

EUROPEAN EXTERNAL ACTION SERVICE



**TENDER SPECIFICATIONS**

**No EEAS-517-DELSGGB-SER-FWC**

**Cleaning services framework contract**

**RESTRICTED PROCEDURE**

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## **1. INTRODUCTION**

The contracting authority is the European External Action Service (hereinafter referred to as «the Union»), represented by the Head of the Delegation of the European Union to the Republic of Serbia or its duly authorized representative.

The Union plans to conclude a framework service contract for the provisions of cleaning services, in accordance with the specifications set out below and the contract in annex.

The framework contract sets out the main elements of the services but the precise volume (number of units) and timing of the delivery cannot be defined at its signature. It means that the framework contract does not raise direct obligations on the contracting authority. When the need arises, the framework contract is implemented through the signature of specific contracts or order forms. Each specific contract or order form is awarded within the limits of the terms laid down in the framework contract and its annexes and no substantial changes are allowed. The specific contract or order form states the services amongst those foreseen in these tender specifications, their volume, the corresponding total price and the time of delivery. The specific contract or order form creates a direct obligation on the contracting authority at its signature.

When drawing up their tenders, tenderers shall take into account the provisions in these tender specifications, in the letter of invitation to tender as well as in the framework service contract, which specify the rights and obligations of the contractor, particularly those on payments, performance of the contract, confidentiality, checks and audits.

The model framework contract that will be used for this contract is attached to the letter of invitation to tender in Annex 2. These tender specifications and the tender submitted by the awardee of the contract will be annexed to the contract and therefore be binding on the contracting parties during the implementation of the contract.

A notice for this contract was published in Official Journal of the European Union 2016/S 150-270674 of 05.08.2016.

Additional publicity was carried out on the official website of the EU Delegation to Serbia and in the newspaper *Politika* daily.

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

The contractor must provide the human and material resources necessary to ensure the professional cleaning of the delegation premises, located in Belgrade (Serbia), Vladimira Popovica 40 Street (V – IX floor).

The Delegation premises comprise a total space of 4282 square meters which includes reception, hall, corridors, offices, conference and meeting rooms, toilets, kitchen, doors, archives, storages and parking area.

In addition to the delegation premises, the contracting authority may request to perform ad hoc services at the Residential premises of the Head of Delegation located in Belgrade.

### 3. DESCRIPTION OF PUBLIC PROCUREMENT PROCEDURE

This tender will be taking place in two stages, as follows:

#### A. First stage (selection stage):

In order to participate, candidates shall submit a letter presenting the name of the candidate, including all entities in case of a group and the name of the single contact person in relation to this request. An e-mail address and/or a fax number of the candidate shall be provided. It is the responsibility of the candidate to regularly consult the e-mails received.

In an annex to this letter, candidates shall submit ALL the information requested in point 5. "**Eligibility of economic operators**" of the tender specifications, namely evidence on the access to public procurement, declaration on honour on exclusion criteria and evidence on selection criteria.

#### B. Second stage:

Candidates shortlisted at the end of the selection stage (every economic operator complying with the access, exclusion and selection criteria evaluated during the selection stage) shall be invited to submit a tender. The following procurement documents will be sent to them directly:

- the letter of invitation to tender,
- the technical specifications,
- the statement of compliance with the procurement documents.

**Only at this second stage the tenderer submits its technical and financial offers.**

### 4. GROUPS OF ECONOMIC OPERATORS AND SUBCONTRACTING

Tenders or requests to participate can be submitted by a single economic operator or jointly by two or more economic operators.

#### 4.1. Joint tender

A joint tender is a situation where a tender is submitted by a group of economic operators. The cover letter to the tender and request to participate must be signed by a duly authorised representative of each member and indicate the leading member with its e-mail address and/or fax number.

In this case, the tender will clearly identify the division of tasks amongst the different operators.

Once the tender has been submitted, any change in the composition of the tenderer is not allowed, unless in the meantime one or more operators within the tenderer has been subject to a merger or a takeover (universal succession), and shall lead to the rejection of the corresponding tender.

The group will not be required to adopt a specific legal form in order to submit a tender.

If the contract is awarded to a group, the contracting authority may require the group to adopt a specific legal form after the award and prior to the signature of the contract. If the group is legally constituted (consortium), the contracting authority will sign the contract with the entity representing the group (consortium). Otherwise, the contract will be signed with all economic operators of the group. In this case, one of its members will be nominated "the leader" and will have full authority to bind the group and each of its members, and will be in

charge of the administrative management of the contract (contact point, invoicing, receiving payments, etc.) on behalf of all other entities. The leader will receive power of attorney from the other members of the group to this end.

In any case, each member of the group will assume joint and several liabilities towards the contracting authority for the performance of the contract as a whole.

The already legally constituted consortium must have its own Legal Entity Form which is different from the Legal Entity Form of each individual member of the group.

## **4.2. Subcontracting**

Subcontracting is allowed but the contractor will retain full liability towards the contracting authority for performance of the contract as a whole.

Tenderers must give an indication of the proportion of the contract that they intend to subcontract and are required to identify all subcontractors whose share of the contract is above 10%.

The subcontractors whose share of the contract is above 10% must comply with the same exclusion and selection criteria on technical and professional capacity applicable to tenderers and shall present exclusion and selection documents.

During contract execution, the change of any subcontractor identified in the tender will be subject to prior written approval of the contracting authority (see art. II.10 of the framework contract).

## **5. ELIGIBILITY OF ECONOMIC OPERATORS**

### **5.1. Access to public procurement**

Participation in this tender procedure is open on equal terms to all natural and legal persons:

- in one of the European Union Member States;
- in a third country which has a special agreement with the European Union in the field of public procurement on the conditions laid down in the agreement, such as Serbia;
- in a country registered as a signatory of the Government Procurement Agreement (GPA) concluded within the WTO<sup>1</sup>.

Economic operators, including each member of a joint tender, must confirm that they have their headquarters or domicile in one of the abovementioned States and present the supporting evidence normally acceptable under their own law.

### **5.2. Non-exclusion of economic operators**

Economic operators who have access to public procurement are evaluated on the basis of the information provided in their tenders for exclusion criteria.

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<sup>1</sup> Armenia, Canada, Chinese Taipei, Hong Kong, Israel, Japan, Korea, the Netherlands with respect to Aruba, Singapore, Switzerland, and the United States.

Tenderers shall provide a declaration on exclusion criteria available on <http://europa.rs/serbia-and-the-eu/administrative-tenders/?lang=en> dully filled in, signed and dated by the legally authorised representative.

The declaration on exclusion criteria shall be provided by each member of the group in case of joint tenders, by an entity on whose capacity it intends to rely and by all identified subcontractors whose share of the contract is above 10%.

Whenever requested by the contracting authority, the candidate or tenderer, as well as the entity on whose capacity the candidate or tenderer intends to rely shall provide the supporting documents confirming the declaration.

The successful tenderer, including each member of the group in case of joint tender, to whom the contract is to be awarded shall provide, within a time limit defined by the contracting authority and preceding the signature of the contract, the evidence referred to in paragraph "Evidence upon request", confirming the declaration.

The contracting authority may waive the obligation for a candidate or tenderer to submit the documentary evidence if it has already been submitted for another procurement procedure and provided the documents were issued not more than one year earlier and are still valid at the date of their request by the contracting authority. In such cases, the candidate or tenderer must declare on its honour that the documentary evidence has already been provided in a previous procurement procedure and confirm that there has been no change in the situation.

The contracting authority may also waive the obligation for a candidate or tenderer to submit the documentary evidence if it can access it on a national database free of charge.

### **5.3. Selection of economic operators**

Each candidate shall submit the evidence on selection criteria in their request to participate (first stage, see also point 3 of the tender specifications), respecting the requirements of the summary table here below.

If a tenderer is relying on the capacities of other entities (e.g. parent company, other company in the same group, or third party) in order to achieve the required level of economic, financial, technical and professional capacity, its tender must contain a signed and dated statement by the concerned entity declaring firmly that the relevant resources shall be made at the disposal of the tenderer for the performance of this contract. The contracting authority will verify whether the entities on whose the tenderer intends to rely fulfil the relevant selection criteria. The tenderer may only rely on the technical and professional capacities of other entities where the latter will perform the services or works for which these capacities is required.

If an entity provides the whole or a very large part of the financial capacity to the tenderer, the contracting authority may demand that the said entity be jointly liable for the performance of the contract. It may require that it signs the contract or that it provides a joint and several first-demand guarantee(s), should that tenderer be awarded the contract. If this entity is required to sign the contract, it has to have access to public procurement and shall not be in an exclusion situation as indicated in point 5.1 and 5.2 of the tender specifications.

### 5.3.1. Legal and regulatory capacity criteria and evidence

The economic operators are required to have the following:

Evidence on selection criteria: 5.3.1. Legal and regulatory capacity	Each economic operator involved in the tender separately	At least one economic operator involved in the tender  (it shall be the one who will be responsible for the relevant part of the contract during its performance)	Cumulative for a tenderer as a whole	Subcontractors whose share of the contract is above 10%
5.3.1 a) a proof of registration from the relevant authority of the country in which the candidate has its domicile or headquarters proving that the candidate is allowed to provide cleaning services described under point 6 in that country.		X		X

According to the Law on the Procedure of Registration with the Serbian Business Registers Agency (Official Gazette of RS no 99/11) and the Rulebook on the Content of the Business Entities Register (Official Gazette of RS No 6/2012), the awardee of the contract will have to register as a cleaning company in the Republic of Serbia at the latest before the contract is signed.

### 5.3.2. Economic and financial capacity criteria and evidence

Tenderers must prove the financial and economic capacity to perform this contract by meeting the following criteria:

Evidence on selection criteria: 5.3.2. Economic and financial capacity	Each economic operator involved in the tender separately	At least one economic operator involved in the tender (it shall be the one who will be responsible for the relevant part of the contract during its performance)	Cumulative for a tenderer as a whole	Subcontractors whose share of the contract is above 10%
5.3.2 a) financial statements or their extracts for the last three financial years for which accounts have been closed	X			
<b>Minimum capacity level required:</b> The financial statements shall contain a balance sheet and a statement of income. If the extracts are provided, the information in them shall correspond to the information usually provided in a balance sheet and a statement of income.	X			
5.3.2 b) a declaration of the annual overall turnover of each of the last three financial years for which accounts have been closed	X			
<b>Minimum capacity level required:</b> The amounts declared for the overall turnover, at least, must be verifiable with the amounts in the financial statements submitted under point a) above	X			
5.3.2 c) a declaration of the annual turnover concerning the cleaning services subject to this tender (see the list under point 6) of each of the last three financial years for which accounts have been closed concerning the same legal entity as under points a) and b) above.			X	
<b>Minimum capacity level required:</b> The average annual turnover concerning the cleaning services subject to this tender (see the list under point 6) for the last three financial years for which accounts have been closed must be at least EUR 100,000.00. The exchange rate used to convert the turnover into euros will be the rate of December of the year of the financial statement as published at <a href="http://ec.europa.eu/budget/contracts_grants/info_contracts/inforeuro/inforeuro_en.cfm">http://ec.europa.eu/budget/contracts_grants/info_contracts/inforeuro/inforeuro_en.cfm</a> .			X	



In case the candidate is a group of economic operators, a consolidated assessment of the minimum capacity levels of all the members together will be made.

The declarations b) and c) may have a form of the following table:

	Year 201X	Year 201X	Year 201X	Average for these three years
Annual overall turnover				
Annual turnover concerning the services subject to this tender				

**5.3.3. Technical and professional capacity criteria and evidence**

Tenderers must prove the technical and professional capacity to perform this contract by meeting the following criteria:

Evidence on selection criteria: 5.3.3. Technical and professional capacity	Each economic operator involved in the tender separately	At least one economic operator involved in the tender (it shall be the one who will be responsible for the relevant part of the contract during its performance)	Cumulative for a tenderer as a whole	Subcontractors whose share of the contract is above 10%
5.3.3 a) a list of the cleaning services contracts of the candidate/tenderer relevant to the services indicated under point 6, concerning at least one of the past three financial years for which financial statements have been submitted (see point 5.3.2 a)), with the annual contract value, the duration (start and end date) and the client		X		X
<p><b>Minimum capacity level required:</b></p> <p>The candidates/tenderers must provide at least two clients' reference letters in the fields related to the cleaning services contracts as described in point 6 during the last three financial years specifying whether the services have been carried out in a professional manner in compliance with the contractual terms. These proofs letters must relate to any of the services included in the list under point a).</p>			X	
<p>5.3.3 b) a declaration on the average annual manpower employed by the candidate in each of the last three financial years for which financial statements have been submitted (see point 5.3.2 a)):</p> <ul style="list-style-type: none"> <li>- in total,</li> <li>- in the fields related to services as described under point 6,</li> <li>- the number of managerial staff,</li> </ul> <p>The declaration shall be accompanied by a proof of number of registered employees in the fields related to cleaning services as described under point 6 issued by the relevant local authority (for example: Pension and Invalidity Fund of Serbia).</p>	X			X

<p><b>Minimum capacity level required:</b> The average annual number of staff in the fields related to services as described under point 6 over the last three financial years for which financial statements have been submitted (see point 5.3.2 a)) must be at least 15.</p>			X	
<p>5.3.3 c) Curriculum Vitae (CV) with the educational and professional qualifications, skills, experience and expertise:</p> <ul style="list-style-type: none"> <li>- of the managerial staff,</li> <li>- and of the staff in the field of cleaning services as described in point 6,</li> </ul> <p>who would be responsible for performance of this contract.</p>		X		X
<p><b>Minimum capacity level required:</b> At least one of the managerial staff who would be responsible for performance of this contract must have a minimum experience of five years in managing cleaning crews when providing the services as described under point 6 and at least level B2 in English as defined in the standards available at <a href="http://europass.cedefop.europa.eu/en/resources/european-language-levels-cefr">http://europass.cedefop.europa.eu/en/resources/european-language-levels-cefr</a>.</p>			X	
<p>At least two persons who would be responsible for performance of this contract must have minimum experience of three years in the field related to services as described under point 6 and at least level A2 in English as defined in the standards available at <a href="http://europass.cedefop.europa.eu/en/resources/european-language-levels-cefr">http://europass.cedefop.europa.eu/en/resources/european-language-levels-cefr</a>.</p>			X	

The requirements specified in this point must be met at least by the member(s) responsible for the relevant part of the contract during its performance.

In case the candidate/tenderer is a group of economic operators, a consolidated assessment of the minimum capacity levels of all the members together will be made.

The declaration b) may have a form of the following table:

	Year 201X	Year 201X	Year 201X	Average for these three years
Average annual manpower in total				
Average annual manpower in the fields related to services as described under point 6				
Average number of managerial staff				

## 6. TECHNICAL SPECIFICATIONS

The contractor will be responsible for the cleaning of all areas of the delegation as stated under point 2. above during the opening hours of the Delegation, from 8.30 am to 4.30 pm from Monday to Friday, except when the Delegation is closed on public holidays. The services which entail the use of noisy equipment, such as vacuum cleaning, cannot be performed: between 09:30 – 12:00 hrs and 14:30 – 16:30 hrs.

Occasionally, some services will need to be performed outside the normal hours.

### 6.1. List of services and frequency

The main services to be performed by the contractor are divided into daily, weekly, quarterly, yearly and ad hoc services. Those services which are not to be performed at a fixed frequency are defined as ad-hoc services.

#### 6.1.1. Services to be performed daily

Areas	Services
Reception, hall, corridors, terrace (IX floor)	Vacuum cleaning and mopping vinyl floors in all areas. Emptying waste baskets and replacing the plastic bags
Offices	Vacuum cleaning the carpets and all other floor surfaces and mopping Vinyl floors Emptying waste baskets and replacing the plastic bags
Conference and meeting rooms	Vacuum cleaning the carpets and all other floor surfaces and mopping vinyl floors Emptying waste baskets and replacing the plastic bags Clearing the conference tables Setting up rooms including moving of chairs and tables
Toilets	Sweeping and cleaning the floors with disinfectant Cleaning the sanitary installations with disinfectant Removing the stains on the wall tiles Cleaning the mirrors, washbasins and taps Emptying and cleaning the bins, and replacing the plastic bags Placing toilet papers, paper towels, anti-bacterial soaps and refreshers in toilets and wash rooms at least 2 times a day and whenever necessary
Kitchen	Collecting and washing of crockery and cutlery from offices, meeting rooms and other spaces Cleaning of kitchens and dining area and their contents Emptying and cleaning the bins, and replacing the plastic bags Sweeping and cleaning the floor Cleaning the sink and the worktop

General	Removal of waste to the waste collection centre within the premises and separation of waste by type (paper / plastic / glass / “mixed”)
	Preparing/serving coffee and other refreshments for internal meetings

**6.1.2. Services to be performed weekly**

<b>Areas</b>	<b>Services</b>
Reception, hall and corridors	Washing the floor areas including the staircases
Offices	Dusting cabinets, bookcases, tables, lamps and picture frames
Conference and meeting rooms	Wiping off the finger marks on the switches, doors and glass surfaces
Archives, storages	Vacuum cleaning floors and carpets in all areas Wiping the table tops, using a damp cloth, if there is no document on them Emptying waste baskets
Parking spaces	Machine cleaning of garage floor Removal of oil stains or other liquids from motor vehicles. Removal of all waste
General	Removal of waste to the waste collection container Watering of plants within the office buildings Removal of cobwebs on ceilings

**6.1.3. Services to be performed quarterly**

<b>Areas</b>	<b>Services</b>
Reception, hall and Corridors	Disinfection of computer keyboards and telephone sets
Offices	Disinfection of computer keyboards and telephone sets
Conference and meeting rooms	Disinfection of computer keyboards and telephone sets
Kitchen	Cleaning the inside of the refrigerators and other small kitchen utensils
General	Clean air conditioning outlets Dusting and cleaning all internal doors Cleaning windows internally Disinfection of bins, carts and containers

**6.1.4. Services to be performed yearly**

<b>Areas</b>	<b>Services</b>
Reception, hall and Corridors	Deep cleaning of all chairs and sofas
Offices	Deep cleaning of all chairs and sofas
Conference and meeting rooms	Deep cleaning of all chairs and sofas
Toilets and kitchen	Polish ceramic floors
Parking spaces	Mechanical scouring with an auto scrubber and solvent detergent
General	Dusting all wood finished doors and cleaning the glass doors Clean ceiling lights Clean window blinds Shampooing of all carpets

**6.1.5. Services to be performed on an ad hoc basis**

<b>Services</b>
Cleaning of the premises of the Delegation outside the normal opening hours, in case of a special event
Deep cleaning of the Residence after a special event
Seasonal deep cleaning of the Residence (private quarters excluded)
Deep cleaning of the Residence before new Head of Delegation's arrival

**6.2. Equipment, products and supplies**

The contractor shall use the equipment, the products and provide the supplies necessary to the provision of the services as described in these tender specifications. It is the responsibility of the contractor to ensure that the stock of equipment, products and supplies fits is sufficient to provide the services when requested and following the assigned frequency. Disruption in stock shall never occur. The contractor is to ensure that the products should fit the type of dispensers already mounted on the walls of the toilets.

Equipment, products as well as supplies will be stored in a room in the delegation premises provided by the contracting authority for that purpose and locked. Nothing can be left outside the authorized areas. They shall be stored after each intervention.

The equipment, products and supplies to be provided by the contractor for the performance of the services are the following:

No	Requirements	Minimum specifications required
1	Toilets	<p>Supplies:</p> <ul style="list-style-type: none"> <li>▪ Toilet paper</li> <li>▪ Paper towels</li> <li>▪ Toilet seat paper covers</li> <li>▪ Paper bags and dispensers for sanitary napkins for ladies toilets</li> <li>▪ Branded liquid soap</li> <li>▪ Bin bags</li> </ul> <p>Products:</p> <ul style="list-style-type: none"> <li>▪ Branded toilet cleaner and disinfectant</li> <li>▪ Branded floor and tile cleaner</li> <li>▪ Branded toilet naphthalene (for all toilets)</li> </ul>
2	Kitchen	<p>Supplies:</p> <ul style="list-style-type: none"> <li>▪ Bin bags</li> <li>▪ Paper hand towels</li> <li>▪ Kitchen towel –replaced/cleaned weekly</li> </ul> <p>Products:</p> <ul style="list-style-type: none"> <li>▪ Branded washing-up liquid</li> <li>▪ Branded floor and tile cleaner</li> </ul>
3	Office	<p>Supplies:</p> <ul style="list-style-type: none"> <li>▪ Bin bags</li> </ul> <p>Products:</p> <ul style="list-style-type: none"> <li>▪ Branded polish for Vinyl floors</li> </ul>
4	Common areas	<p>Products:</p> <ul style="list-style-type: none"> <li>▪ Branded polish for Vinyl floors</li> <li>▪ Branded floor and tile cleaner for tiled floors and staircases</li> </ul>
5	Windows	<p>Products:</p> <ul style="list-style-type: none"> <li>▪ Branded window cleaning liquid</li> </ul>
6	Equipment and material	<ul style="list-style-type: none"> <li>▪ Carts</li> <li>▪ Brooms</li> <li>▪ Clothes</li> <li>▪ Dusters</li> <li>▪ Mop trolleys with two buckets</li> <li>▪ Buckets</li> <li>▪ Gloves</li> <li>▪ Special window micro fiber cloth</li> <li>▪ T-bars</li> <li>▪ Ladders, stepladders</li> <li>▪ Industrial type vacuum cleaner</li> <li>▪ Industrial type steam cleaner</li> <li>▪ Industrial type floor polishing machine</li> <li>▪ Caution wet floor signs</li> </ul>



### **6.2.1. Equipment**

Equipment must be in perfect condition and in accordance with the applicable regulations including those relating to the environment. Defective equipment will be replaced by the Contractor within the shortest delay.

All equipment will be equipped with the necessary protection to prevent damage to the building, furniture or other objects. The upper ends of ladders and stepladders are protected and their ends are fitted with protective pads. Carts will be protected by means of rubber so as not to damage the doors, walls or partitions. For clean water, the trolley will be equipped with two buckets and a wringer.

### **6.2.2. Products**

The contractor will ensure that the cleaning products are adequate to the surface to be cleaned and that the use of the product will not result in damaging the surface, including the carpets.

For this purpose, the contractor will provide the contracting authority with the list of products and their description and labelling at least 5 working days before their first use. Any change in the products shall be subject to approval by the contracting authority.

At any time, the contracting authority may request the change of products and the contractor will be required to make the change no later than 10 working days after notification.

Products must be:

- suitable and comply with EU rules and standards, among other safety, health and environmental standards;
- labelled in accordance with EU regulations (especially chemicals). The labelling shall be functional for easy identification for everyone;
- of high quality and carefully used following the instructions set by the manufacturers;
- always the least harmful to health and the environment and meet the criteria of the EU Ecolabel to the extent that they exist.

The use of substances harmful to the environment must be limited, particularly as regards:

- Critical Dilution Volume toxicity (CDV tox) < 5000L/100 g.
- No phosphorus.
- Any surfactant shall be biodegradable under aerobic and anaerobic condition.
- No APEO and derivatives, EDTA and NTA.
- No non-biodegradable quaternary ammonium compounds aerobically.
- Some biocides to preserve the product are permitted only in appropriate dosage and they are not likely to bio accumulate.
- No use sprays containing propellants.
- Information and labelling of ingredients in accordance with European Regulation n ° 648/2004.
- No assertion of an anti -microbial action.
- The degreasing and descaling effects must be documented.

- Safety

The product does not contain ingredients (substances or preparations) classified according to the following sentences (according to Directive 67/548/EEC and its amendments ) or a combination of these risk phrases R31, R40, R45, R46, R68, R50, R51, R53, R59, R60, R62, R63 and R64.

Not more than 10 % (by weight) of materials have a boiling point < 150 ° C.

The product does not contain any dyes or colouring agents not authorized by Directives 76/768/EEC and 94/36/EEC, or classified according to the risk phrases R50, R51 or R53 according to Directive 67/548/EEC and its amendments.

The product cannot be classified according to the risk phrases R42 and/or R43, according to Directive 64/548/CEE, and cannot contain ingredients or substances exceeding 0.1% by weight of the final product that is classified according the risk phrases R42 (may cause sensitization by inhalation and / or R43 (in contact with skin).

Any fragrance shall be manufactured or handled following the code of practice of IFRA (International Fragrance Association). Perfumes containing nitro-musk or polycyclic musk are not allowed.

The following safety advice must be mentioned: “Keep out of reach of children” “Do not mix different cleaners ” and “Do not inhale the sprayed product” (for products packaged as sprays).

- Description

Physico-chemical properties:

- Physical state: liquid;
- solubility in water 20 ° C : full ;
- hazard: none;
- oxidant properties : no .

Toxicological information :

- little or no irritant.

Ecological Information :

- The biodegradability of the detergent preparation complies with Regulation 648/2004/EC and the record must include the OECD test used and the results.
- All flow into drains or watercourses should be avoided.
- Does not contain bio accumulative components, PCM, or nitromuscs aromatic components.
- Does not contain substances known to be hazardous to the environment substances.

The product is safe for the health and the environment in accordance with Directive CEE/1999/45.

### 6.2.3. *Supplies*

The contractor must supply and use:

- all cleaning products (detergent, disinfectant, etc.);
- all toiletry supplies (sanitary bins, soap, toilet paper, hand towels etc.); "Tork" dispensers were initially installed by the building management and EU Delegation, as the tenant, is not allowed to change them. The number of installed dispensers are: paper towel dispenser: 26, toilet paper dispenser: 28, seat paper cover dispenser: 28, liquid hand soap dispenser: 26, air fresheners: 23.
- all kitchenettes supplies (detergents, dish towels, hand towels, etc.)
- necessary equipment (vacuum cleaners, stepladders, etc.), plastic bin liners, suitable large dustbin liners for removal of waste in containers;
- necessary workwear and safety equipment.

***The need for fresh supplies must be checked on an on-going basis.***

Products used must not contain substances likely to damage fitted carpets, marble surfaces, tiling, linoleum, metals, etc. Their formulation must be such as to preserve the surfaces treated satisfactorily. Products must comply with the rules in force on environmental protection and preference will be given to products offering the best guarantees in this regard.

In the event of damage to surfaces resulting from failure to comply with these rules the contractor must repair the damage as soon as possible and at its own expense.

### **6.3. Minimum requirements for contractor's staff**

The contractor shall deploy professional and experienced cleaners headed by a professional and experienced team leader who meet the minimum requirements required here below and who are the best candidates to fulfil the services assigned to them by the contractor.

All cleaners will have at least 3-year experience in office cleaning and good oral knowledge of English and Serbian - at least level A2 in English as defined in the standards available at <http://europass.cedefop.europa.eu/en/resources/european-language-levels-cefr>.

The team of cleaners will be headed by a team leader who will be the contact point with the administration of the Delegation. The team leader will have at least 5-year experience as a team leader, accurate knowledge, both written and oral, of Serbian and at least level B2 in English as defined in the standards available at <http://europass.cedefop.europa.eu/en/resources/european-language-levels-cefr>. The team leader can also be a cleaner in which case (s)he will have to fulfil also the requirements applicable to the cleaners.

The team leader will supervise the proper performance of the services, coordinate the cleaners, control the quality of the services and verify the correct use of products and equipment. (S)he will ensure that the stock of supplies and products is sufficient to perform the services. (S)he will be present at delegation premises at least twice per week and remain available on the phone from 7 am to 7 pm.

The number of cleaners to be assigned to the services of this contract is at the discretion of the contractor provided it is in compliance with the local legislation.

The contractor will foresee additional staff members for ad hoc services to be provided at the Residence building (ref. 6.1.5.) rather than relocating the crew that is deployed at the EU Delegation office building.

The contractor will foresee a sufficient number of cleaners to cover any type of absences including those which were not planned. This is also applicable to the team leader.

Before allocating any of its staff to this contract, the contractor shall seek the prior approval of the contracting authority in writing at least 10 working days prior to the start of deployment, usually at the beginning of the month.

In order to seek this prior approval, the contractor will submit to the contracting authority the list of persons with the role allocated to them: cleaner or team leader. For each of them, the contractor will submit the Curriculum Vitae as well as any other document considered to be appropriate by the contractor and/or by the contracting authority. Before submitting this request to the contracting authority, the contractor ensures that the persons proposed for approval have not previously been rejected from any contract due to misconduct or serious fault.

At any time during the contract, the contracting authority can request a change of a staff member of the contractor without providing a justification.

The contractor shall notify the contracting authority of any change in the allocation of its staff as previously approved and will seek approval of the contracting authority before deployment.

The contractor will ensure that before being assigned to this contract, its staff, both the cleaners and the team leader, have been properly trained for the services they will perform including the appropriate use and dosage of cleaning products and proper use of the equipment.

The contractor shall respect human rights and apply the local legislation including labour and social legislation covering any aspects such as work conditions, taxes, insurance, leave, benefits.

#### **6.4. Code of conduct**

The Contractor shall submit the contracting authority a copy of the ID card of its staff allocated to this contract.

The Contractor's staff shall register whenever they enter and exit the premises in the appropriate registry at the reception of the delegation.

It is forbidden for the Contractor's staff to take with them any objects, even if declared useless, belonging to the Delegation and to any of the contracting authority's staff.

It is forbidden for the Contractor's staff to take knowledge of any document of the Delegation or of any of the contracting authority's staff, except if related to this contract and to the performance of the services.

The Contractor commits itself neither to use nor to communicate any information, document, knowledge regarding the Delegation to any third party. This obligation will bind the Contractor, its employees and any possible subcontractor during the execution of this contract and after its end or termination.

The Contractor must obtain a signed declaration, regarding the mentioned confidentiality, from each of its staff assigned to this contract and must provide copy thereof to the Delegation at the start of the specific contract/order form and, for its newly assigned staff, upon taking up services. In this declaration, its staff must commit in writing to respect the secrecy of any information which he/she could have knowledge of on the occasion of the execution of their services and to not make known or public to any third party or to use for his/her own profit, any document or information, even after retirement from his/her job. The same applies to the staff of any possible subcontractor.

The Contractor shall not use the premises of the Delegation and the equipment and material contained in it, including photocopiers, printers and telephones for other purposes than for the execution of this contract and exclusively for the needs of the Delegation.

The cost of the repair of any damage caused by the contractor's staff or linked to the use of inappropriate equipment, supplies or products will be borne by the contractor.

### **6.5. Uniforms**

The contractor shall ensure the impeccable presentation of the cleaning staff and their team leader at all times when performing the services.

For this purpose, the contractor will provide its staff with as many sets of uniforms as necessary during the implementation of the contract. The uniforms provided will take into account the types of tasks (indoors or outdoors).

The uniform is subject to the prior approval by the contracting authority. It will not have any European Union logo or identification.

### **6.6. Badges**

The contractor will provide each member of its staff with a badge of identification, displaying the name of the company, the name and surname of the member of staff, position and photograph.

The badge will not have any European Union logo or identification

### **6.7. Respect of health and safety rules**

The Contractor commits itself to respect regulations and legal provisions in force for the duration of the contract and any new regulations that come into effect during the term of the contract and among others, of the Republic of Serbia.

Contractor's staff including possible subcontractors shall respect the following measures:

- To respect the safety instructions for the use of maintenance or cleaning products;
- To properly signpost the area at risk in case of danger when performing the services in order to avoid any accident. In this context, the contractor shall instruct its staff and make available the necessary equipment;
- Take care not to disturb or put in dangerous situations visitors and staff; for example, be attentive to the irritant effects of some harmful or toxic products;
- Correctly use material and equipment for common and individual protection and hygiene. In particular special care shall be brought not to use the cleaning material for toilets anywhere else than in the sanitary space (nor for any other purpose than the one for which they have been allocated). The same applies to

material used for cleaning the kitchen. This material shall be regularly disinfected and replaced as many times as necessary;

- Immediately report to the team leader any defects; e.g. defective power cable, used equipment, broken glass;
- The team leader shall report to the administration of the delegation any accident, any case of serious and immediate threat, anything unusual or non-standard;
- Awareness of the EEAS measures on first aid, fight against fire, and evacuation of the premises.

Smoking is prohibited inside the delegation premises including areas allocate to the waste collection.

The Contractor shall immediately inform the Delegation and by appropriate means, of safety problems or potential risks to occupants. In this case, it is also required to take all precautionary measures necessary.

## **6.8. Respect of the environment**

The contracting authority cares for the environment. As such, the contractor and his staff (including subcontractors) are required to comply with the implications of this system on the activities of cleaning, as part of the environmental policy of the contracting authority. Any information on this subject may be requested from the contracting authority.

The contractor is required to implement specific environmental management measures in a systematic manner under this contract.

The contractor shall ensure that the information provided by the contracting authority on the environmental action plan in general and more specifically on the practical implementation of environmental measures are known to all staff deployed in the Delegation's premises.

### **6.8.1. Energy saving**

The Contractor's staff or, where appropriate, its subcontractor must imperatively and unless otherwise instructed, turn off lights in offices and other premises at the end of the execution of their services if the offices are unoccupied.

### **6.8.2. Product management**

Products used for cleaning, which may under certain conditions be dangerous and/or harmful or contain toxic gases shall be handled with care and according to the prescribed rules.

The Contractor shall comply with the requirements of training its staff for the use of these products. The use of any new product is subject to the prior approval of the contracting authority.

### **6.8.3. Waste removal and management**

As part of its daily services, the contractor will ensure the management of all its waste (pallets, plastics, cans, but also chemicals, or soiled water etc.). In the context of use of the facilities of the Delegation, it will ensure that all requirements are met in this area. The contractor has the right to treat their waste outside the premises of the Delegation. It will then provide an annual statement confirming full compliance with environmental rules, of the treatment of the waste from its activity in the delegation premises.

As concerns the waste generated by the Delegation staff, selective waste collection has to be respected. There are currently two kinds of bins in each corridor: a bin for paper, a bin for "all comers" (non recycled waste). Besides containers for waste food packaging, including aluminium cans and plastic bottles on one hand, and for glass on the other, are located in the kitchens.

The bins and baskets in toilets and bins in the kitchen are equipped with a bin bag. Those bags are provided by the contractor and have to be changed daily.

The contents of the bins, various waste and dust from sweeping and vacuum cleaners are collected and placed in bigger bags also provided by the Contractor which are then deposited in the designated place outside the building.

Garbage bags are optionally transported on carts designed for this purpose and placed in the containers provided for this type of waste available.

Except waste "all-comers", other types of waste will be subject to sorted waste collection by the contractor:

- Cardboard packaging (cut in smaller pieces by the contractor) and old newspapers and other thrown paper will be collected and stored in the space provided for this purpose;
- Waste food packaging, including aluminium cans, will be collected in separate bags that will be stored in the space provided for this purpose;
- Waste glass light and dark colours are separated by the contractor in the containers provided for this purpose.

Rubbish cans and containers are released in the days and hours which will be communicated in due time to the contractor. They shall be full but not overloaded.

Bins, rubbish cans, carts and containers are cleaned daily and disinfected at least once a month.

To avoid risk of fire, instructions will be given by the Contractor to its staff, particularly with regard to:

- The smoking ban (general prohibition in the Delegation premises);
- Verify daily that the waste storage room has been properly locked before the contractor's staff leave the premises.

## **6.9. Reports**

The contractor shall submit a monthly report on the performance of the services.

After the first six months of the contract and then at the end of each contract year, the contractor shall be required to submit an annual statement on the products used (scope, volume consumed, environmental compatibility as well as point data «health and safety").

## 7. EVALUATION OF TENDERS ON THE BASIS OF THE AWARD CRITERIA

The tenderers shall provide the "Statement of compliance with the tender documents" at Annex 1 duly dated and signed in order to be considered technically compliant.

The technically compliant tenders are evaluated in order to award the contract to the tender offering the best price-quality ratio. For this purpose, the tender will be evaluated technically and financially.

### 7.1. Technical tender

The technical quality of the tenders will be evaluated on the basis of documents provided by the tenderers in the technical tender with regards to the award criteria. Each criterion is assigned a mark by the contracting authority on the basis of the scale in the table.

Technical award criteria

No	Description	Max. number points	Criteria
1	<p><b><u>Organisation of services</u></b></p> <p>This criterion will enable the assessment of the organisation of the services by the tenderer, including the different members of a joint tender and the resort to subcontractors.</p> <p>Tenderers will develop in detail the organisation they propose and in particular provide detailed information for each of the questions.</p>	(40 points – minimum threshold 50%)	<ul style="list-style-type: none"> <li>• How does the tenderer commit to organise the services to diminish the impact of the different cleaning activities on the contracting authority's staff working in the premises?</li> <li>• How does the tenderer commit to organise the timing to diminish the impact of the different cleaning activities on the contracting authority's staff working in the premises?</li> <li>• What are the measures to ensure service continuity in the event of unplanned absence from one or more cleaners or the team leader?</li> <li>• Describe the organisation for the management of the stock</li> </ul>
2	<p><b><u>Health and safety measures</u></b></p>	15 points – minimum threshold 50%)	<ul style="list-style-type: none"> <li>• Description of the tenderer's policy of health and safety applicable for this contract</li> </ul>
3	<p><b><u>Respect of the environment measures</u></b></p>	15 points – minimum threshold 50%)	<ul style="list-style-type: none"> <li>• The tenderer will describe the criteria to select the cleaning and disinfecting products.</li> <li>• The tenderer will describe the way the waste deriving from the cleaning activity is to be eliminated.</li> </ul>



4	<p><b><u>Quality control measures</u></b></p> <p>This criterion will enable the assessment of the control measures applied to guarantee the quality of the services to be performed under this contract.</p> <p>Tenderers will develop in detail their measures and in particular provide detailed information for each of the questions.</p>	15 points – minimum threshold 50%)	<ul style="list-style-type: none"> <li>• What measures, protocols and physical means will be implemented to control and guarantee the quality of the services provided?</li> <li>• How do these proposed means for quality control optimize the performance of the services?</li> <li>• Description of the tenderer’s methodology to manage complains.</li> </ul>
5	<p><b><u>Tenderer's staff loyalty programme</u></b></p> <p>This criterion will enable the assessment of the tenderer's staff loyalty programme in order to ensure staff loyalty and motivation.</p> <p>Tenderers shall describe any incentives granted to the staff who would be deployed under this contract such as financial bonuses, allowances, promotion, training, medical coverage and any other initiatives designed to motivate the staff and encourage their loyalty to the tenderer (daily transport of staff, etc).</p>	15 points – minimum threshold 50%)	<ul style="list-style-type: none"> <li>• What measures will be implemented to motivate the staff to be deployed?</li> <li>• How do these measures have an impact on the motivation of the tenderer’s staff?</li> <li>• What incentives are foreseen for the staff to be deployed?</li> </ul>
	<b>TOTAL</b>	<b>100</b>	

Any tender not scoring the minimum quality threshold of 50% of the points for each criterion and 60 points for all the criteria combined will be eliminated.

## 7.2. Financial tender

Prices include cleaning services, supplies, products, equipment, but also the supervision by the team leader and the management of the contract.

The prices for the tender must be tendered:

- in EUR;
- free of all duties, taxes and other charges, including VAT, as the European Union is exempt from such charges under the Vienna Convention on Diplomatic Relations and on the basis of Article 24 Para.5 and Article 25 Para.3 of the Law on Value Added Tax (VAT) ("Official Gazette of the Republic of Serbia" no. 84/04 and 86/04);
- all inclusive. This means that, unless otherwise mentioned in these tender specifications, prices tendered for shall include all the costs to be incurred by the tenderers in order to provide the services;

- using the unit price schedule and the price scenario tables in annex (Annex A and Annex B). Any change in the content of these tables will lead to the rejection of the tender.

During the validity of the tender and the implementation of the contract, unit prices cannot be revised.

The unit price schedule is binding during the implementation of the contract. The price “scenario” is an estimate by the contracting authority of the quantities of the services over the duration of the contract in order to compare the financial tenders.

When completing the “scenario”, tenderers will specify the same unit prices tendered for in the unit price schedule, will multiply them by the quantities indicated by the contracting authority for each item and will calculate the total price.

Only the financial tenders submitted by those tenderers who have obtained an overall technical score of 60 points or more and at least 50% of the maximum score allocated for each individual criterion will be opened.

They will then be checked for arithmetical accuracy. Where arithmetical errors are found, tenderers will be requested to correct them.

### **7.3. Calculation of the overall score**

The tender chosen will be that which offers the best price-quality ratio among the technically compliant tenders, namely the tender obtaining the best overall score  $P_i$  calculated as follows where the weighting is 60% for the quality and 40% for the price:

$$P_i = T_i * 0.60 + F_i * 0.40$$

$T_i$  = (technical quality score for the tender under consideration / score for the best technical quality tender) \* 100

$F_i$  = (cheapest total price for the scenario / price for the scenario of the tender under consideration) \* 100

## **8. CONTENT OF THE REQUEST TO PARTICIPATE**

**Candidates shall submit all the requested documents listed here for the first stage (selection stage).**

The request to participate will contain:

1. a cover letter presenting the name of the candidate, including all entities in case of joint tender, and identified subcontractors, and the name of the single contact person in relation to this request to participate. The cover letter must indicate the proportion of the contract to be subcontracted. In case of a joint tender, the cover letter must be signed by a duly authorised representative for each operator and indicate the leading member with its e-mail address. It is the responsibility of the tenderers to consult regularly the e-mails received;
2. a letter of intent for each subcontractor whose share of the contract is above 10% stating their willingness to provide the services foreseen in the tender and in line with the present tender specifications;

3. all the documents requested for the access to public procurement (point 5.1);
4. declaration on honour on the exclusion and selection criteria (point 5.2);
5. all the documents requested for the selection criteria (point 5.3).