

## Call for Tender for cleaning services

*The Alliance of Liberals and Democrats for Europe Party (ALDE Party) brings together parties with common liberal, democrat and reform ideas from more than 40 European countries. The Brussels-based ALDE Party Secretariat supports the activities of the Party; organises its meetings; manages its external communication; and facilitates European policy development and networking amongst liberal parties. To support our activities, we are now seeking:*

### ***Cleaning services for our offices in Brussels***

#### **1. Description and purpose of the contract**

The purpose of this call for tender is to receive proposals from qualified and experienced cleaning service providers for the cleaning and maintenance services for our offices located in Rue d' Idalie 9, 1050, Ixelles, in accordance with the specifications and standards outlined in this document. Our organization is composed of a multicultural staff of 21 employees.

**2. Maximum estimated value of the contract:** 110.000€ exclusive of VAT based on an indicative annual expenditure of 22.000€ excluding VAT. These values are provided for reference purposes only and do not constitute any obligation for the ALDE Party to commit to these amounts.

#### **3. Nature and duration of the Contract**

The contract is a long-term services agreement comprising of recurring services that will be provided on a continuous basis and remunerated through a fixed monthly flat fee.

The contract will be concluded for an initial duration of twelve (12) months, starting 1 January 2026. It may be renewed for up to four (4) additional years, on an annual basis, subject to satisfactory performance by the contractor and the availability of budgetary resources.

#### **4. Price revision**

The fees stipulated in the offers submitted to this tender are subject to potential review and adjustment to account for inflationary factors as of year 2 following the signature of the agreement. Such adjustments, if necessary, will be determined based on changes in the Consumer Price Index (CPI) with the application of the following formula:

$$Pr = Po \times (Ir/Io)$$

Where

*Pr* = revised price

*Po* = price in the tender

*Io* = index for the month in which the framework contract enters into force

*Ir* = index for the month in which the request to revise prices is received

*The applicable index shall be the Consumer Price Index (CPI) for Belgium, published by Statbel.*

## 5. Technical requirements

### 1. Description of the premises

The ALDE Party offices are located in Rue d' Idalie 9, 1050, Ixelles and include approximately 417 square meter gross floor area, on one single floor. The layout of the offices can be found in Annex 3.

### 2. Working hours

The ALDE Party offices are open for staff and guests from Monday to Friday from 08:00-19:00, except for European Parliament holidays. The ALDE Party's holidays may differ from the local Belgian holidays. At the end of each calendar year, the ALDE Party will provide an updated list of holidays for the upcoming year.

Please find below for your reference the 2025 ALDE Party's offices closing dates.

Public Holidays:	Office closing days:
01/01 Wednesday, New Year's Day	02/01 Thursday, day following New Year's Day
	03/01 Friday, second day following New Year's Day
	17/04 Maundy Thursday
18/04 Good Friday	
21/04 Easter Monday	
01/05 Thursday Labour Day	
09/05 Friday Schuman declaration anniversary	
29/05 Thursday, Ascension Day	
	30/05 Friday, day following Ascension Day
09/06 Whit Monday	
21/07 Monday, Belgian National Day	
15/08 Friday, Assumption Day	
01/11 Saturday, All Saints*	
11/11 Tuesday, Armistice	
	From Wednesday 24/12 to Friday 02/01, Christmas and New Year

### 3. Description of the services

The ALDE Party is looking for a Contractor who will:

- Provide cleaning services having due consideration of the working environment at ALDE. We estimate 1 cleaning person for 2.15 hours per day, from Monday to Friday. The needs of the ALDE Party may evolve over the duration of the contract. Consequently, the number of hours required may be adjusted to reflect these changing needs. Any modification to the daily requirement of hours will be formalised through a written addendum to the contract, to be agreed upon by both parties. The exact working times will be specified upon the contract signature. While the preferred

working hours for the Contractor are in the evenings, outside of regular business hours, early morning work (before 9:00 AM) may also be considered to accommodate operational needs.

- Collect and remove properly the waste for recycling.
- Provide all cleaning supplies (such as detergent, glass cleaner, disinfectant wipes, polish product, trash bin bags, paper towel, toilet paper, liquid soap, sanitizer, dishwasher tabs and dishwasher salt), kitchen supplies (such as paper towels/napkins, cleaning cloths, dish towels) and operational material (disposal for liquid soap, disinfectants, batteries for dispensers). All supplies should be eco-friendly.
- Monthly monitor, supervise and organise cleaning services (such as schedule cleanings, quality control checks, etc.).

The Contractor will be given the responsibility to immediately communicate to the ALDE Party's responsible person any anomalies noticed with security issues, electrical installations, other facilities and in general the state of the premises.

Refuse and dust coming from sweeping, from the office waste (paper products, batteries, and possibly other recyclable materials), from the paper shredder units, from the kitchen as well as toilet waste will be disposed of in separate bins for waste, paper and other recyclable material, located in specific places in the ALDE Party's premises.

It is expressly forbidden for the personnel of the Contractor to remove from the office premises any objects, even if deemed to be non-operational, or seemingly no longer of any use, which belong to the ALDE Party or are fixed installations in the offices, to divert, take note of or to communicate any document being in the ALDE Party offices. It is also forbidden for the cleaning personnel to move any document.

In the event of any substances or liquid spilled or smeared on any surface within the ALDE Party, it should be removed using the appropriate cleaning means so that no further damage is caused, and inform the ALDE Party as soon as possible.

It is strictly forbidden to smoke in the ALDE Party's premises. The cleaning machines and tools used by the Contractor must satisfy the European standard norms and comply with the health and safety regulations of the European Union.

The materials used by the Contractor to undertake their cleaning duties shall not cause any damage to the offices, furniture or other objects. The Contractor shall seek instructions for cleaning on sensitive devices, furniture or other objects. The Contractor will be liable for any damage caused to the offices, the office furniture or the office equipment due to cleaning actions as a result of negligence for whatever reason. Any damage caused during the cleaning of the offices shall be reported to the ALDE Party's responsible person without delay.

The Contractor must provide the personnel assigned cleaning duties with the necessary material to properly carry out the work; the use of the ALDE Party fixtures and fittings (such as tables, chairs) for the execution of the work is strictly forbidden. The language of written communication must be in English or French.

#### **Indicative cleaning schedule and frequency**

The table below provides an indicative overview of the current cleaning schedule and frequency as implemented by our existing supplier. It is shared for information purposes only and should be used as a reference to understand the scope and expectations. Tenderers are encouraged to propose an adapted schedule that meets or exceeds the required standards, taking into account the specific needs of the premises and service users.

<b>Offices, Hallways, and Lobbies: 5x per week</b>
<ul style="list-style-type: none"> <li>Collect waste and empty paper bins into containers provided by the client (plastic bags placed by Contractor in our office bins which must be replaced as needed). Waste sorting is mandatory in Brussels.</li> </ul>
<ul style="list-style-type: none"> <li>Wipe down cleared horizontal surfaces with a damp chamois cloth, such as desks, tables, and low cabinets up to 1.60m.</li> </ul>
<ul style="list-style-type: none"> <li>Remove fingerprints and other marks from glass doors, photocopier lids, and easily accessible surfaces below 1.6m.</li> </ul>
<ul style="list-style-type: none"> <li>Dust mop all hard floors (tile, marble, vinyl, wood) with a dust-capturing cloth.</li> </ul>
<ul style="list-style-type: none"> <li>Wash all hard floors with appropriate cleaning products and polish the floor if needed.</li> </ul>
<ul style="list-style-type: none"> <li>Remove crumbs and other small debris from carpets.</li> </ul>
<ul style="list-style-type: none"> <li>Vacuum carpets as needed (at least twice a week).</li> </ul>
<b>Offices, Hallways, and Lobbies: 1x per week</b>
<ul style="list-style-type: none"> <li>Clean interior window sills, radiator covers, light switches, trims, and generally all ledges or projections below 1.6m.</li> </ul>
<ul style="list-style-type: none"> <li>Remove fingerprints and other marks from furniture, doors, glass doors, cabinet doors, partitions, and less accessible photocopier surfaces up to 1.8m.</li> </ul>
<ul style="list-style-type: none"> <li>Dust telephones.</li> </ul>
<ul style="list-style-type: none"> <li>Dust baseboards and chair legs.</li> </ul>
<ul style="list-style-type: none"> <li>Clean desk lamps, telephones, mail trays, desk pads, and computer casings (excluding screens and keyboards).</li> </ul>
<ul style="list-style-type: none"> <li>Remove all visible stains from doors and doorframes.</li> </ul>
<b>Offices, Hallways, and Lobbies: 1x per month</b>
<ul style="list-style-type: none"> <li>Using specific products, remove all visible stains from doors and doorframes and dust the tops of doors.</li> </ul>
<ul style="list-style-type: none"> <li>Wipe down horizontal surfaces above 1.80m with a damp chamois cloth.</li> </ul>
<ul style="list-style-type: none"> <li>Dust wall frames.</li> </ul>
<ul style="list-style-type: none"> <li>Dust radiators.</li> </ul>
<ul style="list-style-type: none"> <li>Remove cobwebs.</li> </ul>
<ul style="list-style-type: none"> <li>Vacuum armchairs.</li> </ul>
<ul style="list-style-type: none"> <li>Thoroughly polish hard floors (wood, tile, vinyl, marble, etc.).</li> </ul>
<ul style="list-style-type: none"> <li>Dust hanging light fixtures.</li> </ul>
<ul style="list-style-type: none"> <li>Clean baseboards and chair legs.</li> </ul>
<b>Sanitary Facilities: 5x per week</b>
<ul style="list-style-type: none"> <li>Empty and clean waste bins.</li> </ul>
<ul style="list-style-type: none"> <li>Sweep and mop floors with soapy and disinfectant water.</li> </ul>
<ul style="list-style-type: none"> <li>Wash all sanitary equipment with high-performance biodegradable cleaning products (toilets with seats, sinks, urinals, etc.).</li> </ul>
<ul style="list-style-type: none"> <li>Pour soluble disinfectant and descaling products into toilet and urinal bowls to prolong the cleaning effect.</li> </ul>

<ul style="list-style-type: none"> <li>• Clean all accessories (mirrors, shelves, dispensers).</li> </ul>
<ul style="list-style-type: none"> <li>• Clean all ledges or projections up to 1.60m.</li> </ul>
<ul style="list-style-type: none"> <li>• Supply liquid soap, hand towels, and toilet paper (provided by the contractor).</li> </ul>
<ul style="list-style-type: none"> <li>• Remove stains from doors, partitions, and walls.</li> </ul>
<b>Sanitary Facilities: 1x per week</b>
<ul style="list-style-type: none"> <li>• Descale appliances, toilet bowls, urinals, and sinks.</li> </ul>
<ul style="list-style-type: none"> <li>• Scrub and disinfect floors.</li> </ul>
<ul style="list-style-type: none"> <li>• Clean interior window sills, radiator covers, light switches, trims, and all ledges or projections below 1.6m.</li> </ul>
<b>Sanitary Facilities: 1x per month</b>
<ul style="list-style-type: none"> <li>• Remove cobwebs.</li> </ul>
<ul style="list-style-type: none"> <li>• Dust radiators.</li> </ul>
<ul style="list-style-type: none"> <li>• Wipe horizontal surfaces above 1.80m with a damp chamois cloth.</li> </ul>
<b>Kitchens: 5x per week</b>
<ul style="list-style-type: none"> <li>• Empty waste bins.</li> </ul>
<ul style="list-style-type: none"> <li>• Sweep and mop floors with soapy and disinfectant water.</li> </ul>
<ul style="list-style-type: none"> <li>• Wipe horizontal surfaces up to 1.60m with a damp chamois cloth.</li> </ul>
<ul style="list-style-type: none"> <li>• Clean all equipment with high-performance biodegradable cleaning products.</li> </ul>
<ul style="list-style-type: none"> <li>• Collect, wash, and store dishes. Wash kitchen towels.</li> </ul>
<b>Kitchens: 1x per week</b>
<ul style="list-style-type: none"> <li>• Scrub and disinfect floors.</li> </ul>
<ul style="list-style-type: none"> <li>• Clean interior window sills, radiator covers, light switches, trims, and all ledges or projections below 1.6m.</li> </ul>
<ul style="list-style-type: none"> <li>• Clean inside refrigerators and microwaves.</li> </ul>
<b>Kitchens: 1x per month</b>
<ul style="list-style-type: none"> <li>• Dust radiators.</li> </ul>
<ul style="list-style-type: none"> <li>• Wipe down horizontal surfaces above 1.80m with a damp chamois cloth.</li> </ul>
<b>Windows and Frames: 4x per year</b>
<ul style="list-style-type: none"> <li>• Clean interior sides of windows and interiors white walls wipe any drips.</li> </ul>
<ul style="list-style-type: none"> <li>• Dust interior frames.</li> </ul>

### **3.2 Cleaning Supplies**

Products used for cleaning: All cleaning supplies, i.e. detergents, hand soap, disinfectants, chemical agents, toilet paper, paper towels, sanitary bags etc., will be provided by the Contractor.

The Contractor shall provide a sufficient quantity of all the necessary supplies, materials and cleaning products daily. The use of ecological/biodegradable cleaning supplies is requested.

The cleaning products used must be EU Ecolabel or equivalent. Disinfecting products must be virucidal and bactericidal.

**The Contractor should foresee a forfeit per person, per month, for all the needed cleaning materials that should not exceed 2 € per employee in the ALDE Party offices (currently there are 21 employees, so the maximum monthly forfeit for cleaning materials should be of 42€).**

Supplies should not contain harmful substances.

### **3.3 Kitchen and toilet supplies**

All kitchen and toilet supplies necessary (detergents, disinfectant products, disinfectant wipes, liquid soap, toilet paper, disposable paper towels, dishwashing products, dish towels etc.) will be provided by the Contractor. The Contractor shall provide enough of all the necessary supplies daily. The use of ecological/biodegradable cleaning supplies and products is requested. The products should comply with applicable national and / or European regulations on environmental protection. Disinfecting products must be virucidal and bactericidal.

### **3.4 Cleaning textile accessories**

All textile cleaning accessories (e.g. cloths, mop heads) to be used to perform tasks related to the contract, will be provided by the Contractor. The Contractor shall provide enough of all the necessary supplies daily. Preferably, at least 50% of all textile cleaning accessories must be made of microfiber or meet the requirement set out in the EU Ecolabel for textile products.

### **3.5 Other supplies**

In order to fulfil the required services, the provision and use of the following operational material by the cleaning company is requested:

- telescopic rods
- buffers, brooms, mops, bucket, etc.
- cloths of different colours depending on the area to be used
- disinfectant dispensers, paper towel and soap dispensers, toilet paper holders

### **3.6 All provided tools and supplies agreed with the ALDE Party should:**

- be in good quality, new or in a very good condition, both functionally and secure (damaged items must be replaced to ensure appropriate and safe use).
- remain at the premises of the ALDE Party until completion of the contract arrangements.
- ensure hygiene standards with the necessary replacement of spares, as well as mops to be used for offices, kitchen and other public areas must be different.

### **3.7 Safety and Hygiene**

The equipment and methods used at the premises must comply with national or applicable EU safety and hygiene regulations.

- the ALDE Party reserves the right to prohibit the use within the offices of products with no safety, health or environmental protection. The materials and cleaning products should be in accordance with the applicable provisions of public health approved by the appropriate public bodies.
- detergents and disinfectants should not have unpleasant odors and not be harmful to staff and visitors' health (they should be hypoallergenic and free of toxicity). Neither be harmful for the offices' facilities and equipment.

### **3.8 Cleaning Staff**

The Contractor transmits to the ALDE Party a list of personnel that will be employed on the site, as well as the work permit, if applicable. It is recommended that the cleaning staff has a basic knowledge of English language. The Contractor must inform the ALDE Party of any modification to the list of personnel within 3 working days and send the updated list of personnel.

In case of holidays of the Contractor's personnel the ALDE Party expects to be communicated the new replacing personnel before they start their services.

### **4. Liability and insurance**

For the entire duration of the contract and of its possible extensions, the Contractor is responsible for the damage that can be caused to persons, to the assets and to the facilities because of its activities or of those of its possible subcontractors.

In order to cover its civil liability, we recommend the Contractor to subscribe, at its own expense, for the entire duration of his work, to standard "Civil Liability" insurance.

### **5. Confidentiality**

The Contractor and its staff commit themselves to not reveal information (administrative, budgetary, technical, organisational, operational, etc.) obtained during the tender's application and eventual execution of the contract.

### **6. Security**

When performing tasks for the ALDE Party in execution of the contract, the contractor and its personnel shall comply with the ALDE Party's applicable security requirements.

The contractor's personnel will be given a security badge to enter the ALDE Party's premises. At the end of each shift, it will be the personnel's responsibility to ensure that the offices were correctly closed, and the alarm was restored.

Contractors shall refrain from bringing dangerous goods and items into the office.

## **6. Exclusion and selection criteria**

### **1. Exclusion criteria**

Participation in this tender procedure is only open to tenderers (all entities involved, including subcontractors and consortium members) that are not in a situation of exclusion as specified in Annex II, which includes:

- bankruptcy and insolvency situations;

- non-payment of taxes or social security contributions;
- grave professional misconduct;
- fraud, corruption, participation in a criminal organisation etc.;
- serious breach of contract.

## 2. Selection criteria

- Experience of the contractor of more than 5 years in cleaning services. Evidence required: overview of entity’s profile and background history and link to contractor’s registration at Carrefour des Entreprises in Belgium.
- Adequately staffed and technically equipped for a smooth and efficient performance of the tasks required for the purpose of the contract (cleaning personnel, cleaning supervisor personnel and administrative personnel).

- o At least 3 years of relevant professional experience

Evidence required: presentation of the proposed team (including back-up staff) with the relevant profiles required for the performance of the contract and their CVs detailing their educational and professional qualifications/trainings and experience. The precise contractual link with the tenderer has also to be described.

- References from other clients with similar organisation dimensions as the ALDE Party (preferably 2/3 references).

## 7. Award criteria

The contract will be awarded to the most economically advantageous tender according to the 'best price-quality ratio' award method, taking into account both quantitative and qualitative criteria.

Qualitative award criteria (50%)	Evidence	Minimum points	Maximum points
<b>1. Quality of contract management plan</b> <ul style="list-style-type: none"> <li>• Measures and protocols that will be implemented to control and guarantee the quality of the services sought.</li> <li>• Methodology for managing complaints.</li> </ul>	Description of methodology of work proposed	25	50
<b>2. Quality of service delivery plan</b> <ul style="list-style-type: none"> <li>• Measures to ensure service continuity, in the event of unplanned absence from cleaning staff or emergencies occurring within and outside working hours (e.g flooding, heavy snowfall, etc.).</li> </ul>	Description of methodology of work proposed	25	50



<ul style="list-style-type: none"> <li>Measures to manage the stock of cleaning supplies and equipment, and ensure there are no shortfalls.</li> </ul>			
<b>Quantitative award criteria (50%)</b>		<b>Minimum points</b>	<b>Maximum points</b>
Overall economic offer as indicated in Annex I with the following breakdown of services and points distribution: <ul style="list-style-type: none"> <li>Cleaning person (80% weight)</li> <li>Forfait for sanitary products (5%)</li> <li>Forfait products for dishwasher, towels and cleaning towels (5%)</li> <li>Forfait cleaning windows twice a year (10%)</li> </ul>		50	100

## 8. Subcontracting

The contractors may conclude subcontracting contracts or cause them to be performed in fact by third parties but should inform about it in the offer to ALDE Party.

## 9. We offer

We are offering a long-term services agreement. The contract will be concluded for an initial duration of twelve (12) months, starting 1 January 2026. It may be renewed for up to four (4) additional years, on an annual basis, subject to satisfactory performance by the contractor and the availability of budgetary resources.

## 10. To apply:

Please apply by sending a detailed proposal in English or French, addressing the below elements:

- Overview of your entity addressing among other elements its background, experience, outreach and expertise in providing the required services.
- Presentation of the personnel (including back-up staff) with the relevant profiles required for the performance of the contract and their CVs detailing their educational and professional qualifications/trainings and experience. The precise contractual link with the tenderer has also to be described.
- Financial form (Annex I).
- Selection and exclusion criteria (Annex II)

Tenders must be submitted together filled in and signed, by 30 October 2025 to Marco Cherif, Compliance and Finance Officer at [mcherif@aldeparty.eu](mailto:mcherif@aldeparty.eu) and to the Compliance Team of the ALDE party at [compliance@aldeparty.eu](mailto:compliance@aldeparty.eu). The deadline for the selection of the tenderer is set by 30<sup>th</sup> November 2025.