

INVITATION TO BID: For award of cleaning services contract

Deadline for submission of offers: 02 December 2004

1. Subject of Tender

1.1 Office of the High Representative invites bids for award of one year cleaning service contract for the OHR office located in the Brcko District, Bosnia & Herzegovina .

1.2 Basic Office Description

OHR office in Brcko District accommodates, at any given time, between 70 to 100 full time staff. An estimated 8,000 guests visit the Brcko Office yearly and OHR hosts between 450 to 500 meetings throughout year.

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, present the best professional image.

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

1.3 The contractor will be required to perform basic tasks as detailed in Annex attached hereto.

1.4 The contractor will be responsible for purchase and supply of all cleaning material in order to maintain hygienic standards in all premises. This includes, but is not limited to, supply of toilet hygienic supplies such as soap, toilet paper, paper towels, air fresheners, etc.

1.5 OHR Standard working hours is 07:00–18:00 Monday to Friday, excluding weekends and official BiH State holidays. During working hours at least one cleaning person must be present at the site. Cleaning can be done outside these times if the contractor finds it appropriate.

1.6 OHR will provide storage space for cleaning materials within OHR premises at no cost to contractor.

1.7 Four vacuum cleaner KARCHER, four (two large, two small) cleaning trolleys Numatic and two telescope for washing windows ETTORE will be made available to the contractor for its use. 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 all equipment will be responsibility of the contractor.

1.8 OHR may organize site visit for all interested companies. Companies who wish to participate in site visit should send a fax to Admin office at 049/217-560 latest by 24.11.2004.

2. Instructions to bidders

2.1 Offers must include the following:

- Name and address of company, contact phone number and name of the contact person.
- Copy of company registration documents
- Short description on how the work will be organized (e.g. work is shifts)
- Proposed number of staff
- All information about prices and payment terms
- Time needed for start of contract
- Any other relevant information
- Company reference list

Incomplete offers will not be considered.

2.2 Short-listed companies will be interviewed.

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

2.4 Prices must be in KM (Convertible Marks) or EURO. OHR standard payment terms are bank transfer within 30 days from the date of invoice.

2.5 Contract concluded with OHR will include unit prices and other terms stated in your offer. Your offer will be attached to the contract and considered legally binding for the duration of the contract.

2.6 Award of contract will be made based on price, payment terms, organization of work, proposed number of staff, time needed for start of contract or any combination of those elements or other elements.

2.7 Deadline for submission of offers is 02 December 2004 .

2.8 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 offer.

2.9 By taking part in this Tender, bidders confirm that they are registered for performing of business which is subject of this Tender.

2.10 All offers must be submitted in sealed envelope marked "Tender for cleaning services" to the following address, latest by 02 December 2004 by 17:00 hours:

OHR Brcko/ Administracija
Musala bb

76 100 Brcko Distrikt
Bosnia and Herzegovina
Annex

Area	Standard	Proposed Cleaning Method	Minimum Frequency	
Floors: Carpet, Vinyl, Wood, Marble, Ceramic	Free from dirt, debris, dust and any visible stains at all times, particularly along edges and in corners	Vacuum thoroughly. Wash dry. Polish as appropriate	Daily	
Carpet	Free from dirt, debris, dust and any visible stains at all times, particularly along edges and in corners	Machine wash with chemicals	Twice a year	
Handrails/Sills/ Window Ledges	To be maintained free from dust	Damp wipe and spot clean	Daily	
Windows & Glazing, security bars				
Internal	All windows, glass partitions to be clean and free from any visible marks and stains	Wash, clean and buff to shine	Spot clean as necessary	

External	Ground floor external glazing to be maintained as above. External glazing for upper floors to be cleaned as per window cleaning requirements	Wash, clean and buff to shine	Spot clean & 3 monthly	
Blinds	Blinds to be maintained free from visible dust and stains	Dust and damp wipe	Spot clean as necessary	
Work Surfaces Desk/Tables	To be clean and free from any visible dust, dirt and stains	Damp wipe and dry	Daily	
Furniture/Furnishings	Tables and chairs to be clean and free from any dust, smears, stains and dirt at all times (including chair, seats and legs)	Damp and wipe and polish	Daily	
	Seating free from obvious marks, stains and dust at all times	Vacuum, damp wipe, buff to a shine, spot clean & polish	Daily	
	All meeting tables to be free from dust, stains and smears at all times	Damp wipe, spot clean & polish	Daily	
	Meeting chairs to be free from dust	Vacuum & damp wipe	Daily	

Walls	All tiled surfaces to be free from visible dirt, stains and smears	Damp wipe and buff dry	Weekly & monthly	
	Cubicle walls to be free from visible stains and smears	Damp wipe & buff dry	Daily	
	Painted walls to be free from visible dirt and smears	Damp wipe & dry	(spot clean as necessary)	
Work Surfaces	All kitchen work surfaces to be free from dust, dirt and visible stains at the start and finish of each working day	Wash, disinfect, clean and buff dry	Daily	
Wash Hand Basins & Sinks	Wash hand basins, sinks and surrounding surfaces and taps to be clean and free from any build up of dirt, dust, stains, waste matter, tide marks and scale	Wash, disinfect, clean and buff dry	Daily	
Doors	Door handles to be free from smears, stains and a visible build up of dirt	Dust, damp wipe and buff dry/	Daily	

Toilets	WC pans, seats and urinals to be free from any visible dirt, stains or smears and sanitised to maintain a high standard of cleanliness at all times	Wash, disinfect clean and buff dry	Daily	
Showers	Tiled surfaces to be free from any visible dirt and smears	Damp wipe and cleaned	Daily	
	Shower basins to be free from any visible dirt, stains, or smears and sanitised with no visible dirt	Damp wipe, de-scale, clean & buff dry	Daily	
	All work surfaces and furnishings in the shower areas to be maintained free from dust, dirt and stains	Damp wipe, de-scale & buff dry	Daily	
Mirrors/Glazing	All mirrors and glazing to be free of any dust, dirt, smears and stains	Cleaned and buff to a shine	Daily	

Fixtures and Fittings	Including toilet roll holders, soap dispensers, hand dryers, towel rails and roller towel holders to be maintained free from dust, dirt and smears	Damp wipe & dry	Daily	
	All waste bins to be maintained free for use at all times	Empty – replace liner & wipe clean	(Day staff to complete throughout the day)	
Main walkways	Corners and floor edges to be maintained free from dirt and dust build up	Damp, wipe & clean	Daily	
Walls skirtings	Free from visible dust and marks	Damp, wipe & clean	Daily	
Walls below 2m – including: light switches, sills, railings	Free from visible dust and stains	Damp, wipe & clean	Daily	
Ledges and pictures/notices	Picture and notice frames to be free from visible dust	Damp, wipe, clean & buff dry	Daily	
	Glazed pictures/notices to be free from visible dirt, stains, smears and fingerprints	Damp, wipe, clean & buff dry	Daily	
	Frames only to be cleaned on non glazed pictures, paintings, prints and notices	Flick dust	Daily	

Storage Cabinets 1.5 m and under	Tops of storage cabinets to be free from visible dust	Damp wipe & buff dry	Daily	
Storage Cabinets over 1.5 m	Periodic cleaning required to minimise build up of dust	Damp wipe & buff dry	Weekly	
Waste Removal				
Waste Paper bins	Monitored regularly ensure availability for use at all times	damp wipe & replace liner	Daily	
Recycling units Shredding machines	Monitored regularly ensure availability for use at all times	Damp wipe	Throughout the day	
Miscellaneous				
Wall lights/lamps signage	Maintained free from visible dirt and build up of dust to be clearly visible at all times, free from any build up of dust	Dust & shine	Daily	
Smoking Room/Bar/Dining Area	All surfaces to be clean from visible stains	Damp wipe & buff dry	Daily	
Ashtrays	Maintain free from debris	Damp wipe, clean, disinfect, clean & spot clean	Daily	
Bins	Maintained regularly	Empty & wipe clean	Daily	

Fire Exits/Stairways	Stairs and stair wells to be maintained free of any dirt, debris and stains	Litter pick, sweep, vacuum & wash	Daily	
	Hand rails, railings and guard rails to be free from debris and stains	Damp wipe	Weekly	
	Evidence of regular cleaning programmes particularly in respect of corners, skirtings and stain edges	Litter pick, sweep, vacuum & wash	Weekly	
	Walls to be maintained free from any visible marks/stains	Damp wipe & dry	Weekly	
Entrance/External, Walkways & Entrance	Maintain free from litter and debris	Litter pick, sweep, empty, dust & vacuum	Daily	
External Exits	Handrails, railings and guard rails to be free from visible dirt and stains	Damp wipe & Dry, litter pick & vacuum	Daily	
Fire Extinguishing Units	To be maintained free from visible build up of dust	Dust and damp wipe	Weekly	
Consumables	Maintain supplies of consumables for all areas ensuring availability throughout normal working day	Fully replenish all units and dispensers	Throughout the day	

Daily Cleaning Activities	Carry out daily cleaning programme with no impact on the client business, to maintain cleaning standards throughout normal working hours	Day staff schedule to meet with local area requirements	Throughout the day	
Response to Customer Requests	Provide response to Customer calls during working hours. This may include notification of spillages, request for additional rubbish removals etc.	Day staff to respond immediately upon request	In accordance with requirements	
Refrigerators	Cleaning programme required to maintain fridges to a hygienic standard, to include defrosting and full clean	Wash, sanitise & buff dry	Daily & Three-monthly	
Gym	To be clean and free from any visible dust, dirt and stains	Wash, clean and buff to shine	Daily	
Plants	Maintain level of humidity in flower pots	Watering	Twice a week	