WORKSHOPS ON
(1) FRAMEWORK AGREEMENTS FOR PRODUCTS
(2) FRAMEWORK AGREEMENTS FOR SERVICES

2-5 June 2014
Chamber of Commerce & Industry of Athens (E.V.E.A.),
Athens, Greece

Ivančica Franjković
State Office for Central Public Procurement
Croatia
WORKSHOP 1: FA FOR PRODUCTS
Mon. 14:00 – 15:30  Session 2: Overcoming bottlenecks in framework agreements for products

CONTENT

Challenges and practical ways to overcome bottlenecks – example of 3 FA

- What can we learn from the tenders and bids
- What does it mean to conclude FA (operationally)
- What can be expected and what follows after conclusion of the FA – dissemination of info to clients (ministries)
- Examples of guidelines for customers, and communication following the conclusion of FA
- Monitoring and follow up (reporting from bidders and clients)
What is an FA?

- Managing Framework Agreements differ from managing a conventional contract
  1) Framework Agreements are not binding in the same sense as a conventional contract
  2) Customers of the SGC are not necessarily obliged to make call-off’s under the Framework Agreement
  3) Economic Operator awarded a Framework Contract does not necessarily have to sell to the Customer
  4) when concluding a Framework Agreement e.g. the quantities and delivery times are only envisaged
Framework Agreements concluded with one supplier

1. One supplier awarded a framework or a subcategory within a framework – all terms laid down

2. One supplier – not all terms laid down
Framework agreements concluded with several economic operators

At least 3 economic operators, insofar as there is a sufficient number of economic operators to satisfy the selection criteria and/or of admissible tenders which meet the award criteria.

1. Without reopening competition (e.g. ranking systems)
2. By reopening competition among the economic operators originally party to the framework agreement (mini-tendering)
<table>
<thead>
<tr>
<th>Number of economic operators</th>
<th>FA with one economic operator</th>
<th>FA with more economic operators</th>
</tr>
</thead>
<tbody>
<tr>
<td>Terms for the award of the public procurement contract</td>
<td>Laid down</td>
<td>Not laid down</td>
</tr>
<tr>
<td>Awarding public procurement contracts based on FA</td>
<td>Binding</td>
<td>Not binding</td>
</tr>
<tr>
<td>Contract award</td>
<td>directly based on the original terms</td>
<td>No</td>
</tr>
</tbody>
</table>
Contract management plan

Framework Agreement

Owner: SGC

Call-Off Contract

Owner: Each Contracting Authority Using the FA

Call-Off Contract

Call-Off Contract
Contract management plan

- **Tasks of SGC**
  - Fostering the take up of the Framework Agreement
  - Nominating responsible person to oversee the FA
  - Overseeing on behalf of and together with all Customers the execution of the FA (on general level)
  - Helping the CA in using the agreement
  - Interpreting the terms & condition to CAs using the FA

- **Tasks of Contracting authorities using the FA**
  - Deliverables, timetables, pricing, payment terms
  - Needs to nominate responsible civil servant
  - Contact the SGC is the supplier does not follow the agreement
Contract management plan

- Upload the FA documents on the SGC website
  - Guidance on how to use the FA
  - Framework Agreements/ Framework Contracts signed with the EOs
- Original Tender Dossiers
- Product and Price information (needs to be updated when pricing or product in the FA change)
- If mini tendering, SGC may prepare templates for conducting the mini tendering
Contract management plan

- Possibilities:
  - Continue meeting with the Customer Reference Group
    - Purpose: get feedback from customers
    - Meetings every 3 months
  - Meetings with suppliers
    - Purpose: get relay the customer feedback to suppliers
    - Meetings every 3 months
Wed. 9:30 – 11:00  Session 2: Needs analysis and demand consolidation

- CONTENT:
- Categories suitable for centralized procurement
- Example of the tender in the context of need analysis and demand consolidation (FA for office supply)
Suitable products:

- ICT products and services (computers, photocopiers, printers, servers, software);
- Telecommunications products (networks, mobile phones, landline phones, telephone exchanges);
- Office equipment and supplies;
- Office furniture;
- Travel services;
- Vehicle and transport services;
- Fuel (for heating and transport) and electricity;
  ◦ “Croatian example - The Government may authorize the Central Office to conduct particular public procurement procedures for goods, works and services not covered by the Decision when it is established through a prior analysis that centralized public procurement is justified.”
Beginnings – Croatian experience

- CPA started to work in 2/2010
  - Advantages: known list of mandatory clients and a list of categories (they used to purchase on their own)
  - Disadvantages: variety of items, brands, requirements; some data about the value but without quantities

1) Meeting with all CAs was held and each category presented
2) Designated contact person within each institution with all contact info
3) Planned dynamics of procedures presented
4) Old data about contract and procurement plans were required

**IMPORTANT:** CPB is the contacting authority, CA are Clients who are signing separate contracts
List of FA concluded by the CPO in 2010 and 2011 (first wave in Croatia)

<table>
<thead>
<tr>
<th>Procurement category</th>
<th>Estimated value of procurement in HRK</th>
<th>Estimated savings in HRK</th>
<th>% of estimated value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Toners and inks</td>
<td>50,000,000.00</td>
<td>10,200,000.00</td>
<td>20.40</td>
</tr>
<tr>
<td>Office supplies</td>
<td>43,000,000.00</td>
<td>8,200,000.00</td>
<td>19.07</td>
</tr>
<tr>
<td>Vehicles</td>
<td>180,000,000.00</td>
<td>39,000,000.00</td>
<td>21.67</td>
</tr>
<tr>
<td>Fuel</td>
<td>640,000,000.00</td>
<td>22,500,000.00</td>
<td>3.52</td>
</tr>
<tr>
<td>Telecom. services (mobile)</td>
<td>47,000,000.00</td>
<td>35,400,000.00</td>
<td>75.32</td>
</tr>
<tr>
<td>Cleaning services</td>
<td>57,880,000.00</td>
<td>12,500,000.00</td>
<td>21.60</td>
</tr>
</tbody>
</table>
Key phases of the centralized procedure

- Market analysis
- Defining subject matter of procurement (lots, separate procedures?)
- Standardization, catalogue, list of common items
- Demand aggregation
- Consolidation & “Neutralization” of demand of all clients
- Checking of CAs data
- Preparation of technical specification
- Tender Documents
- Publishing Contract Notice
- Assessment of bids, Decision
- Contracting
- Analysis and control of FA
<table>
<thead>
<tr>
<th>Procurement category</th>
<th>Demand aggregation sent</th>
<th>Consolidation</th>
<th>Prepare TS</th>
<th>Prepare TD</th>
<th>Publish CN</th>
<th>Tender opening</th>
<th>decision FA concluded</th>
</tr>
</thead>
<tbody>
<tr>
<td>Toners and inks</td>
<td>2010/2012</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>28/5</td>
<td>14/7</td>
<td>9/2010</td>
</tr>
<tr>
<td>Office supplies</td>
<td>2011/2013</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>3/5</td>
<td>14/6</td>
<td>12/2011</td>
</tr>
</tbody>
</table>
**Demand aggregation**

- **What is the need?**
  - Great number of items, described in different ways
  - Difficult to decide standard technical specifications

- **What is available?**
  - Check current contracts
    - in Croatia - 30 state bodies - 10 different suppliers)
  - Catalogues available on the market
  - Use experience of large CA
Demand analysis

- consists of various types of information-gathering activities (interviews with public procurement officials, questionnaires disseminated to government departments, etc.).
- supply market analysis - information gathered through interviews with suppliers and with various associations and organisations representing companies and suppliers.
- the preliminary demand and supply analysis could be carried out by a project group within the CPB and results in a pre-study report.
- The project group, in addition to CPB staff, could be composed of technical and procurement experts from among the customers, especially the large customers.
- The success of a framework agreement is highly dependent on the involvement of the large customers early on in the procurement process.
Demand analysis

- understand and manage the supply market efficiently:
  - Knowing who are the main suppliers
  - Knowing specific product or service segment of the market,
  - Knowing size and market presence
  - Pre-information and dialogue with the suppliers at an early stage of the procurement process, (transparently and in accordance with applicable procurement rules)
  - design of contracting and procurement strategies for the framework agreements and attached call-off systems
Technical consultation – an example

• Invitation to distributors via Chambers of Commerce
• Listen to their advice but make your own judgment
• Check their catalogues and make an overview of common items
Questions raised by CA during demand aggregation

- CPO formed the list of common items (locked cells)
- 1) Adding items
  - Q: Is it possible to add some items?
  - A: Additional items are allowed but CA must describe why is it needed
- 2) Changing technical specifications
  - Q: Is it possible to change technical specification?
  - A: No in general; buying only the list of common items is the way of standardization;
  - (we do not need 50 different format of envelops...
How to decide what is on the list of items?

- Remove unnecessary items (too many coloured pencils etc.)
- Consultation with key clients
How to decide what is on the list of items (2)?

- Be careful with specifications regarding to packaging
- Slightly different pricing for very different quantities/Capacity of printing
- Some toners -out of production (old printers)
- Unit box; box contains 2250 blank forms
More Questions raised by CAs

- Q: What to do in a meantime (before conclusion of Framework agreements)?
- Instruction by CPA to all CA’s → you can buy on your own (estimate if you need to run your own procedure)
- Contract clause: „contract is valid until the end of procedure /conclusion of the contract run by the CPA
  - If CA owns a valid contract at the time of conclusion of FA – estimate what is the most suitable for CA to run it until expiration or cancel and switch to FA
OFFICE SUPPLY - Remarks on tender documents

- Consists of great number of items of different producers which are common to many CA.

- Some producers of the office supply:
  3M, Esselte, Fellowes, Herlitz, Jolly, Leitz, Lipa mill, Mondi, Maped, Navigator, Parker, Pilot, Schneider, Stabilo, Staedtler, Traxdata, Verbatim, Zweckform etc.
Office supply

- SUPPLIES FOR COMPUTER EQUIPMENT: ink and toner cartridges, ribbons for printers and calculators, data and storage media (CD, DVD, floppy disks), batteries, etc.

- PAPER, PAPER PRODUCTS: copy paper, paper and foil for special purposes, „infinite” printing papers, adding rolls, notebooks, self-adhesive labels, printed forms, etc.

- SHELVING AND ARCHIVING OF DOCUMENTS, SHIPPING: archival folders, file folders, envelopes, Rubber bands, etc.
Office supply

- WRITING AND DRAWING SUPPLIES: pens, markers, rulers, erasers, etc.

- ACCESSORIES FOR THE DESK: Post-it notes, tapes, racks, hole puncher, staples, paper clips, etc.

- PRESENTATION EQUIPMENT: spiral binding, thermal binding covers, Writing boards and white boards and supplies, etc.
Remarks on tender documents - subject matter of procurement

- Office supply
- 3 lots
  - A - Copy paper – FSC certificate & statement of the producer / Graphic faculty as a proof of technical specification
  - B - Office supplies – paper-based: filling folders, material for archiving and envelops
  - C - Office supplies – stationery (pencils, etc...)
- Office equipment binding machines, projector screens etc – separate procedure
Remarks on tender documents - subject matter of procurement

- Technical description in terms of required characteristics: dimensions, weight, unit of measure, packaging, color, etc.
- Description of material defect – replacement according to the Consumer protection Law and Law on Obligatory relations
- Written complain directly to provider – replacement of an item
- More than 5 times – client may activate tender guarantee
Adhesive tape

- Packing tape: 24mm/66 m, 48mm/66m
- Office tape: 15mm/10m, 33m and 66m

- Two basic types:
  - SOLVENT - getting sticky coating with natural rubber;
  - WATER acrylate - getting sticky coating with synthetic rubber.
Remarks on tender documents - quantities and place of delivery

- **Places of delivery** were listed in TD,
- estimation of quantity per each county was given in %

for example – Grad Zagreb = 49%
splitska county = 7%
primorska county = 6% ...etc....

- **Date of delivery**
- Maximum 72 hours since receiving of an order
Remarks on tender documents

**PRIMJER KATALOGA:**

<table>
<thead>
<tr>
<th>Oznaka grupe i redni broj artikla iz Troškovačkog</th>
<th>Naziv i marka ponuđenog artikla</th>
<th>Tehnički opis ponuđenog artikla</th>
<th>Jedinica mjere</th>
<th>Jedinična cijena (kn bez PDV)</th>
<th>Slika u boji</th>
</tr>
</thead>
<tbody>
<tr>
<td>B 258</td>
<td>„Oznaka artikla i naziv proizvođača“</td>
<td>Prijava-odjava boravka u inozemstvu osigurane osobe (Tiskanica-4 HZZO) • NCR • Komplet 2 lista, 21 x 29,7 cm</td>
<td>kompletno</td>
<td>__ kn</td>
<td><img src="image" alt="Image" /></td>
</tr>
<tr>
<td>B 56</td>
<td>„Oznaka artikla i naziv proizvođača“</td>
<td>Bilježnica format A5, tvrdi uvez, plastificirana jednобojna korica bez motiva (crvena, plava, zelena ili žuta prema izboru korisnika), list 60 g/m², broj listova min 96/1, crte</td>
<td>komad</td>
<td>__ kn</td>
<td><img src="image" alt="Image" /></td>
</tr>
<tr>
<td>B 80</td>
<td>„Oznaka artikla i naziv proizvođača“</td>
<td><strong>Ading rola, papir 55 g/m², Ø trake 70 mm, Ø hilzne 12 mm, širina trake 37 mm, broj kopija 1+0, set od 10 rola.</strong></td>
<td>set</td>
<td>__ kn</td>
<td><img src="image" alt="Image" /></td>
</tr>
</tbody>
</table>

- Requirement of a simple catalogue example of it in TD

- Remarks on tender documents
Remarks on tender documents
- Require samples of offered items

- Decide if you need all of items or just part of them
- Describe how it will be analysed, and compared during the realization of FA
Signature of the FA and contract

- Draft of FA part of Tender document – fasten the process of signing
- Define who is signing FA and who is signing the contract
  - Croatian experience – FA is signed by the head of CPA, contracts signed by each CA
  - Possible to make order by fax, mail, without signing of the contract (needed for small CA)
  - Contract is needed if CA wants to ask for the guarantee
Tender documents available on the web site

Toneri i tinte

Ova javna nabava više nije aktualna!

Evidencijski broj: 12/2011
Predmet: Toneri i tinte
Datum objave u EOU: 3.10.2011

Link na objavu: https://ponuda-jn.nn.hr/etender.aspx?action=SHOW&ID=47db13d-494b-443a-94d9-64a62e31b777

Krajnji rok za dostavu ponude/zahtjeva za sudjelovanje: 10.11.2011 10:00:00

ZIP datoteka: download

Aktualna javna nadmetanja
Questions by economic operators

- After publication of contract notice, before the opening
- can we offer 2 different brands of papers?
- What kind of certificate do we need?
- How to deliver samples ...

- Give the same answer to all interested economic operators
Written Instruction to CA

- After signing of the FA sent by mail and regular post to all contact persons and institutions
- Detailed description of FA, draft of the contract
- How to ensure participation of all economic operators in call offs (FA with more suppliers)
- Guarantee may be asked
- Orders by catalogues
- Contact persons
- Reporting
  (in the beginning part of instructions, later became part of FA)
Complaints

- Is there a risk of complaint?
- Be ready to give an answer
Experience in Contract implementation

- Some offices/locations reported lower quality – organize meetings with providers

- Some items were not required at all – exclude them in following tender
LESSONS LEARNED

- PREPARATION might take longer time (depends on the quality of input data, way how it is organized etc)
- demand agregation – needs preparation as well
- “Neutralization” of demand of all clients
- good communication with clients / bidders necessary
- Knowing the market / needs of clients
- Simple FA to use, guidelines for clients
- Flexibility of FA
- Specialised knowledge connected to subject matter of procurement / PPA
Things to consider:

- Include external civil servants (from the ministries) to consolidate requirements and participate in preparation of tender documentation
- Increase the involvement of external experts and consultants in order to compensate the lack of necessary knowledge;
- Involve different relevant institutions (Audit office, regulatory agencies etc.) and academic institutions (Graphic Faculty)
- Regular meetings with representatives of individual clients
- Internal /continuous education
- Adopt/Revise Strategy; Code of conduct
- IT infrastructure - condition for monitoring of expenditure and also indirectly impact on individual clients in terms of establishing processes and standards
Public procurement strategy

- determine the subject matter (toner and inks, other office supplies);
- determine the amount of supply;
- determine the quality (technical specifications);
- choose a public procurement procedure;
- division into lots;
- ensure delivery to the delivery point at the best terms;
- ensure delivery in a timely manner;
- control provisions of the agreement / contract.
Wed. 16:00 – 17:30  Session 5: Boosting competition in framework agreements for services

- CONTENT:
  - example of splitting into lots (regional division) of the tender for cleaning services
  - preparation of the tender (2011), conclusion and realization of FA for 3 yrs, and starting the new tender (May 2014).
Cleaning service seemed to be suitable category to split by regions

Definition of subject matter: Cleaning is the process of removing dirt, dust, organic matter and other stains on the floor, equipment and furniture in order to achieve an acceptable standard of cleanliness associated with the aesthetic appearance of space achieved by using and combining different techniques for cleaning
Where to start?

- Contacting few bigger suppliers on the market and listen to their experiences
- This is needed before demand aggregation (because we need to know how to formulate tables, which data is needed etc)
- Learn about their classification of space, what is percentage of the labor in the price of service per m2
- Learn about current contracts
CLASSIFICATION OF SPACE

- offices, conference rooms, meeting rooms,
- sanitation facilities;
- kitchens,
- corridors;
- elevators;
- stairways, entrance halls, etc.;
- facilities for photocopying;
- Archives, warehouses, etc.;
- terraces, balconies and exterior surfaces next to the building.
Types of cleaning: regular cleaning

- offices, meeting rooms, etc.;
- sanitation facilities;
- hallways, entrances, stairways, elevators, etc.;
- terraces, balconies and exterior surfaces next to the building.
- Regular cleaning means – on a daily or weekly basis
Types of cleaning: periodic cleaning

- glass surfaces of windows and frames;
- textile floor surfaces - carpets, carpeting laminates, parquet, linoleum, etc.;
- soft and hard flooring - stone and plastic plates, etc.;
- curtains, blinds, Venetian blinds, etc.;
- archival facilities; storage rooms.

Periodic cleaning means:
- once or twice a year, or quarterly
- Technical description of procurement - describe services through a service package
- Cleaning techniques - described in a simple and clear way
**Example of price list**

**GRUPA 1 - Dubrovačko-neretvanska županija**

<table>
<thead>
<tr>
<th>Red. br.</th>
<th>Vrsta usluge čišćenja</th>
<th>Jed. mjere</th>
<th>Okvirne količine</th>
<th>Jedinična cijena po m² (kn, bez PDV-a)</th>
<th>Cijena redovnog čišćenja / dnevno (kn, bez PDV-a)</th>
<th>Procijenjeni broj dana godišnje</th>
<th>Cijena redovnog čišćenja / godišnje* (kn, bez PDV-a)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Uredi, uredski prostori, dvorane za sastanke i sl.</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6 (4x5)</td>
<td>7</td>
<td>8 (6x7)</td>
</tr>
<tr>
<td></td>
<td>REDOVNO ČIŠĆENJE</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>Uredi, uredski prostori, dvorane za sastanke i sl.</td>
<td>m²</td>
<td>4.535</td>
<td>0.00</td>
<td>156</td>
<td>0.00</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Sanitarni prostori</td>
<td>m²</td>
<td>479</td>
<td>0.00</td>
<td>156</td>
<td>0.00</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Hodnici, ulazni prostori, stubišta, dizala i sl.</td>
<td>m²</td>
<td>1.776</td>
<td>0.00</td>
<td>156</td>
<td>0.00</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Čajne kuhinje, restorani i sl.</td>
<td>m²</td>
<td>244</td>
<td>0.00</td>
<td>156</td>
<td>0.00</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Terase, balkoni i vanjske površine uz samu zgradu</td>
<td>m²</td>
<td>1.487</td>
<td>0.00</td>
<td>52</td>
<td>0.00</td>
<td></td>
</tr>
</tbody>
</table>

**UKUPNO:**

0,00

* izračun se temelji na procijenjenom broju radnih dana čišćenja, sukladno tehničkoj specifikaciji, za 1 godinu
## Example of price list

<table>
<thead>
<tr>
<th>Red. br.</th>
<th>Vrsta usluge čišćenja</th>
<th>Jed. mjere</th>
<th>Okvirne količine</th>
<th>Jedinična cijena po m² (kn, bez PDV-a)</th>
<th>Cijena periodičnog čišćenja / 1 put (kn, bez PDV-a)</th>
<th>Procijenjeni broj čišćenja / godišnje</th>
<th>Cijena periodičnog čišćenja / godišnje* (kn, bez PDV-a)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Staklene površine prozora i okvira</td>
<td>m²</td>
<td>1.346</td>
<td>0,00</td>
<td>2</td>
<td>0,00</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Tekstilne podne površine - tepisi, tepisoni i sl.</td>
<td>m²</td>
<td>1.182</td>
<td>0,00</td>
<td>2</td>
<td>0,00</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Laminati, parketi, linoleum i sl.</td>
<td>m²</td>
<td>3.085</td>
<td>0,00</td>
<td>2</td>
<td>0,00</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Mekane i tvrde podne obloge - PVC, pluto, guma, kamen, umjetni kamen i sl.</td>
<td>m²</td>
<td>2.375</td>
<td>0,00</td>
<td>2</td>
<td>0,00</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Zavjese, dekori, žaluzine, venecijaneri i sl.</td>
<td>m²</td>
<td>772</td>
<td>0,00</td>
<td>2</td>
<td>0,00</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Arhivske prostorije</td>
<td>m²</td>
<td>615</td>
<td>0,00</td>
<td>2</td>
<td>0,00</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Skladišne prostorije</td>
<td>m²</td>
<td>1.114</td>
<td>0,00</td>
<td>2</td>
<td>0,00</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>UKUPNO:</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

* izračun se temelji na procijenjena 2 čišćenja godišnje (pojedini korisnici mogu imati zahtjeve i za većim ili manjim brojem periodičnih čišćenja, sukladno tehničkoj specifikaciji)
## Example of additional info

### General information

<table>
<thead>
<tr>
<th>No</th>
<th>Contracting authority</th>
<th>Subsidiary</th>
<th>postal code</th>
<th>City</th>
<th>Address</th>
<th>Total surface m²</th>
<th>Offices m²</th>
<th>Sanitary m²</th>
<th>Hallways m²</th>
<th>Kitchens, restaurnats m²</th>
<th>Outdoor surface m²</th>
<th>glass surface m²</th>
<th>štakle površine</th>
<th>textile floor area m²</th>
<th>Total freq.</th>
<th>m²</th>
<th>20.00</th>
</tr>
</thead>
<tbody>
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open public procurement procedure with a view to concluding a framework agreement with at least three economic operators for a period of three years

division of procurement in 30 groups

The largest city Zagreb – split into several parts according to location of the ministries

list of locations for cleaning the surface of the framework quantities for each group and for each location
SELECTION CRITERIA

- Registration, taxes, criminal record
- the tender guarantee in the event that the tenderer decides to withdraw its tender during its term of validity,
- a list of the services contracts executed over the past three years, indicating the amount and date the service was provided
Additional requirements - List of cleaning products

- Selfdeclaration with the list of cleaning products that the economic operator is going to use
- List becomes part of FA and can be checked accordingly
Due to various quality of surfaces and spaces, prior to bidding, economic operators may come to see each location.

With advance notice of the person to contact for each location, the documentation specified the exact time when the inspection can be performed, and contact persons of the clients (ministries).
Price adjustment

- the bid price shall include all costs and discounts without VAT, including wages, supplies (garbage bags), accessories, machinery and materials for cleaning
- price does not include hygienic supplies - toilet paper, paper hand, liquid soap, etc.
- changes of the unit prices is related to the change of the amount of the minimum wage in Croatia
Some questions...

- How to check whether the bidder executes the service?
- How to react if the service is performed flawed?
- The introduction of standards and the statutory minimum wage for cleaning profession?
The FA is expiring in August 2014 → new procedure has already started

- Some new conditions that tailored a new tender
  - Gov decision on outsourcing
  - Problems with mini tendering in 30 lots → lots of changes of facilities during FA
- meetings with clients and providers – guidelines for the new tender
  - Example: remove additional hours
  - Less lots (20 instead of 30)