Terms of Reference

**“Cleaning Service for RYCO Local Branch Offices”**

**1. Context / About RYCO**

Regional Youth Cooperation Office (RYCO) is a regional organization at the service of youth cooperation in the Western Balkans. It has been set up and bankrolled by the six Western Balkan contracting parties: Albania, Bosnia and Herzegovina, Kosovo\*, Montenegro, North Macedonia, and Serbia. RYCO aims to promote the spirit of reconciliation and cooperation between youth in the region through youth exchange programs and other relevant initiatives. The Head Office is in Tirana with local branches in all capitals across the region: Podgorica, Sarajevo, Skopje Pristina, Belgrade.

1. **Contract title:** “Cleaning service for RYCO Local Branch Offices” as per lot division:

* **LOT I: “Cleaning Service for Bosnia and Herzegovina Local Branch Office”.**
* **LOT II: “Cleaning Service for Serbia Local Branch Office”.**
* **LOT III: “Cleaning Service for Kosovo Local Branch Office”**
* **LOT IV: “Cleaning Service for Montenegro Local Branch Office”**
* **LOT V: “Cleaning Service for North Macedonia Local Branch Office”**

1. **Contract description per each lot:**

* **LOT I: “Cleaning Service for Bosnia and Herzegovina Local Branch Office”**
  + - 1. The official address at which the required service will be performed: **OBALA KULINA BANA 22/III, Sarajevo, Bosnia and Herzegovina.**
      2. Surface area of the office in square meters**: 50 m²**
      3. Service performance graphic (days/week, time etc.)**: Two times a week (Tuesday and Friday) -  *with possibility to reschedule cleaning when RYCO LBO BIH is empty or closed - staff is on official trip or on leave*.**
      4. Cleaning materials to be supplied by the successful service provider on monthly basis:

\*This designation is without prejudice to positions on status, and is in line with UNSCR 1244 and the ICJ Opinion on the Kosovo Declaration of Independence

1. **Liquid soap refill 1500 ml:**
2. **Pack of ten toilet paper rolls**
3. **Large roll of toilet paper towel**
4. **Large roll of kitchen paper towel**
5. **5 packs of small garbage bags**
6. **Air freshener**

* **LOT II: “Cleaning Service for Serbia Local Branch Office”.**

The official address at which the required service will be performed: **Kraljice Natalije, 68/20, 11 000, Belgrade, Serbia.**

Surface area of the office in square meters**:**  **Approximately 75 m²**

Service performance graphic (days/week, time etc.)**: Three times per week, preferably from 9:00 to 10:30; General cleaning twice a month.**

Cleaning materials to be supplied by the successful service provider on monthly basis:

1. **Liquid soap refill 1500 ml:**
2. **Pack of ten toilet paper rolls**
3. **Large roll of toilet paper towel**
4. **Large roll of kitchen paper towel**
5. **5 packs of small garbage bags**
6. **Asepsol**
7. **Hygienic cleaning detergent for kitchen**
8. **Hygienic cleaning detergent for toilet**
9. **Floor detergent**
10. **Sponge pack**
11. **Microfiber cloth**
12. **Cotton mop**
13. **Toilet bowl freshener**
14. **Protective gloves**
15. **Bucket (to be supplied only once).**

* **LOT III: “Cleaning Service for Kosovo Local Branch Office”**

1. The official address at which the required service will be performed: **Qamil Hoxha, Entrance no 72, second floor, 10 000 Pristina, Kosovo.**
2. Surface area of the office in square meters**:**  **Approximately 80 m²**
3. Service performance graphic (days/week, time etc.): **Once a week, preferably on Monday from 7:00 to 9:00; Once a month a general cleaning, preferably on Saturdays.**
4. **Cleaning materials to be supplied by the successful service provider on monthly basis:**
5. **Liquid soap refill 1500 ml:**
6. **Pack of ten toilet paper rolls**
7. **Large roll of toilet paper towel**
8. **Large roll of kitchen paper towel**
9. **5 packs of small garbage bags**
10. **Sponge pack**
11. **Microfiber cloth**
12. **Mop**
13. **Protective gloves**
14. **Bucket (to be supplied only once).**
15. **Glass polishing cloths**

* **LOT IV: “Cleaning Service for Montenegro Local Branch Office”**

1. The official address at which the required service will be performed: **Avda Medjedovica no. 14, 81000 Podgorica, Montenegro**
2. Surface area of the office in square meters**:**  **90 m²**
3. Service performance graphic (days/week, time etc.)**:**   **Each Monday and Thursday Morning - job to be finished until 09am. Once per month general cleaning.**
4. Cleaning materials to be supplied by the successful service provider on monthly basis:
5. **Liquid soap refill 1500 ml:**
6. **Pack of ten toilet paper rolls**
7. **Large roll of toilet paper towel**
8. **Large roll of kitchen paper towel**
9. **5 packs of small garbage bags**
10. **Hygienic cleaning detergent for kitchen**
11. **Hygienic cleaning detergent for toilet**
12. **Floor detergent**
13. **Sponge pack**
14. **Microfiber cloth**
15. **Protective gloves**
16. **Bucket (to be supplied only once).**

* **LOT V: “Cleaning Service for North Macedonia Local Branch Office”**

1. The official address at which the required service will be performed: **Dimce Mircev No. 20, Local 1, Skopje, North Macedonia**
2. Surface area of the office in square meters: **93 m²**
3. Service performance graphic (days/week, time etc.):  **Three times per week, plus once during the weekend for thorough cleaning,**
4. Cleaning materials to be supplied by the successful service provider on monthly basis:
5. **Liquid soap refill 1500 ml:**
6. **Pack of ten toilet paper rolls**
7. **Large roll of toilet paper towel**
8. **Large roll of kitchen paper towel**
9. **5 packs of small garbage bags**
10. **Hygienic cleaning detergent for kitchen**
11. **Hygienic cleaning detergent for toilet**
12. **Floor detergent**
13. **Sponge pack**
14. **Microfiber cloth**
15. **Protective gloves**
16. **Bucket (to be supplied only once).**
17. **Glass surface detergent.**