

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 30 November 2005 by 17:00 hours:**

OHR Logistics

Emerika Bluma 1

71 000 Sarajevo

Bosnia and Herzegovina

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.

1. 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 and Brcko District, commencing 1 January – 31 December 2006 .

1.2 The Contract may be awarded to a single company or two different companies.

2. 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 2 small conference rooms, and 600 square meters of parking and grounds.

Beside complex, at Emerika Bluma 8, Sarajevo there is warehouse of 150 square meters with 1 WC and 1 office.

The Office accommodates, at any given time, between 200-210 full time staff. An estimated 10,000 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 14 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 50 to 70 full time staff. An estimated 5,000 guests visit the Brcko Office yearly.

3. CLEANING SCHEDULE

3.1 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.

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

4. SUPPLIES

4.1 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.

4.2 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.

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

5. EQUIPMENT

5.1 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.

5.2 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.

5.3 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.

6. Working hours and EMPLOYEES

6.1 OHR Standard working hours are 08:00–18:00 Monday to Friday, excluding weekends and official BiH State holidays. 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.

6.2 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.

6.3 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.

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

6.5 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.

7. INSURANCE REQUIREMENTS

7.1 The contractor shall at his own cost, take necessary insurance coverage in respect of injuries to persons 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.

7.2 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.

8. Site Visit

8.1 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 Wednesday, **2 November 2005**, stating names of maximum two Company's representatives. Company need to confirm weather they will visit Sarajevo Offices or Brcko Office, or both.

9. 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 phone number and name of the contact person.
- Copy of company registration documents
- Balance sheet for the last accounting period and turnover for last year
- Detailed description on how the work will be organized (e.g. work in shifts)
- Proposed number of staff
- Experience of management/supervisory/staff involved in the performance of the contract (C.V. format)
- Offered price
- Company reference list
- Description of previous work experience similar to this Tender
- List of the equipment to be supplied by the Company
- Complete list of proposed cleaning supplies with product specifications
- Any other relevant information

9.4 Incomplete Bids will be disqualified without consideration.

9.5 OHR, as a diplomatic organization, is exempt from payment of all tax duties and all prices quoted should exclude such charges

9.6 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.

9.7 Prices must be in KM (Convertible Marks). OHR shall make payments on a monthly basis. OHR standard payment terms are bank transfer within 30 days from the date of invoice.

9.8 Contract concluded with OHR will include unit prices and other terms stated in your bid. Pricing submitted by

Contractor 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.

10. BID EVALUATION

10.1 Award of contract will be made based on, but not necessarily limited to, the following factors:

organization of work, previous work experience and general reputation of bidder, price, payment terms, proposed number of staff, experience of management/supervisory/staff involved in the performance of the contract, the equipment to be provided by the contractor to clean the Office(s), or any combination of those or other elements.

10.2 Only short-listed companies will be interviewed.

11. SUBCONTRACTS OR ASSIGNMENTS

11.1 Under no circumstances shall the contractor appoint any sub-contractor or sub-lease the contract 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.

12. 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 1

ANNEX 2