Permanent Representation of the Republic of Croatia
to the European Union
Rue d'Arlon 108 – 1040 Brussels
Tel: 32 2 436 71 03; Fax: 32 2 436 71 99; hr.perm.rep@mvep.hrhr.perm.rep@mvep.hr

CLASSIFICATION NO.: 406-01/26-02/2
REGISTRY NO.: 521-EU-05-26-5
Brussels, 30 October 2026

CALL FOR TENDERS FOR A SIMPLIFIED PROCUREMENT PROCEDURE FOR OFFICE CLEANING SERVICES 4/2026

Dear Sir/Madam,

The Permanent Representation of the Republic of Croatia to the European Union, Rue d'Arlon 108 – 1040 Brussels (hereinafter: the Contracting Authority), is conducting a simplified procurement procedure for the procurement of office cleaning services for the Permanent Representation, pursuant to Article 13 of the Rules on Simplified Procurement in Diplomatic Missions and Consular Offices of the Republic of Croatia Abroad (Official Gazette No 95/2026).

Accordingly, we hereby invite you to submit a tender in accordance with this Invitation to Tender.

Description of the subject matter of the contract and requirements:

The subject matter of the procurement is the provision of cleaning services for the office premises of the Permanent Representation of the Republic of Croatia to the European Union for a period of 24 months, commencing on the date of signature of the contract.

The aim of the procurement is to select a legal entity with relevant experience in providing office cleaning services, who will ensure the regular and high-quality maintenance of cleanliness and hygiene in the offices on the 8th floor of the building at Avenue des Arts 50, 1000 Brussels, and in the five story building at Rue d'Arlon 108, 1040 Brussels.

The tender price must include the costs associated with the provision of the services concerned and all other costs and services necessary for the complete and proper performance of the contractual obligations. The selected legal entity shall be responsible for providing and covering these costs.

The technical specifications for the required cleaning services and a detailed description of the premises are set out in Annex I – Technical Specifications, which forms an integral part of this Invitation to Tender.

The estimated value of the procurement is EUR 105,000.00 excluding VAT.

The Contracting Authority has specified the exact quantities of the subject matter of the procurement in Annex B

– Bill of Quantities. The legal entity must not alter the contents of the bill of quantities when completing it. If an legal entity amends any item in the bill of quantities, the tender shall be considered irregular and rejected. When completing Annex B – Bill of Quantities, the tenderer shall calculate the total price for each item by multiplying the quantity by the unit price.

The award criterion is the lowest price. The Contracting Authority shall select the admissible tender with the lowest total price for the entire contract period, provided that it meets all the conditions and requirements set out in this Invitation to Tender and the accompanying technical specifications. If two or more admissible tenders have the same total price, the tender received first shall be selected.

The contract shall be concluded for a period of 24 months, from 1 January 2027 to 31 December 2028, with the contract period commencing on the date on which the contract enters into force.

Payment: The Contracting Authority shall pay for the services on the monthly basis of an invoice and documentation confirming that the services have been duly performed, at the prices specified in the tender, within 15 days of receipt of the invoice.

By submitting a tender, the legal entity accepts all terms, provisions and specifications set out in this Invitation to Tender.

Please submit the tender and accompanying documentation in English.

Legal entity shall submit the following documents with their tenders:

- completed Annex A – Tender Form;
- completed Annex B – Bill of Quantities;
- a valid extract from the relevant register in the country where the tenderer is established, or another equivalent document proving that the tenderer is registered to carry out the activity that is the subject of the procurement.

The tender validity period is 60 days from the deadline for submission of tenders.

The tender shall be submitted electronically to the Contracting Authority's email address: hr.perm.rep@mvep.hr.

Deadline for submission of tenders: 14 days from publication of the Invitation to Tender in English, i.e. by 13 November 2026 at 12:00. Tenders received after the deadline for submission shall not be considered.

If any questions or uncertainties regarding the subject matter of the procurement or participation in the procurement procedure, request for additional information and clarifications may be submitted per email by legal entities. Communication and any other exchange of information between the Contracting Authority and legal entities shall take place exclusively by electronic means. Requests for additional information and clarifications shall be sent to the Contracting Authority's contact person at the following email address: ana.tomljenovic@mvep.hr.

The premises of the Permanent Representation may be inspected by interested legal entities, subject to a prior request and agreement with the Contracting Authority on the date and time.

Following the deadline for submission of tenders, the Contracting Authority shall examine and evaluate the

tenders, adopt an award decision and conclude a contract for cleaning services for the office premises of the Permanent Representation of the Republic of Croatia to the European Union with the successful tenderer. The Contracting Authority shall adopt the award decision within 30 days of the deadline for submission of tenders. The Contracting Authority reserves the right to cancel this simplified procurement procedure, before or after the deadline for submission of tenders, without a separate written explanation.

Yours faithfully,

PROCUREMENT COMMITTEE FOR SIMPLIFIED PROCUREMENT

Annexes:

- ***Annex I – Technical Specifications***
- ***Annex A – Tender Form***
- ***Annex B – Bill of Quantities***

ANNEX I – TECHNICAL SPECIFICATIONS

Provision of Cleaning Services

1. General information: schedule, description of locations and working environment

The Permanent Representation of the Republic of Croatia to the European Union is located at Rue d'Arlon 108, 1040 Brussels, and Avenue des Arts 50, 1000 Brussels. The total area of all floors and other premises to be cleaned is approximately 1,700.00 m². The office premises covered by this procurement comprise the ground floor, six upper floors and the basement of the office building.

The main office building at Rue d'Arlon 108 comprises the ground floor, five upper floors and a basement. The total area to be cleaned is approximately 1,500.00 m², and the building has one entrance on the ground floor.

The office premises consist of approximately 30 offices, each occupied by between one and four people. The offices are connected by staircases and a lift. The corridors are equipped with an alarm system. The corridors on each floor contain photocopiers, printers, furniture and paper shredders.

Kitchenettes are located on the first, second, third, fourth and fifth floors. The first floor also contains meeting rooms and one office.

The ground floor contains the entrance area/lobby, reception desk and kitchen.

The floors are mainly covered with laminate in the offices and tiles in the corridors and kitchenettes; a small area of carpet is also present on the second to fifth floors. The approximate number of windows at this location is 130.

Cleaning services must be provided in all the premises listed above.

The additional office premises at Avenue des Arts 50 are located on the 8th floor. The area to be cleaned is approximately 200.00 m² and includes a corridor, offices, two toilets and a kitchenette. The floor is parquet. The approximate number of windows at this location is 25.

The Permanent Representation is open from Monday to Friday, from 8:00 to 20:00.

2. General scope of services

The services to be provided under the contract between the Permanent Representation and the successful tenderer include all cleaning tasks in the above-mentioned premises of the Permanent Representation.

The Permanent Representation requires a cleaning company capable of:

- providing cleaning services with due regard to the working environment, on working days from 7:00 to 9:30, with two cleaners (a total of five working hours) at the building at Rue d'Arlon, and from 9:30 to 10:30, with one cleaner (a total of one working hour) at the offices at Avenue des Arts. The total daily cleaning time is six hours;
- checking consumables daily or weekly and replenishing them as necessary. Toilet paper, paper towels for dispensers and liquid soap shall be supplied by the Contracting Authority; the cost of purchasing these items must not be included in the tender price or charged on invoices. The service provider shall, at its own expense, supply, replenish and replace as necessary waste bags of all required dimensions and sizes, suitable for different types of waste, including bags for office and kitchen waste bins;
- monitoring, supervising and organizing the cleaning services (schedules, inspections, etc.).

3. Description of cleaning tasks

Daily tasks

Every working day, one floor of the building at Rue d'Arlon 108 and the 8th floor at Avenue des Arts 50 must be thoroughly and completely cleaned:

- empty paper recycling containers and other waste bins, replacing plastic bags as necessary and disposing of waste in the designated containers; check the bags in the paper shredders on each floor, empty them when full and replace them;

- collect recyclable paper separately in bags and place it in the designated containers in the delivery area; collect cans, glass and plastic in the same way in the delivery area;

- wipe desk surfaces, tables and the tops of cupboards with a damp cloth;

- clean sanitary facilities;

- install, refill and replace as necessary the dispensers for paper towels, toilet paper and soap;

- vacuum carpets;

- damp-mop wooden and tiled floors and remove stains;

- clean the inside of the lift;

- clean the reception/security desk and the entrance area on the ground floor.

Other daily tasks

- wipe and clean all toilets in the building on every floor;

- empty all waste bins in the building on every floor;

- empty all waste bins in offices, kitchens and other rooms;

- check stocks of soap, paper towels and toilet paper and replenish them as necessary; these consumables are supplied by the Permanent Representation;

- empty and wipe the two ashtrays in the small courtyard on level -1 at Rue d'Arlon.

Weekly tasks – Rue d'Arlon

- clean all doors on the second floor;

- damp-wipe radiators once a week.

Monthly and occasional tasks – Rue d'Arlon

- clean and wipe staircases and adjoining areas;

- clean and wipe the basement corridors (40 m², tiled floor);

- clean door and window frames and the tops of furniture at a height above 1.60 m in four offices and the kitchenette (part of the second floor only);

- damp-wipe all radiators in the building;

- occasionally remove dust and damp-wipe chairs, including their frames and all other parts;

- thoroughly clean the small courtyard of approximately 30 m² on level -1 at Rue d'Arlon at least twice a year, using suitable products for outdoor surfaces to remove and prevent the formation of green deposits;

- clean windows and glass surfaces, including interior and exterior surfaces and the entrance glass doors at Rue d'Arlon 108, 1040 Brussels, at least four times a year, following prior notice and agreement with

the Contracting Authority on the date of service.

4. Specific requirements

4.1. Cleaning services and personnel

The Permanent Representation requires a total of six professional cleaners to clean its premises according to the agreed schedule. Two or three persons shall be regularly assigned to cleaning duties, while the others shall serve as regular substitutes.

Before assuming contractual obligations and commencing cleaning services for the Permanent Representation, all proposed personnel, including substitutes, must undergo security screening by the competent Croatian authorities. Clear copies of the identity cards of the persons who will perform the cleaning and the relevant Belgian certificates confirming that no criminal proceedings are pending against them, or certificates of good conduct, must therefore be provided in advance. Citizenship of an EU Member State is considered an advantage. Persons who pass the security screening shall be included on a list of approved personnel to be jointly established by the contracting parties. Access to the premises of the Permanent Representation is permitted only to persons on the approved list. Any proposed addition to or change of the approved personnel list must be submitted four weeks in advance, and identity documents and certificates of good conduct must be provided without delay.

4.2. Cleaning products

The successful tenderer shall provide all cleaning products (e.g. glass cleaner, disinfectant, polishing products, etc.). The contractor must have sound knowledge of the cleaning products, tools and consumables used to provide the required services. The Permanent Representation expects appropriate products to be used for cleaning sanitary facilities, floors, doors, furniture and window frames. The contractor must provide sufficient quantities of all necessary cleaning products, materials and chemicals. Appropriate chemicals must be used in accordance with applicable national law and European Union law.

IMPORTANT: Environmentally friendly/biodegradable cleaning products are required. Products must comply with applicable Belgian and/or European environmental legislation.

4.3. Other tools and equipment

The service provider shall, at its own expense, supply waste bags of all required dimensions and sizes, suitable for different types of waste. Their procurement and supply form part of the contractual obligation to provide the service.

To perform the required services, the service provider shall provide and use the following tools and equipment:

- cleaning trolley with two buckets for staff (at least one trolley for each location);
- vacuum cleaner;
- ladders for monthly cleaning of furniture and door and window frames at a height above 1.60 m;
- telescopic poles;
- cleaning tools, brooms, mops, buckets, etc.;
- cloths of different colours, depending on the area in which they are used;
- yellow “Wet Floor” warning signs, one set for each floor;
- other necessary cleaning equipment.

All tools and equipment provided must:

- be of good quality, new or in very good condition, functional and safe to use;
- be replaced if damaged to ensure proper and safe use;
- include separate mops for offices, kitchens and other common areas in order to maintain hygiene standards.
- The use of yellow wet-floor warning signs is mandatory to prevent possible accidents.

5. Safety and hygiene

Equipment and methods used on the premises must comply with national legislation and applicable European Union legislation on safety and hygiene (see Directive 89/391/EEC).

The Permanent Representation reserves the right to prohibit the use on its premises of products that do not meet health, safety or environmental protection requirements. Materials and cleaning products must comply with applicable public health regulations approved by the competent public authorities.

Detergents and disinfectants must not have an unpleasant smell or adversely affect the health of employees and visitors; they must be hypoallergenic and non-toxic. They must also not adversely affect the building, its installations or equipment.

Throughout the contract period, the contractor may use only the materials specified above. The Permanent Representation must be notified of any change of materials immediately and no later than one week thereafter. A product may be replaced with an equivalent product only if the same qualitative and quantitative requirements laid down by the applicable rules are met. If the Permanent Representation does not accept the quality of a particular material, it reserves the right to prohibit its use.

The Permanent Representation has the right to verify compliance of the contractual conditions and materials with environmental standards (environmentally friendly products).

Cleaning products and materials must be stored properly in designated storage areas.

6. Management and supervision

The service provider shall appoint a supervisor who will act as the contact person for written and oral communication with the Contracting Authority in English throughout the contract period and will be responsible for coordinating and resolving all matters relating to the provision of the services.

The appointed supervisor is expected to:

- have thorough knowledge of the various cleaning tasks and the equipment and materials used;
- be able to train employees appropriately and manage their work on individual tasks;
- organize and supervise effective quality control and monitoring of service delivery. An inspection of all premises shall be carried out every three months together with representatives of the Permanent Representation;
- check the quality of the service periodically and submit a report to the Permanent Representation after each inspection.

The contractor must ensure that cleaning staff register their arrival and departure at reception. Cleaning staff must wear work clothes.

ANNEX A – TENDER FORM

Tender reference number: **Date of tender:**

Contracting Authority:
Permanent Representation of the Republic of Croatia to the EU,
Rue d'Arlon 108
1040 Brussels
BE 0956.914.601

<table>
<tr><td colspan="4">Subject matter of the procurement:</td></tr>
<tr><td colspan="2">Name and registered office of the tenderer:</td><td colspan="2"></td></tr>
<tr><td rowspan="2">VAT number or national identification number applicable in the country where the legal entity is established, where applicable:</td><td rowspan="2"></td><td>IBAN:</td><td></td></tr>
<tr><td>Bank name:</td><td></td></tr>
<tr><td colspan="2">Postal address:</td><td colspan="2"></td></tr>
<tr><td colspan="2">Email address:</td><td colspan="2"></td></tr>
<tr><td colspan="2">Person authorized to represent the tenderer:</td><td colspan="2"></td></tr>
<tr><td colspan="2">Contact person:</td><td colspan="2"></td></tr>
<tr><td colspan="2">Telephone number:</td><td colspan="2"></td></tr>
</table>

Tender price:

Tender price excluding VAT:	
VAT amount:	
Tender price including VAT:	

ANNEX B – BILL OF QUANTITIES

Item No.	Description	Unit of measure	Quantity (1)	Unit price excluding VAT (2)	Total price excluding VAT (1) × (2)
1.	Regular cleaning of the office premises at Rue d'Arlon 108, 1040 Brussels	month	12		
2.	Regular cleaning of the office premises at Avenue des Arts 50, 1000 Brussels	month	12		
3.	Cleaning of windows and entrance glass doors at Rue d'Arlon 108, 1040 Brussels, four times a year	service	4		
4.	Cleaning of windows at Avenue des Arts 50, 1000 Brussels, four times a year	service	4		
5.	Thorough cleaning of the courtyard at Rue d'Arlon 108, 1040 Brussels, twice a year	service	2		
TOTAL PRICE OF CLEANING SERVICES FOR ONE YEAR (12 MONTHS), EXCLUDING VAT:					
TOTAL PRICE OF CLEANING SERVICES FOR THE ENTIRE CONTRACT PERIOD (24 MONTHS), EXCLUDING VAT:					
VAT AMOUNT:					
TOTAL PRICE OF CLEANING SERVICES FOR THE ENTIRE CONTRACT PERIOD (24 MONTHS), INCLUDING VAT:					