



EUROPEAN UNION
DELEGATION TO THE REPUBLIC OF AZERBAIJAN

Administration Section

1 February 2016

CONTRACT NOTICE

REQUEST TO PARTICIPATE IN TENDER FOR PROVISION OF CLEANING & TEA/COFFEE SERVICES,

Reference No: **EEAS-455-DELAZEB-SER-FWC**

The European External Action Services (the "EEAS", represented by the Delegation of the European Union to the Republic of Azerbaijan (hereinafter referred to as "the Delegation") intends to launch a tender on provision of Cleaning & Tea/Coffee Services for its office in Baku matching the following minimum specifications:

Cleaning of office space of 1,214m² on a daily basis in the premises of the Delegation:

- Dusting and cleaning of all exposed surfaces of desks, bookcases, tables and cabinets, without harming the documents and items.
- Checking and cleaning of the toilets, washbasins and placing toilet paper, paper towels, liquid soap and toilet seat paper covers when necessary.
- Vacuuming of carpet floors in the office and cleaning tile floors in the kitchen and the toilets.
- Emptying waste paper baskets in the offices.
- Removal of all waste and recyclable waste from the Delegation's premises to the space allocated by the building management.
- Disinfection of all door handles and light switches.

Tasks to be executed once a week in the premises of the Delegation:

- Dusting and cleaning of all exposed surfaces including plinths of locked spaces such as archives and server room without harming documents and items.
- Vacuuming of floors and carpets in restricted area in presence of expat staff.
- Vacuuming the carpet in the main conference room of the Delegation.
- Dusting all wood finished doors and cleaning the glass doors where applicable.
- Dusting all window frames.
- Watering of plants.

Tasks to be executed once a month:

- Cleaning of all interior windows.
- Dusting and cleaning of fan coils.
- Cleaning of vertical blinds with appropriate products.
- Vacuuming the floors in locked spaces such as archives and server room.

Tasks to be executed once a quarter:

- Shampooing of carpet in the office premises with appropriate equipment and products.
- Cleaning of basement storage room of 60m².

Tasks to be executed once a year:

- Shampooing of all chairs and sofas with appropriate products.

Tasks to be executed on an ad hoc basis, when necessary and/or at the request of the Delegation

- Cleaning of EU Delegation's Residence after the events taken place at the Residence;
- Cleaning of the apartments of expatriate staff after their departure and before arrival of the new staff;
- Shampooing of carpet where excessive dirt/spots necessitate this;
- Shampooing of chairs and sofas, where excessive dirt/spots necessitate this.

Tea Coffee Services

Tasks to be executed on a daily basis in the premises of the Delegation:

- Tea, coffee, water, etc. services for the visitors.
- Ad-hoc tea-coffee services during the high level meetings and conferences (it can sometimes be besides office hours; no additional staff is required)
- Collecting dirty dishes (glassware, crockery and cutlery) from offices and meeting rooms served during the meetings.
- Washing dishes in the kitchen.
- Cleaning of kitchens and their content.
- Assisting in setting up meeting rooms, preparing cups and plates, placing water, tea and coffee.

The required consumables like coffee, tea, sugar, water etc. are provided by the Contracting Authority.

Cleaning Equipment and Materials to be Provided by the Contractor

Contractor provides all equipment and products necessary to execute the tasks (including but not limited to):

- For Offices, Kitchen and Toilets:
 - Rubbish bags
 - Sponge and cloth, window micro fibre cloth
 - Paper towels
 - Dishwashing liquid
 - Anti-lime scale liquid
 - Branded polish for floors and tile cleaner
 - Branded window cleaning liquid
 - Liquid soap (with skin pH-neutral cleansing ingredients)
 - Toilet paper
 - Disposable toilet seat paper covers
 - All necessary cleaning agents for the surfaces, washbasins, toilets, etc.
 - Gloves, mops
- Equipment – it is up to tenderer to indicate how many of each is required
 - Vacuum cleaner(s)
 - Mop Buckets and cleaning mats
 - Liquid soap dispensers in case of existing ones are broken
 - Any other equipment to execute the above mentioned tasks

The Delegation reserves the right to refuse, for any reason of its own, one or more of the above mentioned equipment or materials provided by the Contractor during the contract period. The Contractor shall replace immediately any such equipment or material in that case.

Additional remarks:

- Branded products must contain (either in their label or in the website) pictograms and information about their chemical composition, manipulation, poison treatment etc.
- Contracting authority seeks to procure goods and services with a reduced environmental impact throughout their life cycle when compared to goods and services with the same primary function that would otherwise be procured.
- Quantities should be sufficient to allow for appropriate provision of the service. "Out of stock" situation should never occur.
- All provided equipment must be new and secure, (special attention will be paid to electrical safety). Damaged equipment must be replaced immediately.
- Mops, cloths, etc. used in the kitchen cannot be used elsewhere. This is to ensure proper hygiene standards.

Supervision

The contractor shall assign a supervisor who would provide full on-the-site training, including random checks of the contract performance on at least a weekly basis. The responsible supervisor, with general qualifications, must have experience of 5 years in the sector of activities covered by the contract. The competence of the responsible supervisor, Contractor's contact person, shall be such that he/she is capable of solving problems, related to the execution of the contract, at all times and on the spot. He/she must be able to be contacted at any time during the service hours, in case of need. In case of absence, he/she shall be replaced with another supervisor with the same qualification; this person also can be the person assigned for providing tea/coffee services meeting the requirements for a supervisor.

The indicative tender launch date is 15 February 2016.

For more information please follow below link and find the procedure for submission of tenders:

<http://ted.europa.eu/udl?uri=TED:NOTICE:453300-2015:TEXT:EN:HTML>

You message should contain the reference name **EEAS-455-DELAZEB-SER-FWC** in the subject line. In order to be included in the list of potential candidates your message must be received **on or before 17.00 hrs., 12 February 2016.**