TENDER FILE / TERMS OF REFERENCE
(Competitive bidding procedure / Framework Contract)

Purchase of the provision of office cleaning services
Contract N° OB0127/OCS/2026

COUNCIL OF EUROPE
CONSEIL DE L'EUROPE

The Council of Europe is looking for Provider for the provision of of cleaning services, 2 (two) hour(s) per day on weekdays between 13:00 PM and 17:00PM, for a total of 10 (ten) hours per week, at its premise located at 64B Chavchavadze avenue, 14thfloor, to be requested by the Council on an as needed basis.

A. TENDER RULES

This tender procedure is a competitive bidding procedure. **In accordance with Rule 1/2019 on procurement[1], the Organisation shall invite to tender at least three potential providers for any purchase between €2,000 (or €6,000 for intellectual services) and €184,000 tax exclusive.**

This specific tender procedure aims at concluding a **framework contract** for the provision of deliverables described in the Act of Engagement (See attached). A tender is considered valid for 180 calendar days as from the closing date for submission. The selection of tenderers will be made in the light of the criteria indicated below. All tenderers will be informed in writing of the outcome of the procedure.

The tenderer must be either a natural person, a legal person or consortia of legal and/or natural persons.

OPTION 2 – CLASSIC PUBLICATION – NO E-PROCUREMENT USED

Tenders shall be submitted **by email only** (with attachments) **to the email address indicated in the table below, with the following reference in subject: Council of Europe - Tender on Office Cleaning Service .** Tenders addressed to another email address **will be rejected.**

The general information and contact details for this procedure are indicated on this page. You are invited to use the CoE Contact details indicated below for any question you may have. **All questions shall be submitted, in English, at least three (3) working days before the deadline for submission of the tenders and shall be exclusively addressed to the email address indicated below with the following reference in subject: Questions - Council of Europe - Tender on Office Cleaning Service**

Type of contract ►	Framework Contract
Duration ►	Until 31 December 2029
Deadline for submission of tenders/offers ►	**08 December 2026** 16h00 (Tbilisi time)
Email for submission of tenders/offers ►	tendertbilisi@coe.int
Email for questions ►	tendertbilisi@coe.int
Expected starting date of execution ►	04 January 2027

B. EXPECTED DELIVERABLES

Scope of the Framework Contract

[1] The activities of the Council of Europe are governed by its Statute and its internal Regulations. Procurement is governed by the Financial Regulations of the Organisation and by Rule 1/2019 on procurement.

Throughout the duration of the Framework Contract, pre-selected Providers may be asked to provide the deliverables listed in the Act of Engagement (See Section A – Terms of reference).

A. Cleaning of common areas and stairways
B. Cleaning of the meeting rooms
C. Cleaning of offices
D. Cleaning of the kitchen
E. Cleaning of the bathrooms/WCs
F. Cleaning of archive/storage rooms
G. Cleaning of the windows

A. Cleaning of common areas and stairways

- Every other day – Cleaning and dusting of the reception desk and waste bin emptied
- Every other day – Cleaning and vacuuming of wet floors
- Every other day – Cleaning and vacuuming of the stairways
- Once a week – Cleaning and dusting of the wardrobe, display case and bookshelf at the Entrance

B. Cleaning of the meeting rooms

- Once a week – Cleaning and dusting of desks, chairs, and cupboards
- Once a week – Cleaning and vacuuming of carpets
- Quarterly – Chemical cleaning of the carpet
- On as need basis - assist with preparing and serving coffee for the meetings
- Cleaning conference table after meetings

C. Cleaning of offices

- Daily – Waste bins emptied
- Two times a week - Cleaning and dusting of desks and chairs
- Two times a week – Cleaning and vacuuming of carpets
- Once a week – Cleaning and dusting of cupboards
- Quarterly – Chemical cleaning of the carpet

D. Cleaning of kitchens and balconies

- Daily – Cleaning and disinfection of the washstands and floors
- Daily – Waste bins emptied
- Daily – Kitchen supplies (paper towels, dishwashing liquids etc.) should be checked daily and replaced if required
- Daily – washing of dishes and cups
- Once a week – Cleaning of the balconies
- Once a month – Cleaning the refrigerator

E. Cleaning of bathrooms

- Daily – Cleaning and disinfection of the toilets, washstands, and floors
- Daily – Waste bins emptied
- Daily – Bathroom supplies (toilet papers, toilet seat covers, paper towels, liquid soaps etc.) should be checked daily and replaced if required

F. Cleaning of archive/storage rooms

- Every two months – Cleaning and dusting of cupboards/shelves
- Once a month - Cleaning and vacuuming of floors

G. Cleaning of windows

- Every two months – Cleaning and dusting of windows (inside cleaning)

All cleaning, disinfection and other necessary supplies including paper towels and toilet papers to be provided by service provider.

The Council of Europe Office in Tbilisi is open from 10:00AM to 6:30PM from Monday to Friday excluding holidays, on a basis of about 245 working days per year. Holidays and days off are decided by the Council of Europe.

Each time an order form is sent, the selected Provider undertakes to take all the necessary measures to send it signed to the Council within 5 (five) working days after its reception.

The above list is not considered exhaustive. The Council reserves the right to request deliverables not explicitly mentioned in the above list of expected services, but related to the field of expertise object of the present Framework Contract.

C. FEES

Tenderers are invited to indicate their fees, by completing and sending the table of fees, as attached in Section A to the Act of Engagement. These fees are final and not subject to review.

The Council will indicate on each Order Form (see Section D below) the number of units ordered, calculated on the basis of the unit fees, as agreed by this Contract.

D. HOW WILL THIS FRAMEWORK CONTRACT WORK? (ORDERING PROCEDURE)

Once the selection procedure is completed, you will be informed accordingly. Deliverables will then be delivered on the basis of Order Forms submitted by the Council to the selected Provider, by post or electronically, on **an as needed basis** (there is therefore no obligation to order on the part of the Council).

Providers subject to VAT
The Provider, **if subject to VAT**, shall also send, together with each signed Form, a quote[2] (Pro Forma invoice) in line with the indications specified on each Order Form, and including:

- the Service Provider's name and address;
- its VAT number;
- the full list of services;
- the fee per type of deliverables (in the currency indicated on the Act of Engagement, tax exclusive);
- the total amount per type of deliverables (in the currency indicated on the Act of Engagement, tax exclusive);
- the total amount (in the currency indicated on the Act of Engagement), tax exclusive, the applicable VAT rate, the amount of VAT and the amount VAT inclusive .

Signature of orders
An Order Form is considered to be legally binding when the Order, signed by the Provider, is approved by the Council, by displaying a Council's Purchase Order number on the Order, as well as by signing and stamping the Order concerned. Copy of each approved Order Form shall be sent to the Provider, to the extent possible on the day of its signature.

E. ASSESSMENT

Exclusion criteria and absence of conflict of interests

[2] It must strictly respect the fees indicated in the Act of Engagement. In case of non-compliance with these fees, the Council of Europe reserves the right to terminate the Contract with the Provider, in all or in part.

(by submitting a tender, you declare on your honour not being in any of the below situations)[3]

Tenderers shall be excluded from participating in the tender procedure if they:

- have been sentenced by final judgment on one or more of the following charges: participation in a criminal organisation, corruption, fraud, money laundering, terrorist financing, terrorist offences or offences linked to terrorist activities, child labour or trafficking in human beings;
- are in a situation of bankruptcy, liquidation, termination of activity, insolvency or arrangement with creditors or any like situation arising from a procedure of the same kind, or are subject to a procedure of the same kind;
- have received a judgment with res judicata force, finding an offence that affects their professional integrity or serious professional misconduct;
- do not comply with their obligations as regards payment of social security contributions, taxes and dues, according to the statutory provisions of their country of incorporation, establishment or residence;
- are an entity created to circumvent tax, social or other legal obligations (empty shell company), have ever created or are in the process of creation of such an entity;
- have been involved in mismanagement of the Council of Europe funds or public funds;
- are or appear to be in a situation of an actual, potential or perceived conflict of interest; a conflict of interests arises where any person has a personal interest which is such as to influence, or appear to influence, the impartial and objective exercise of their responsibilities under this procedure. A personal interest includes any advantage to themselves, their relatives or personal relationships (including based on political or national affinity), business or financial interests or any other interest shared with another party. If tenderers have any personal interests that are relevant to this tender procedure, **they must fully disclose these in a separate document submitted with the tender**;
- are retired Council of Europe staff members or are staff members having benefitted from an early departure scheme;
- are currently employed by the Council of Europe or were employed by the Council of Europe on the date of the launch of the procurement procedure;
- [have not fulfilled, in the previous three years, their contractual obligations in the performance of a contract concluded with the Council of Europe leading to a total or partial refusal of payment and/or termination of the contract by the Council of Europe];
- are subject to restrictive measures applied by the United Nations Security Council or the European Union. In the case of legal persons, the restrictive measures imposed on the tenderer's owner(s) or executives will also exclude the tenderer from participating in this tender procedure.

Eligibility criteria

The eligibility criteria determine the conditions for participating in a procurement procedure and define the essential requirements that each bidder must comply with. Bidders shall demonstrate that they fulfil the following criteria:

Eligibility criteria	Document/s to be submitted
Proven experience (minimum 2 years) in providing satisfactory cleaning services for international organisations or institutions.	Reference letters
Proven reliable financial background evidenced by the financial statements of the past two operational years.	Financial statements
The Provider shall supply products and consumables suitable for professional cleaning and appropriate for the surfaces and areas in which they will be used. The Provider shall supply the required product	A list of proposed cleaning products and consumables

[3] The Council of Europe reserves the right to ask tenderers, at a later stage, to supply the following supporting documents:
- An extract from the record of convictions or failing that an equivalent document issued by the competent judicial or administrative authority of the country of incorporation, indicating that the first three and sixth above listed exclusion criteria are met;
- A certificate issued by the competent authority of the country of incorporation indicating that the fourth criterion is met;
- For legal persons, an extract from the companies register or other official document proving ownership and control of the Tenderer;
- For natural persons (including owners and executive officers of legal persons), a scanned copy of a valid photographic proof of identity (e.g. passport).

information and replace any product that the Council reasonably considers unsuitable or ineffective.	

The above eligibility criteria will be assessed **on the basis of the documents listed in the table and, where relevant, on the basis of other supporting documents** listed in Section G.

For legal persons only: legal persons are requested to include in their bids the profiles of **a maximum of 2** natural persons proposed to be assigned to the contract. The status of each natural person included in the bid must be specified, and in particular whether they are employees or subcontractors. **Each natural person included in the bid will be assessed against the above eligibility criteria**. The Council reserves the right not to accept the inclusion in the contract of persons who do not meet the eligibility criteria or to reject a bid entirely if no profiles met the eligibility criteria.[4]

For consortia only: each consortium member **will be assessed against the eligibility criteria above**. Consortium members who are legal persons are requested to provide the profiles of a maximum of 2 natural persons proposed to be assigned to the contract. The status of each natural person included in the bid must be specified, and in particular whether they are employees or subcontractors.

Each natural person included in the bid submitted by a consortium – whether as an individual consortium member or as a natural person attached to a legal person – will be assessed against the above eligibility criteria. The Council reserves the right not to accept the inclusion in the contract of persons who do not meet the eligibility criteria or to reject a bid entirely if no profiles meet the eligibility criteria.[5] For a consortium to be validly constituted, at least two consortium members must satisfy the eligibility criteria.

Award criteria

The award criteria aim at assessing the quality of a bid in order to **identify the bid/s offering the best value for money**. Eligible bids will be assessed against the following award criteria:

Award criteria	Document/s to be submitted
• Quality of the offer (50 points), Capacity to provide the requested services: including: o the technical requirements (20 points); o the quality requirements (15 points); o the human resources allocated (15 points);	Reference letters
Financial offer (50 points)	Completed and signed Act of Engagement

The above award criteria will be assessed based on the bidder's capacity, as outlined in the supporting document, or on the basis of a consolidated assessment of the combined capacity of all eligible profiles or consortium members if the bid is submitted by a legal person or a consortium.

Additional rules applicable to the submission and assessment of the bids

The bidders' attention is drawn to the following additional rules governing the assessment of the bids:

- Unless expressly provided otherwise in the tender documents, a bidder may not submit more than one bid for the same procurement procedure. Bidding for more than one lot – where a contract is divided into lots – is allowed;
- In the same procurement procedure, natural person may not submit a bid on his/her own behalf and, at the same time, be included in a bid submitted by a legal person or a consortium. In such cases, the Council of Europe reserves the right to exclude the bid submitted by the natural person from the procurement procedure;

[4] If awarded a contract, legal persons undertake to entrust the execution of order forms only to the persons approved by the Council for inclusion in the contract. If, during the period of validity of the contract, it becomes necessary to replace one or more of the persons included in the contract, the legal persons undertake to assign to the contract only persons who satisfy the eligibility criteria above and to inform the Council without delay.
[5] If awarded a contract, consortium members who are legal persons undertake to entrust the execution of order forms only to the persons approved by the Council for inclusion in the contract. If, during the period of validity of the contract, it becomes necessary to replace one or more of the persons included in the contract, consortium members who are legal persons undertake to assign to the contract only persons who satisfy the eligibility criteria above and to inform the Council without delay.

- In the same procurement procedure, a legal person may not submit a bid and, at the same time, be a member of a consortium also bidding under the same procurement procedure. In such cases, the Council of Europe reserves the right to exclude the bid submitted by the legal person from the procurement procedure;
- The Council reserves the right to reject any bid if, in its sole judgment, the financial offer is abnormally low or high. The Council may request clarification from the bidder before making its determination.

F. NEGOTIATIONS

The Council reserves the right to hold negotiations with the bidders in accordance with Article 20 of Rule 1/2019 on procurement.

G. **DOCUMENTS TO BE PROVIDED**

- **<u>One</u>** completed and signed copy of the Act of Engagement;[6]
- Registration documents, for legal persons only
- A list of all owners and executive officers, for legal persons only;
- When relevant, a document disclosing the provider's personal interests that are relevant for this procedure, in compliance with the instructions laid down above under the 'Exclusion Criteria' above (Section 'Assessment');
- 3 reference letters from the customers, preferably public bodies and/or international organisations.
- Financial statements for years 2024 and 2025.
- A list of proposed cleaning products and consumables.

All documents shall be submitted in English, failure to do so will result in the exclusion of the tender. If any of the documents listed above are missing, the Council of Europe reserves the right to reject the tender.

Documents may be submitted via file sharing services such as WeTransfer, Dropbox, OneDrive, etc.). In this case, the link must mandatorily remain active for at least 30 days after the deadline for the submission of the bids. Failure to ensure this may lead to the bid being excluded from the procurement procedure.

The Council reserves the right to reject a tender if the scanned documents <u>are of such a quality that the documents cannot be read.</u>

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