

INVITATION TO BID for award of cleaning services contract(s)

All bids must be submitted in sealed envelope marked **"Tender for cleaning services"** to the following address, **latest by 4 June 2007 by 17:00 hours:**

OHR Logistics,
Emerika Bluma 1,
71 000 Sarajevo,
Bosnia and Herzegovina

The tender information is given in the following order:

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I. Subject of Tender

1.1 Office of the High Representative invites bids for award of one-year cleaning service contract for the OHR offices in Sarajevo (LOT 1) and Brcko District office (LOT 2), commencing **1 July 2007 - 30 June 2008**.

1.2 The Contract may be awarded for one or both LOTs.

II. Basic Office Description

2.1 LOT 1: SARAJEVO Offices

a) OHR office located at Emerika Bluma 1, Sarajevo

The office complex is about 4,500 square meters in size consisting of basement, ground and six floors. Beside the office space, there are 24 bathrooms, dining area and cafeteria, 1 large and 3 small conference rooms, and 600 square meters of parking and grounds.

Beside complex, at Emerika Bluma 8, Sarajevo there is warehouse with 1 WC and 1 office, of about 15 m2 to be cleaned.

The Office accommodates, at any given time, between 200-210 full time staff. An estimated 5,000 guests visit the Sarajevo Office yearly.

b) OHR Transport Section office located at Radomira Putnika bb, Istocno Sarajevo

The office complex is about 320 square meters in size including 2 bathrooms, kitchen area, two workshops and 6 offices.

It accommodates 11 full time staff.

2.2 LOT 2: BRCKO Office

a) OHR office located at Musala bb, Brcko District

The office complex is about 2,500 square meters in size and is split between two buildings. Six bathrooms, five conference rooms, 45 offices, several ancillary buildings, and 10,000 square meters of parking and grounds represent the basic inventory of the facility.

The Office accommodates, at any given time, between 35-40 full time staff. An estimated 4,000 guests visit the Brcko Office yearly.

III. Site Visit

3.1 OHR will organize a site visit for all interested companies. Companies who wish to bid must participate in the site visit. To receive information on scheduled visits you should send a fax to Logistics office at **033/283-565** latest by **Monday, 14 May 2007**, stating names of maximum two Company's representatives. Company need to confirm weather they will visit Sarajevo Offices (LOT 1) or Brcko Office (LOT 2), or both.

IV. CLEANING SCHEDULE

4.1 Staffing levels, the level of daily activity, and the active public role played by the OHR office requires an effective program in order to maintain clean working space for staff, and present the best professional image.

4.2 The contractor will be required to perform tasks as detailed in **Annex 1 attached hereto**.

V. SUPPLIES

5.1 The contractor will be responsible for purchase and supply of all cleaning material in order to maintain hygienic standards in all premises of such quality, type and substance best suited to the purpose for which they are required. This includes, but is not limited to, supply of toilet hygienic supplies such as soap, toilet paper and paper towels including dispensers, air fresheners, mops, etc.

5.2 All cleaning materials used must be of a type that will not have an immediate or extended detrimental effect on any of the surfaces being cleaned. All cleaning materials must be a recognized brand and good quality.

5.3 OHR will provide storage space for cleaning materials within OHR premises at no cost.

VI. EQUIPMENT

6.1 List of equipment that will be made available to the contractor for its use **is attached hereto as Annex 2**. This equipment may not be removed from OHR premises and will be returned to OHR in good working order at the end of this contract. Maintenance of this equipment will be responsibility of the contractor.

6.2 The Contractor shall supply all other equipment that is required to perform cleaning services in a professional and thorough manner. All equipment shall be maintained in a safe, efficient operating condition at all times – all safety features (grounding plugs, etc) will be maintained in proper working order. Unsafe or inoperative equipment will NOT BE USED and will be promptly removed from the Office.

6.3 Contractor shall assume any and all liability for any damage caused by inappropriate equipment, materials or methods or from careless use of equipment or materials by its personnel.

VII. Working hours and EMPLOYEES

7.1 OHR Standard working hours are 08:00–18:00 Monday to Friday, excluding weekends and OHR holidays (1 January, 1 May, 25 November). Cleaning can be done outside these times if the contractor finds it appropriate. During working hours contractor shall deploy a sufficient number of staff to maintain cleanness throughout the day and to be able to respond immediately to customers' requests. Day staff should have basic knowledge of English language, and one should be main contact during working hours.

7.2 On exceptional occasions, OHR may request Contractor to provide services at other times or during weekends at no charge. Compensation for the extra hours worked will be by reduced number of working hours on working days as agreed with the OHR Supervising Officer.

7.3 The Contractor shall provide its personnel, whilst they attend the Office, with clean and tidy uniforms bearing the Contractor's company name, and other suitable protective clothing, including that required to meet the specific health and safety measures and regulations in BiH.

7.4 OHR will provide limited accommodation space within OHR premises for Contractor's employees at no cost.

7.5 All personnel assigned by the Contractor to perform the work shall be physically able to do their respective work and shall be free from any communicable disease. Personnel shall be capable and experienced in the type of work to be performed and clean and tidy in appearance and habits whilst at the Office.

VIII. INSURANCE REQUIREMENTS

8.1 The contractor shall at his own cost, take necessary insurance coverage in respect of third party injuries or damages to property which may arise from or in connection with the performance of the work herein by the Contractor, its agents, representatives, sub-contractors and employees with a limit of not less than 5,000.00 KM each accident.

8.2 The contractor shall comply with all relevant labor laws as may be applicable or modified from time to time by the concerned authorities and in no case the OHR would compensate for the losses and damages of material/men power.

IX. Instructions to Bidders

9.1 By taking part in this Tender, bidders confirm that they are registered to perform the business which is subject of this Tender.

9.2 Company can submit bids for all or any of the LOTs. **A separate bid must be made for each LOT.**

9.3 **Bids must include the following:**

- Name and address of company, contact person and phone number
- Current number of employees and proof on paid social contributions
- Copy of company registration documents
- Balance sheet for the last accounting period

- **Detailed description of work organization** (e.g. work in shifts)
- Proposed number and organization of staff
- Detailed CVs of key team members: management/supervisors/staff involved in the performance of the contract
- Offered price and payment terms
- Company reference list – Description of at least three previous contracts similar to this Tender
- List of the equipment to be supplied by the Company for this contract
- Complete list of proposed cleaning supplies with product specifications. OHR may request samples of proposed supplies.
- Any other relevant information

9.4 Incomplete Bids will be disqualified without consideration.

9.5 Prices must be in KM (Convertible Marks). OHR shall make payments on a monthly basis upon completion of service. OHR standard payment terms are bank transfer within 30 days from submission of invoice.

9.6 OHR will pay VAT in accordance with the Law on VAT.

9.7 Company accepts responsibility for all taxes and other fees related to the operations under this contract including, but not limited to, payment of social, pension and health care contributions for all its employees.

9.8 Contract concluded with OHR will include prices and other terms stated in your bid. Pricing submitted by Company shall remain firm for the contract period. Your bid will be attached to the contract and considered legally binding for the duration of the contract.

9.9 OHR reserves the right to enter into negotiations with any bidder or to end the Tender without awarding the contract. OHR will not bear any costs of bidders in process of preparation of bids.

X. BID EVALUATION

10.1 OHR will evaluate the bids against the stated description of work organization, proposed number of staff, equipment to be provided for the offices, price, professional experience of key team members, previous work and company's business, and any other relevant elements. The OHR may wish to interview bidders.

10.2 Contract will be awarded to the most economically advantageous proposal in terms of:

- Price – Weighting: 40 %.
- Description of work organization, number of staff and equipment – Weighting: 40 %.
- Previous work and company's business – Weighting: 10 %.
- Cleaning Supplies – Weighting: 5 %.
- CV of key team members – Weighting: 5 %.

XI. SUBCONTRACTS OR ASSIGNMENTS

11.1 Under no circumstances shall the contractor appoint any sub-contractor or sub-lease the contract to third party unless specifically authorized in advance in writing by OHR. If it is found that the contractor has violated these conditions, the contract will be terminated without any notice.

XII. SECURITY AND REMOVAL OF INDIVIDUALS

12.1 The Contractor shall have to well in advance submit requests for OHR special access cards, supported by court certification verifying that they have not been prosecuted and copy of passport or national ID, for each and

every employee required entering the Office. Issuing of special access cards remains at the sole discretion of OHR and Contractor's employees may be subject to prior security clearance investigations. Due to long approval procedure, frequent changes in staff are not acceptable. Any changes in staff shall require OHR's express written consent prior to that employee commencing work on the OHR contract.

12.2 OHR may order the immediate removal from the Office of any person employed therein by the Contractor or any Sub-Contractor for just cause including, but not limited to, incompetence and carelessness, disorderly behavior, intoxication, violation of a law or rule, and any other reason.

ANNEX I

ANNEX II