TENDER FOR THE
CLEANING CONTRACT OF THE ACP SECRETARIAT BUILDING
REF: CLEANING - ACP 4/1/15(3)13

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INVITATION TO TENDER
FOR THE CLEANING CONTRACT OF THE ACP SECRETARIAT BUILDING


2. CLOSING DATE: FRIDAY, 8TH NOVEMBER 2013.

3. TIME: 17:00 HRS.

4. DESCRIPTION: Appointment of a service provider to provide professional cleaning services for the Building of the Secretariat of the African, Caribbean and Pacific Group of States (ACP Group) in Brussels, for a period of one year.

5. SITE VISIT: Group appointments will be available to Tenderers between 15:00 and 16:00 hrs on Monday 14th, Wednesday 16th, Friday 18th and Monday 21st October 2013. Tenderers are requested to confirm attendance at the site to stella@acp.int, two work days in advance. The Tenderers may be invited to attend an interview, when and if deemed necessary.

6. VALIDITY: Offer must be valid for at least 6 months after the closing date.

7. SUBCONTRACTING: There shall be no subcontracting.

8. VARIANTS: Variant tenders shall not be accepted.

9. TENDER DOCUMENTS:
Tenderers should ensure that they to read all information provided in the following sections:

ANNEX A
Note: Documents in this section are for information or the instruction of the tenderer and must not be returned with the tender.

✓ Annex A1: Tender Submission Instructions
✓ Annex A2: Terms of Reference
✓ Annex A3: ACP Secretariat Building Layout/Plan
✓ Annex A4: General Conditions of Tender

ANNEX B
Note: Documents in this section must be completed and returned or supplied with the tender.

✓ Annex B1: Attach filled template with details of Company Registration, as well as a copy of the official Company Registration documents certified by a notary public or legal equivalent.
✓ Annex B2: CV of Team (CV Template Guideline / Compulsory CV template)
✓ Annex B3: Tenderer’s Declaration
✓ Annex B4: Price and Budget Details

Other compulsory documents:
✓ ONSS certification
✓ Cleaning Industry /Professional Registration
✓ Proof of financial and economic capacity through bank statement and risk indemnity insurance.
✓ All documents or certificates required as proof and sufficient evidence for purposes of the exclusion and selection criteria highlighted in paragraphs 4.1, 4.2 and 4.3 of the Tender Instructions (Annex A1) including:
• proof issued by a competent judicial or administrative authority that Tenderer is not:
  o bankrupt or in liquidation:
  o the subject of proceedings for a declaration of bankruptcy, an order for compulsory winding-up or administration by the court or for an arrangement with creditors or of any other similar proceedings;
  o convicted of an offence concerning professional conduct or
  o guilty of grave professional misconduct;
• certificate issued by the competent authority showing Tenderer is not:
  o guilty of failure to fulfil obligations relating to the payment of social security contributions;
  o guilty of failure to fulfil obligations relating to the payment of taxes.

Brussels, 9 October 2013
TENDER SUBMISSION INSTRUCTIONS

1. Introduction:

1.1 The Secretariat of the African, Caribbean and Pacific Group of States, (called the 'Secretariat') is responsible for the management of the ACP Secretariat Building located at Avenue Georges Henri 451, 1200 Bruxelles (called the 'ACP Building' or 'Building').

1.2 The Secretariat is seeking an experienced company to provide professional cleaning services in all areas within and bordering the ACP Building.

1.3 The company is required to provide reliable, and cost-efficient cleaning services of a high standard, cleaning with adequate equipment, supplies, machinery and tools. The company should have good management and supervision structures to enable quality control.

1.4 As part of the assessment process, short-listed tenderers may be invited to attend an interview conducted by the Secretariat.

1.5 The Secretariat is not obliged to accept the lowest or any tender submitted.

1.6 The Secretariat assumes that the offer is valid for acceptance until 8 May 2014 that is six (6) months after publication.

1.7 The Secretariat will not be responsible for any expense incurred in the preparation or delivery of the offer.

1.8 The Secretariat will not enter into any correspondence with any company once a final decision on a choice has been made.

2. Completion and Submission of Offers:

2.1 Any clarification required by a tenderer regarding the Terms of Reference or other aspect, is to be requested in writing via email to stella@ACP.int, copy birasa@ACP.int not later than 15:00 hrs on Thursday, 31st October 2013.

2.2 The tender reference number must be mentioned in all correspondence.

2.3 The offer for the service can be submitted in either English or French.

2.4 All supporting documents can be submitted in one language, either English or French.

3. Content of Tender:

3.1 The tender must comprise a Technical offer and a Financial offer and these must be submitted in separate envelopes clearly marked "DO NOT OPEN" and quoting the title, reference and closing date for this tender. Each Technical offer and Financial offer must contain one original, clearly marked "Original", and three copies, each marked "Copy". Failure to respect these requirements will constitute a formal error and may result in the rejection of the tender

We strongly recommend that you submit your files on paper-based materials (no plastic folder or divider) and use double-sided print-outs as much as possible.
3.2 All sealed envelopes should reach the ACP Secretariat no later than 17:00 hours on Friday, 8th November 2013, addressed to:

REF: CLEANING – ACP 4/1/15(03)13
The Registry Office
ACP Secretariat
Avenue George Henri 451,
B-1200 Brussels.

4. Evaluations:

4.1 Exclusion Criteria:

A Tenderer shall be excluded from participation in this tender if it:

(a) is bankrupt or is in liquidation:

(b) is the subject of proceedings for a declaration of bankruptcy, an order for compulsory
winding-up or administration by the court or for an arrangement with creditors or of any
other similar proceedings;

(c) is convicted of an offence concerning professional conduct;

(d) is guilty of grave professional misconduct;

(e) is guilty of failure to fulfil obligations relating to the payment of social security contributions;

(f) is guilty of failure to fulfil obligations relating to the payment of taxes;

(g) is guilty of serious misrepresentation in supplying or failing to supply tender relevant
information; and

(h) is not entered in the professional register.

Tenderers are requested to provide proof that none of the cases quoted in (a), (b), (c), (e), and
(f) and (h) applies to them, and shall accept the following as sufficient evidence:

- for (a), (b) or (c), the production of an extract from the 'judicial record' or, of an
equivalent document issued by a competent judicial or administrative authority showing
that these requirements have been met,
- for (e), (f), or (h), a certificate issued by the competent authority.

4.2. Selection Criteria:

Financial and economic capacity

The Tenderer shall provide evidence of his financial and economic capacity by providing the
following:
(a) proof through bank statement / risk indemnity insurance;
(b) audited financial statements for the past two years;

Ability and technical capacity

The ability of the Tenderer to perform the required services will be evaluated in particular with
regard to their skills, efficiency, experience and reliability. The Tenderer shall provide evidence
of its technical capability by providing the following:
(a) the relevant technical expertise of the firm and the educational and professional qualifications and of the firm's managerial staff and, in particular, those of the persons that will be responsible for providing the services, see Annex B2;

(b) a statement of the Tenderer's average annual manpower and the number of managerial staff for the last three years;

(c) a description of the service provider's measures for ensuring quality;

(d) a list of the principal services provided in the past three years, with the sums, dates and recipients, public or private, of the services provided; evidence to be in the form of certificates issued or countersigned by the competent authority;

(e) a statement of the technical equipment available to the Tenderer for carrying out the services;

(f) an indication of Tenderer's affiliation with a technical body, especially those responsible for quality control;

4.3 Award Criteria:

The award of the contract is based on the economically most advantageous tender assessed on taking the following into account:

(a) price;

(b) detailed description of how the service will be organised, provided and supported in terms of quantity and quality of manpower, back-up capacity and the use of technology, namely:

   Contract management/operations
   - structure, organisation, contract specific know-how of the contract manager/management team
   - skills and experience of operational and management staff to be assigned to the contract
   - availability, response time, promptness of intervention
   - rostering methodology, start-up of cleaning in the Secretariat, terms of delivery, back-up capacity, general and specific procedures
   - reporting, communication related to site and customer, response to special requirements
   - Head quarters support services in administration, invoicing and personnel
   - Quality assurance, frequency of control, documentation of quality, system of quality improvement, way and frequency the tenderer evaluates the fulfilment of the contract.

(c) compatibility with the objectives of the contract, namely,

   Contract Infrastructure
   - Maintenance and use of equipment and materials, cleaning adapted to the characteristics of the building, uniforms and safety equipment
   - Products and methods used, environmental, health and hygiene considerations of staff and public.

4.4 Cancellation of the Tender may occur where:

the award is not in compliance with sound financial management, i.e. does not respect the principles of economy, efficiency and effectiveness (e.g. the price proposed by the tenderer to whom the contract is to be awarded is objectively disproportionate with regard to the price of the market).
1. DESCRIPTION OF THE ASSIGNMENT

The ACP Secretariat solicits quotes for cleaning services from registered and experienced cleaning services companies to provide professional services of a very high quality and standard.

2. OBJECTIVE OF THE ASSIGNMENT

The purpose of the tender is the cleaning of the ACP Secretariat Building and its frontage. The ACP Secretariat Building comprises floors of office space, a foyer, a hall, two meetings rooms, a conference room, a cafeteria, two underground floors containing parking and various storage areas, computer and technical rooms, a library, stairwells, toilets and other related rooms and hallways.

(Please see attached a plan of building in Annex A3. All tenderers are advised to understand the Building’s layout in conjunction with their site visit before submitting their Tender).

The proposed work programme is as follows:

2.1 ONCE PER WORK DAY

**Offices, foyer, halls & meeting rooms:**

- Clean:
  - uncovered horizontal surfaces within arm’s reach such as shelves, tables, low cupboards and window ledges.
  - office equipment such as telephones and table lamps.
  - points of contact such as door handles and switches.
- Collect rubbish
- Wipe clean other fixtures within arm’s reach such as doors and partitions.
- Clean interpreting booth.
- Arrange meeting chairs properly.
- Replace headphones on the corresponding meeting seats
- Vacuum carpets, polish furniture and remove water-soluble stains.

**Washrooms:**

- Collect rubbish.
- Sweep floors.
- Clean:
  - taps, mirrors, washbasins, soap dispensers, toilets and urinals.
  - points of contact such as door handles and switches.
- Restock washrooms with toilet rolls, soap, and paper towels, which are to be supplied by the cleaning company.
o Remove lime-scale.

o Remove stains, fingerprints and smudges within arm's reach from around washbasins, urinals, doors and walls.

**Lifts:**

o Clean mirrors, and handle bars.

o Remove fingerprints on inner walls of lift and doors.

o Clean thermoplastic floor covering.

**Cafeteria:**

o Clean:
  - accessible horizontal surfaces such as table tops and windowsills.
  - seats of chairs.
  - the front part of the drink dispensers, fridges.
  - points of contact such as door knobs and switches.

o Clean glass doors and cabinets.

o Clean and wash waste paper baskets.

o Arrange chairs and tables.

o Clean floor.

**Building frontage:**

o Clean outside pavement, building ledge and foot carpet thoroughly depending on the extent of dirt and grime.

**Parking lot, garage, entrances, sidewalks, terraces:**

o Remove paper, rubbish, and litter from floor.

o Tidy waste area and containers.

**Waste Management:**

o Gather waste and place refuse out at a designated point for collection in accordance with schedule of the Commune Waste Board.

**Supplementary Work (after working hours):**

o Carry out supplementary work to clean the ACP Conference Rooms and Interpretation Cabins, ACP reception lobby, restrooms and surrounding areas following meetings, lunch/reception activities taking place during or after official working hours.
  
  - Clean toilets & urinals:
    - re-stock toilet rolls, soap and paper towels
    - dispose of garbage
    - mop floor
- Clear rubbish in conference room:
  - clear used cups and saucers
  - remove unused paper as directed
  - replace headsets
  - wipe down tables
  - clean interpretation booths
- Remove fingerprints and smudges from glass entrance doors
- Clean coco foot mat and entrance pavement
- Other work on request.

2.2 **ONCE (1) PER WEEK**

- Special cleaning (polish, buffering) of marble surfaces.
- Clean staircases (stairs and risers) and landings.

2.3 **ONCE (1) PER MONTH**

- Clean archives and storage areas.
- Clean the parking lot and terraces: Remove dust and cobwebs on appliances.

2.4 **TWICE (2) PER MONTH**

- Clean open horizontal surfaces such as tops of cupboards, door frame tops, plinths, fixtures and fire extinguishers, pipes, tops of radiators.
- Wipe off layers of dust.
- Wash sidewalk, terraces, frontage, with water.

2.5 **ONCE (1) PER YEAR**

- Deep-clean carpets (shampoo) using – fast drying or low moisture carpet cleaning and stain removal methods.

  (Note that only skilled operators will be allowed to carry out carpet shampooing and great care must be taken to prevent shrinkage and over wetting. In addition, a second pass may be necessary in heavily soiled areas.)
- Clean light covers and lamp shades.(can be outsourced by Client if deemed necessary).
- Clean radiators.

2.6 **ONCE PER QUARTER**

**Window panes:**

- Clean both sides of the window panes facing out and wipe the fixed frame.
- Clean aluminium window blinds.
- Clean both sides of the glass partitions and the interior doors and their frames.
- Clean glass of interpreting booth.
2.7 SERVICE SCHEDULE

<table>
<thead>
<tr>
<th>Areas &amp; Facilities</th>
<th>Description of Services</th>
<th>Daily</th>
<th>Weekly</th>
<th>Monthly</th>
<th>Quarterly</th>
</tr>
</thead>
</table>

(Reference should be made to the above schedule)

3 WORK CONDITIONS

3.1 Work Schedule

All work shall be carried out during normal working days (from Monday to Friday with the exception of public holidays).

The working hours shall be decided by common accord in conformity with the relevant collective working agreement and service contract.

3.2 Security System

All Cleaning Staff shall sign a register to enter and exit the ACP building.

All Cleaning Staff shall wear a uniform and badge at all times.

The Secretariat shall be provided notice of changes in cleaning staff, with copies of their Identity Cards and ONSS documentation.

3.3 Area made available to the cleaning company

- A general storage room with key.
- A changing room.

3.4 Products, equipment and services supplied by the cleaning company

Sanitary supplies (toilet paper, soap, paper napkins, air-fresheners,) shall be provided and distributed by the tenderer who needs to demonstrate that they can make available appropriate uniforms and safety equipment as required in the use of different cleaning equipment and products. The use of products should follow appropriate environmental considerations and should be carried out in consideration of health, hygiene and safety of its staff, customer and the public.

(Descriptions or photographs of the products are required.)

3.5 Employment of staff

The tenderer shall provide details of a structured staff selection and recruitment procedure on the basis of an established human resource policy which incorporates the principles of equality of opportunity and shows a commitment to effective human resource management as well as undertake to:

- furnish rostering schedules with information on working hours and length of shifts.
- furnish the Secretariat with a police report from the Belgian authorities in respect of all the members of its cleaning team.
- employ ONSS – declared staff, with the relevant certificate from the Social Security body. Details of this should be provided to the ACP Secretariat.
4 COMPANY PROFILE

Qualifications and skills

- Evidence of educational and professional qualifications of Managerial Staff, Employees and Organisation including accredited technical or cleaning training;
- Evidence of company's experience in professional daily office cleaning of International organisations or Belgian government offices;
- Fluency in English or French and good working knowledge of the other is required of the Management team and the Supervisors;
- Excellent management and coordination of personnel;
- Professional appearance of personnel;
- Good Interpersonal skills and manners;
- Curriculum Vitae and training record of Managers and Supervisory personnel.
- Organisational chart to show management system and backup support for cleaning operations.
- Service Commitment Statement – Provide a detailed statement to demonstrate planned effort to deliver cleaning services of the highest standard.
- Quality and environmental certification (if any), such as ISO 9000 and ISO 14000.

5 COMMENCEMENT AND DURATION

Starting date
The contract is due to start on 1st December 2013.

Duration
The duration of the assignment is for twelve months.

6 REPORTING

The selected Provider shall submit an annual plan of action for the duration of the contract. In addition, at the end of the year, a summary should be submitted to the Assistant Secretary General of the Administration, Finance and Human Resources Department on the work carried out including any recommendations.

OTHER

Service Director: Assistant Secretary General, AFHR - Mrs. N. Phillips
Service Manager: Expert, General Administration - Mrs. S. Michael-Oluyomi
ACP SECRETARIAT BUILDING LAYOUT

TENDER FOR THE CLEANING CONTRACT OF THE ACP SECRETARIAT BUILDING

REF: CLEANING – ACP 4/1/15(03)13
<table>
<thead>
<tr>
<th>Floors</th>
<th>Useful Net Area in m²</th>
</tr>
</thead>
<tbody>
<tr>
<td>(-2) Car Park</td>
<td>52</td>
</tr>
<tr>
<td>(-1) Car Park</td>
<td>41</td>
</tr>
<tr>
<td>0 Entrance Hall Lobby Reception</td>
<td>469</td>
</tr>
<tr>
<td>Hall in front of Meeting rooms</td>
<td>103</td>
</tr>
<tr>
<td>Meeting room 46 seats</td>
<td>143</td>
</tr>
<tr>
<td>Meeting room 25 seats</td>
<td>91</td>
</tr>
<tr>
<td>Library</td>
<td>92</td>
</tr>
<tr>
<td>Cabins, Restrooms</td>
<td>103</td>
</tr>
<tr>
<td>Toilets, Stairs, Lifts, Tech. Rooms</td>
<td>240</td>
</tr>
<tr>
<td>Cafeteria</td>
<td>78</td>
</tr>
<tr>
<td>1 Front Offices</td>
<td>604</td>
</tr>
<tr>
<td>1 Back Conference Centre 269 seats</td>
<td>572</td>
</tr>
<tr>
<td>2 Offices</td>
<td>604</td>
</tr>
<tr>
<td>3 Offices</td>
<td>604</td>
</tr>
<tr>
<td>4 Offices</td>
<td>487</td>
</tr>
<tr>
<td>TOTAL</td>
<td>93</td>
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</tbody>
</table>

(Parking spaces) (Useful Area in m²)
GENERAL CONDITIONS OF TENDER

1 Administrative Requirements

Submitted offers will be reviewed to determine compliance with all criteria included in the tender documents. Administrative requirements include, but are not limited to, the following:

i. Offer must be submitted within the stipulated deadline.
ii. Offer must meet required offer validity.
iii. Offer must be signed and dated by the appropriate authority.
iv. Offer must be provided on an official company paper including evidence/proof of company’s registration details, certified by a notary or legal equivalent.
v. Offer must comply with Belgian legal requirements.
vi. Copies of the Company Directors’ and Managers’ Identity Cards.
vii. Copies of ONSS certificates for the staff who are to be assigned to clean the ACP Secretariat Building.

2 Technical Requirements

The offer must demonstrate the company’s capacities and capabilities to render the service. Technical requirements include, but are not limited to, the following:

i. The organisational structure and capacity of the Tenderer.
ii. The professional experience and relevant training of the persons to carry out the work.
iii. A proven track record of the organisation in the provision of services which are the subject of the tender.
iv. Availability of the necessary equipment and supplies to meet the requirements set out in the tender.
v. Average annual manpower and managerial staff over the last 3 years.
vi. Composition of the team to be assigned to clean the ACP Secretariat Building.

3 Financial Requirements

Price is an important factor but not the only criteria in the evaluation process. Thus the ACP Secretariat will select a service provider which offers the best value, rather than simply the one with the cheapest price. Financial requirements include, but are not limited to, the following:

i. Proof of financial and economic capacity through bank statement and risk indemnity insurance.

ii. The price quotation must include all supplementary costs associated with the service. Supplies and their quantities, unit prices and total prices should be indicated for each month, taking into account the provided guidelines and frequency of cleaning of various aspects.

iii. The statutory 30 days period for settlement of invoices shall be applicable with no late fees or interest charges against the Secretariat.
COMPANY DETAILS
ACCOMPANIED WITH NOTARISED COPY OF COMPANY REGISTRATION

All tenderers must provide the following details in their submission (Failure to do so may result in your bid being disqualified)

Name of Tenderer: ____________________________________________________________

Company Name: ____________________________________________________________

VAT registration number: ____________________________________________________

Tax Clearance Certificate submitted:

Company registration number and details ______________________________________

Postal address: _____________________________________________________________

Street address: _____________________________________________________________

Telephone number: _________________________________________________________

Mobile number: _____________________________________________________________

Fax number: _______________________________________________________________

E-mail address: _____________________________________________________________

Contact details of responsible person who will act on behalf of the company for this bid

Name and Surname: ___________________________________________________________

Telephone number: _________________________________________________________

Mobile number: _____________________________________________________________

Fax number: _______________________________________________________________

E-mail address: _____________________________________________________________

Contact details of alternative responsible person who will act on behalf of the person above should he/she not be available

Name and Surname: ___________________________________________________________

Telephone number: _________________________________________________________

Mobile number: _____________________________________________________________

Fax number: _______________________________________________________________

E-mail address: _____________________________________________________________
CV OF TEAM TEMPLATE GUIDELINE / COMPULSORY CV TEMPLATE
Tenderer must provide details in the tender submission

PROPOSED ROLE IN THE CONTRACT:

1. Family name ________________________________________
2. First name: ________________________________________
3. Date of birth: ______________________________________
4. Nationality: _______________________________________
5. Education
   Institution
   (Date from - Date to)
   Degree(s) or Diploma(s) obtained
6. Membership of professional bodies ________________________
7. Other skills _________________________________________
8. Present position: ____________________________________
9. Years within the organisation: ________________________
10. Key qualifications (relevant to the project)______________
11. Professional experience
    Date
    (From – To) (mm/yy)
    Organisation
    Location
    Position
    Description of
    duties

    Date
    (From – To) (mm/yy)
    Organisation
    Location
    Position
    Description of duties

12. Other relevant information:
    ___________________________________________________
TENDERER'S DECLARATION FORM
To be submitted on the headed notepaper of the legal entity concerned

<Date>

<Name and address of the Contracting Authority - see point 1.1 of the Instruction to tenderers>

Your ref: <Tender reference>

Dear Sir/Madam

TENDERER’S DECLARATION

In response to your letter of invitation to tender for the above contract, we <Name(s) of legal entity or entities> hereby declare that we:

• are submitting this tender <on an individual basis * / as member of the consortium led by <name of the leader / ourselves> * for this contract.;

• do not fall in the situations excluding tenderers from participating in ACP Secretariat contracts which are listed below¹ and which will exclude us from participation in the procurement procedures:

  a) are bankrupt or being wound up, are having their affairs administered by the courts, have entered into an arrangement with creditors, have suspended business activities, are the subject of proceedings concerning those matters, or are in any analogous situation arising from a similar procedure provided for in national legislation or regulations;

  b) is the subject of proceedings for a declaration of bankruptcy, for an order for compulsory winding-up or administration by the court or for an arrangement with creditors or of any other similar proceedings under national laws or regulations;

  c) have been convicted of an offence concerning their professional conduct by a judgment which has the force of res judicata; (i.e. against which no appeal is possible);

  d) have been guilty of grave professional misconduct proven by any means which the Contracting Authority can justify;

  e) have not fulfilled obligations relating to the payment of social security contributions in accordance with the legal provisions of the country in which they are established or with those of the country of the Contracting Authority or those of the country where the contract is to be performed;

  f) has not fulfilled obligations relating to the payment of taxes in accordance with the legal provisions of the country of the contracting authority, in accordance with the legal provisions of the country of the contracting authority) are guilty of serious misrepresentation in supplying or failing to supply the information that may be required under this Tender.

Signature and date

¹ The contracting authority requires of the service provider proof that none of the cases quoted in (a), (b), (c), (e), or (f) applies to him, it shall accept as sufficient evidence:
  • for (a), (b) or (c), the production of an extract from the ‘judicial record’ or, failing this, of an equivalent document issued by a competent judicial or administrative authority in the country of origin or in the country whence that person comes showing that these requirements have been met,
  • for (e) or (f), a certificate issued by the competent authority in the Member State concerned.
Supplies and their quantities, unit prices and total prices should be indicated for each month, taking into account the provided guidelines and frequency of cleaning.

Specifics in the terms of reference must specify which supplies are included, their quantities, and their unit prices. The total price must include all related and supplementary costs associated with the cleaning service.

With reference to the proposed work program/service schedule, the tenderer should use

<table>
<thead>
<tr>
<th>Remarks</th>
<th>Description/Scope of Services</th>
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**Other Relevant Criteria**

- Detailed price for sanitary supplies and products to be provided.
- Service price for extra work requested.
- Service price per man-hour (day time / night time).
- Service price per square meter (sq. m).
- December every year.

Global price: EUR > Amount < (indicate if there is availability of a fixed price to enable a planned budget between the Secretariat's financial year from January to...)

**NAME OF TENDERER:**

- ACP 41/15(03)13

**PUBLICATION REFERENCE:** TENDER FOR THE CLEANING CONTRACT OF THE ACP BUILDING

**ANEXO D: PRICE DETAILS**