  
Tel: 02 436 71 00; Email: [hr.perm.rep@mvep.hr](mailto:hr.perm.rep@mvep.hr)

Class: 406-01/24-02/1  
Number: 521-EU-05-24-5  
Brussels, 25 October 2024

## **CALL FOR TENDERS No 01/24**

### **1. GENERAL INFORMATION**

#### **1.1 Contracting authority**

**Name:** Permanent Representation of Croatia to the European Union

**Address:** Rue d'Arlon 108 – 1040 Brussels

**Phone number:** 02 436 71 00

**E-mail address:** [hr.perm.rep@mvep.hr](mailto:hr.perm.rep@mvep.hr)

#### **1.2 Contact person**

For any additional information please contact:

Mrs Pera Pašalić, e-mail: [pera.pasalic-osmak@mvep.hr](mailto:pera.pasalic-osmak@mvep.hr)

#### **1.3 Total quantity of procurement**

Estimated value excluding VAT: 88.000,00 EUR

The quantity of the procurement items is indicative and visible from the financial offer form (Annex I). A real purchased amount of services based on a contract may be greater or smaller than the amounts foreseen in the financial offer form (Annex II). The estimated expenditure for the complete duration of the framework contract (24 months) shall be 88.000,00 EUR excluding VAT.

#### **1.4 Tender submission**

Submission of a tender implies acceptance of all the terms and conditions set out in this invitation to tender.

Tenderers shall submit their tender by registered mail and/or by e-mail to [hr.perm.rep@mvep.hr](mailto:hr.perm.rep@mvep.hr) no later than 11 November 2024 at 12:00. Offers received beyond the deadline will not be considered.

The decision will be taken by 18 November 2024.

### **1.5 Language**

Only bids in English and French will be considered.

### **1.6 Bid validity period**

Bid validity period: 30 days from the deadline for submission of the tender.

## **2. SUBJECT OF THE CONTRACT**

### **2.1 Requested services**

The contracting authority is calling for offer for office cleaning services of the premises of the Permanent Representation of Croatia to the EU, for a 24 months period, commencing from the date of signing of the contract.

The scope of this tender is to select a business entity with experience in office cleaning for the office on the 8<sup>th</sup> Floor at Avenue des Arts 50, 1000 Brussels and the five-story building in Rue d'Arlon 108, 1040 Brussels.

Any relevant service pertaining to these services such as acquiring the necessary cleaning products, insurances and any other service required for the completion of the office cleaning are to be included in the budget and dealt with directly by the selected tenderer.

Detailed description of premises with specifications of required services is attached in the Annex II to this Call for Tenders, which form its integral part.

## **3. SELECTION CRITERIA**

### **3.1 Legal capacity**

Tenderers shall prove that they have the legal capacity and status to perform the contract. In order to do this, tenderers shall provide a valid proof of registration of the business entity (certificate of company registration).

### **3.2 Offer and Financial Offer**

The tenderers must submit a detailed offer and fill in sign and stamp the Financial Offer Form (Annex II).

All prices must be:

- in euros, for annual services, indicating prices for each of the buildings
- excluding the value added tax (VAT)
- inclusive of all costs and expenses directly and indirectly related to the provision of the services defined under these tender specifications; no further costs will be paid by contracting

authority for delivery or any other costs which the contractor may incur in the process of implementation of the contract.

Offers must include all services required in the specification of this Call for Tenders.

#### **4. CRITERIA FOR CONTRACT AWARD**

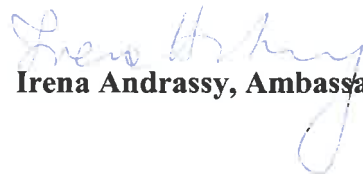
The contract will be awarded to the tenderer who has submitted the most financial advantageous tender.

The criteria to be used for the evaluation of tenders: 100% financial costs provided that all Tender specifications are met.

#### **5. INVOICE AND PAYMENT**

The contractor shall issue one monthly invoice for all services rendered. Payment within the legal deadline.

**PERMANENT REPRESENTATIVE**

  
**Irena Andrassy, Ambassador**



**Permanent Representation of the Republic of Croatia to the EU**  
*Rue d'Arlon 108 – 1040 Brussels*  
*Tel.: +32 2 436 71 03; e-mail: [hr.perm.rep@mvep.hr](mailto:hr.perm.rep@mvep.hr)*

## **ANNEX I - TECHNICAL SPECIFICATIONS**

### **OPEN CALL FOR TENDERS**

#### **Provision of Cleaning Services**

##### **1. Background information: arrangement, characterization of sites and working environment**

- The Permanent Representation is situated at Rue d'Arlon 108, 1040 Brussels and at Avenue des Arts 50, 1000 Brussels. Total cleaning space in all floors and other areas is approximately 1.700 sqm. The building's offices occupy ground floor, six floors and the basement.
- **The main building, Rue d'Arlon 108**, occupies ground floor, five floors and a basement. Total cleaning area is appr. 1.500 sqm, has one ground floor entrance.
- The office space consists of approximately 30 offices accommodating one to four people. The office spaces communicate with the staircase and the elevator. The corridors are equipped with an alarm system. The hallways on each floor include copiers, printers and furniture and paper shredders.
- There are kitchenettes located on floors 1-5, and one meeting room.
- On the first floor there are meeting rooms and one office.
- On the ground floor the entry space/hall a reception desk and a kitchen.
- Floors are mostly laminate (offices), tiles – corridors, kitchenettes and a small portion of wall to wall carpets on floors 2-5.
- Cleaning services should be provided to all above-listed areas.
- The additional office space at Avenue des Arts 50, is located on the 8<sup>th</sup> floor, cleaning space of approximately 200 sqm, consisting of hallway, offices, two toilettes and a kitchenette. Floor is parquet.
- The Permanent Representation is open from Monday - Friday from 08:00 to 20:00.

## 2. General scope of the services

The scope of the services to be covered by the contract between the Permanent Representation and the successful tenderer includes all aspects of cleaning services to be provided at the aforementioned premises of the Permanent Representation.

Permanent Representation is looking for a cleaning company able to:

- Provide cleaning services, having due consideration to the working environment, during working days from 07:00 to 9:30 – two cleaners (total five working hours) at the Rue d’Arlon building, and from 9:30 to 10:30 – one cleaner (total one working hour) at the offices at Avenue des Arts. Total daily cleaning six hours.
- Provide all cleaning supplies (detergent, glass cleaner, disinfectant, polish product, etc.) and operational material and garbage disposal bags.
- Distribute all consumable supplies on daily or weekly bases (e.g., liquid soap, toilette tissues, paper towels, soap and various garbage disposal bags and bags for office and kitchen rubbish bins). **Toilette paper, paper towels for dispensers and liquid soap will be acquired by Permanent Representation, and should not be included in quotation/invoicing.**
- Monitor, supervise and organize cleaning services (schedule, control check, etc.).

## 3. Cleaning tasks description

### Daily:

**Each working (week) day one floor at Rue d’Arlon 108 to be cleaned thoroughly and completely, and the 8<sup>th</sup> floor, Av. des Arts 50:**

- emptying of recycling paper and various waste baskets, replacement of plastic bags if needed and dispose into designated containers in the area, checking on, emptying and replacing full paper shredder bags on each floor
- paper for recycling will be collected separately in bags and will be deposited in special containers in the delivery area; similarly, cans, glass and plastic will be collected in the delivery area
- wet-wiping of desk tops, table-tops and cupboard tops
- cleaning of toilets
- set up and fill / replacement of hand-towel containers, toilet paper and soap, if needed
- carpet floors: vacuuming
- wooden floors and tiled floors: wet mopping and removal of stains

- cleaning the elevator (inside)
- cleaning of the reception/security desk and entry space on the ground floor

**Other tasks daily:**

- wiping all the toilettes in the building, on all floors
- emptying all trash bins in the building, on all floors
- emptying all the rubbish bins in the building in the offices, kitchens etc.
- checking on and refilling (if necessary) soaps, paper towels/wipers and toilette paper (these utensils are to be supplies by the Permanent Representation)
- emptying and wiping the two ashtrays in the small courtyard, -1 floor, Rue d'Arlon

**Weekly tasks, Rue d'Arlon**

- cleaning all doors on 2<sup>nd</sup> floor
- wet - wiping of radiators – weekly

**Monthly and periodical tasks, Rue d'Arlon**

- cleaning and wiping of staircases and adjacent staircase areas
- cleaning and wiping of basement corridors (40 sqm, tiles)
- cleaning the door and window frames, furniture tops, above 1,60m, at the 4 offices and kitchenette (portion of the 2<sup>nd</sup> floor only)
- wet wiping of all the radiators in the building
- dusting/wet-wiping of chairs, including frames and all other parts – periodically
- deep cleaning of the courtyard (cca 30 sqm), periodically, min. 2x annually, mini wash with specific outside cleaning product application to annul and prevent forming of green layers

**4. Specific tasks required**

**4.1 Cleaning services, cleaners**

The Permanent Representation requests a total of six professional cleaners for cleaning of its premises according to agreed schedule. Two or three of them will be permanent cleaners, others will be permanent replacement cleaners.

Before entering the contractual obligations and commencing the cleaning services for the Permanent Representation, all the proposed cleaners (and replacements) should undergo Croatian national security screening. Thus, the visible copies of cleaners ID's and their

respective Belgian No Criminal Record Certificates should be supplied beforehand. EU citizenship would be an asset. The cleaners who pass the national security screening will form the mutually agreed Approved list of cleaners. Only persons on the approved list of cleaners can be granted access to the premises of the Permanent Representation. Adding to or changing this approved list of cleaners should be proposed four weeks in advance, ID's and No Criminal Record Certificated supplied without delay.

#### **4.2 Cleaning supplies**

The successful bidder shall provide all cleaning supplies (i.e. glass cleaner, disinfectant, polish products, etc.). The contractor shall have a thorough knowledge of the cleaning supplies, operational material and consumables to be used for the requested cleaning services. The Permanent Representation expects the use of appropriate products for the cleaning of sanitary facilities, floors, doors, furniture and window frames. The contractor shall provide a sufficient quantity of all the necessary supplies, materials and chemical cleaning products. Also, the use of the appropriate chemicals should be in accordance with applicable national and European law.

**IMPORTANT: The use of ecological/biodegradable cleaning supplies and products is requested. The products should comply with applicable Belgian and / or European regulations on environmental protection.**

#### **4.3 Other supplies**

In order to fulfil the required services the provision and use of the following operational material by the cleaning company is requested:

- mop trolleys with two buckets for cleaning staff (one per site as a minimum)
- vacuum cleaner
- ladder for monthly cleaning of furniture, door and window frames above 1,60 m
- telescopic rods
- supplies, brooms, mops, bucket, etc.
- cloths of different colors depending on the area to be used
- signs floor type yellow "wet floor" a set for each floor
- other necessary cleaning equipment.

#### **All provided tools and supplies should:**

- be in of good quality, new or in a very good condition, both functionally and secure
- damaged items should be replaced to ensure appropriate and safe use

- the mops to be used for offices, kitchen and other public areas must be different to ensure hygiene standards.

Use of the yellow signs for the wet floors to avoid possible accidents is mandatory.

## **5. Safety and Hygiene**

The equipment and methods used at the premises must comply with national or applicable EU safety and hygiene regulations (see Directive 89/391/EEC).

- the Permanent Representation reserves the right to prohibit the use within the building of products with no safety, health or environmental protection. Materials and cleaning products should be in accordance with the applicable provisions of Public Health approved by the appropriate public bodies.
- detergents and disinfectants should not have unpleasant odors and not be harmful to staff's and visitors' health (they should be hypoallergenic and free of toxicity). Neither be harmful for the building's facilities and equipment.
- the Contractor shall use only materials specified above, throughout the contract period. Any change in materials used must be notified immediately and within one week to the Permanent Representation. Each product can be replaced by equivalent only under the same qualitatively and quantitatively regulatory framework. If the Permanent Representation does not accept the quality of some of the materials, it reserves the right not to allow their use.
- the Permanent Representation has the right to control compliance of the contractual terms and materials with ecological standards (green products)
- the cleaning materials and products will be stored properly within the designated storage areas.

## **6. Management and supervision**

The contractor should appoint a supervisor who is expected to:

- have a thorough knowledge of the various cleaning tasks, equipment and material
- to be able to properly train and manage employees in their individual tasks
- to maintain and oversee an effective inspection and follow-up. A control inspection through all premises quarterly, together with the staff of the Permanent Representation, will take place.
- undertake periodical checks regarding the quality of the service and report to the Permanent Representation after each visit

The contractor must assure that the cleaning personnel will be required to sign in and out at the reception desk. The cleaning staff is requested to wear a cleaning uniforms.



**ANEX II- FINANCIAL OFFER**

IDENTIFICATION OF THE TENDERER:

Name: .....

Contact person: .....

Address: .....

Phone: .....

Email: .....

Type of service	Total annual coast for type of service, TVA excl.
<b>Regular cleaning of the office spaces situated at Rue d'Arlon 108, 1040 Brussels</b>	
<b>Regular cleaning of the office spaces situated at Avenue des Arts 50, 1000 Brussels</b>	
<b>Four times per year window-cleaning and entrance glass door cleaning at the premises in Rue d'Arlon 108, 1040 Brussels</b>	
<b>Four times per year window cleaning at the premises in Avenue des Arts 50, 1000 Brussels</b>	
<b>Two times per year mini wash deep cleaning of the courtyard in Rue d'Arlon 108, 1040 Brussels</b>	
<b>TOTAL annual cleaning, TVA excl.</b>	

Signed (authorised signature) on behalf of the Tenderer

Place and date:.....

Name:.....

Signature:.....

Stamp: