



American International School of Zagreb

Request for Proposal Cleaning services

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Content:

1	SCOPE OF THE TENDER AND OBJECTIVE	3
2	OBLIGATIONS OF THE CLEANING COMPANY	4
3	LIST OF HYGIENE MAINTENANCE SERVICES FOR INDOORS AND ACCESS AREAS AROUND THE SCHOOL	5
4	FINANCIAL TERMS	9
5	FORCE MAJEURE	9
6	REQUIRED DOCUMENTS	ERROR! BOOKMARK NOT DEFINED.
7	RFP SCHEDULE	9
8	RFP RELATED QUESTIONS / CLARIFICATIONS / SUBMISSION	9
9	CONTENT OF THE PROPOSAL	10
10	CONFIDENTIALITY	10
11	SCHOOL CALENDAR	11
12	ADDENDUM 1. CONFIDENTIALITY AGREEMENT	ERROR! BOOKMARK NOT DEFINED.
13	ADDENDUM 2. DETAILED LIST OF SQUARE FOOTAGE AND FLOOR COVERINGS	ERROR! BOOKMARK NOT DEFINED.

1 SCOPE OF THE TENDER AND OBJECTIVE

The American International School in Zagreb (AISZ) announces a tender for the collection of bids for the provision of hygiene maintenance services for the school internal and external areas of the school.

AISZ is located in Zagreb, Damira Tomljanovića Gavrana 3.

The current enrollment of the school is 350 students, ranging from Pre-Kindergarten (age 3) to Grade 12th (age 19) and we employ 89 faculty and staff.

Our school community is made up of different nationalities representing more than forty countries.

The purpose of this Request for Proposal (**RFP**) is to select a company that will perform the cleaning tasks defined in this tender, with the possibility that AISZ contract with the selected tenderer may be changed to a smaller scope or job description before signing, with previously agreed conditions.

The tenderer is obliged to provide a sufficient number of professional staff so that the requested jobs are carried out in a way that does not disturb the normal functioning of the school and the teaching process.

The tenderer is obliged to provide employees to perform all the tasks defined in the tender and subsequently signed contract, between 3:00 p.m. and 9:00 p.m.

Cleaning will be organized during the school days according to annual School Calendar. Specific dates can be changed and increased based on the need of the AISZ during the year. At the end of each school holiday, it is necessary to clean the school and prepare it for the arrival of students. General cleaning should be performed during the summer break, end of July and beginning of August as agreed with the AISZ.

The tenderer must comply with the contents and conditions of the RFP when making the offer and applying for the tender.

The tenderer must present references proving that he meets the criteria and requirements stated in this offer.

2 OBLIGATIONS OF THE CLEANING COMPANY

The tendered is obliged to provide:

- Sufficient number of staff for:
 - daily cleaning of the school after school, between 3:00 PM and 9:00 PM (minimum 180 days)
 - cleaning of the school on the last day of school holidays and before classes resume
 - general cleaning of the school during July and August between 8:00 AM and 4:00 PM
 - cleaning on weekends after competitions and additional school activities
- To inform AISZ prior to hire/change of employees and complete security controls.
 - Criminal record
 - ID card photocopy
 - Signed Statement of Suitability
 - Child Safeguarding training and acknowledgment of Code of Conduct (provided by AISZ)

Cleaning company is responsible for all employees who are working for them. The cleaning company will cover employee's food, transportation and health expenses.

Cleaning company will require a friendly, service-oriented attitude from its employees.

Cleaning company is responsible for the payment of all taxes and contributions for the employees.

The Cleaning Company will be responsible for any medical expenses for their employees, caused by occupational/health hazards.

HYGIENE MAINTENANCE EQUIPMENT AND MATERIALS

All equipment that is used in the regular work of the cleaning company, for example a floor washing machine, vacuum cleaners or any device, is provided by the cleaning company.

The cleaning company is responsible for the maintenance of the equipment provided by the cleaning company, and AISZ cannot be responsible for rent, maintenance or any costs related to the equipment provided by the cleaning company. AISZ will provide storage area for the equipment.

AISZ undertakes the supply of its cleaning materials (chemicals, sponges, cloths and other small materials used for cleaning), paper goods (toilet paper, paper towels) and odors in sanitary areas.

The cleaning company is obliged to provide its employees with protective equipment prescribed by the Occupational Safety and Health Act.

3 LIST OF HYGIENE MAINTENANCE SERVICES FOR INDOORS AND ACCESS AREAS AROUND THE SCHOOL

CAFETERIA*, LOBBY AND CORRIDORS:

*includes serving area

Daily:

- gathering, sorting and disposing of waste in containers
- removing trash from waste bins
- removing dust and fingerprints from furniture surfaces, glass surfaces, mirrors, doors, architraves and door handles
- mechanical damp wiping of ceramic floors
- vacuuming textile floor coverings
- cleaning doormats at entrances
- cleaning fingerprints from glass doors and panels around which is the most common reach (e.g. around door handles and at the height of a child's reach – in the kindergarten areas)
- Tables in cafeteria needs to be cleaned and wiped

Weekly:

- cobweb removal
- wiping windowsills
- cleaning switches and sockets
- damp wiping radiators and radiator pipes
- cleaning doors and architraves
- vacuuming textile parts of furniture
- cleaning picture frames, fire extinguishers and other fixtures
- watering plants

Monthly:

- cleaning hard to reach surfaces of cupboards and other fixtures
- removing fingerprints from wall cladding
- removing dust from plants
- cleaning the entrance door, glass walls at the main entrance and at the exit to the terrace from the dining room, from the floor without using ladders or scaffolding
- cleaning the full height of the glass doors inside the School

CLASSROOMS, OFFICES

Daily:

- gathering, sorting and disposing of waste in containers
- emptying wastepaper boxes
- removing trash from waste bins
- removing dust and fingerprints from furniture surfaces, glass surfaces, doors, architraves and door handles
- damp wiping the surfaces of desks and chairs
- vacuuming linoleum floors
- vacuuming textile floor coverings

As needed:

- damp wiping or cleaning floors in classrooms

Weekly:

- damp cleaning of linoleum floors (after wiping the tables, lifting chairs onto the tables)
- cleaning picture frames, fire extinguishers and other fixtures
- cobweb removal
- wiping windowsills
- cleaning switches and sockets
- wiping clear desk surfaces
- cleaning office chairs

Monthly:

- cleaning hard to reach surfaces of cupboards and other fixtures
- removing dust from plants

HALLS WITH SPORTS FLOORS (PARQUETRY)

Daily:

- dry sweeping areas with appropriate mops
- wiping benches and furniture inside the hall

As needed:

- damp wiping or cleaning parquetry floors
- cleaning of bleachers

SANITARY FACILITIES AND SPORTS CHANGING ROOMS

Daily:

- emptying waste bins and disposing in container
- cleaning toilets, sinks, urinals and ceramic tiles in close proximity
- cleaning shower spaces and tiles in close proximity
- cleaning mirrors, shelves and lighting above mirrors
- cleaning sanitary equipment (toilet paper holders, soap trays, toilet brushes)
- removing fingerprints from furniture and doors
- placing toiletries
- damp wiping of floor surfaces

Weekly:

- cobweb removal
- cleaning waste bins
- wiping windowsills

Monthly:

- cleaning ceramic tiles
- cleaning doors
- cleaning lighting fixtures

KITCHENETTES

Daily:

- emptying waste bins, removing and disposing of garbage in containers
- wiping tables (top surfaces)
- cleaning and wiping the kitchen equipment (kettles, microwave, toaster, etc)
- cleaning wash tubs, armature and ceramic tiles (in close proximity to the tubs)
- removal of fingerprints from refrigerators, furniture and doors
- damp wiping or vacuuming floor surfaces
- gathering dishes and washing in a dishwasher

Weekly:

- cobweb removal
- cleaning waste bins
- wiping windowsills

Monthly:

- cleaning ceramic tiles
- cleaning doors
- cleaning refrigerators

STAIRCASES, ELEVATORS, STAIRS

Daily:

- removing fingerprints for all external and internal parts of the elevators
- damp wiping stair treads in the main hall area
- damp wiping floor surfaces
- removing fingerprints from glass parts and glass handrail
- vacuuming the door tracks of lifts

Weekly:

- cobweb removal
- damp cleaning elevators
- damp cleaning stair treads in secondary walking surfaces

Yearly:

- 2x thorough cleaning of elevators

TECHNICAL AREAS Sprinkler station, machine room, etc.

- 1x monthly sweeping and damp wiping of floor surfaces
- 1x monthly cobweb removal
- 1x annually damp wiping equipment, pipes and channels

OUTSIDE PARKING LOT, PLAYGROUND, YARD AND SPORTS FIELDS

Daily:

- emptying waste bins
- gathering bulky waste and disposing in appropriate containers
- sweeping the paved parts of access path in front of the entrance to the School

Weekly:

- sweeping pavements around the School buildings
- sweeping terraces and balconies

Monthly:

- sweeping parking areas

DEEP CLEANING / GENERAL CLEANING

Deep cleaning shall be performed once or twice a year, by arrangement with the AISZ.

Deep cleaning, apart from the tasks set out in the daily, weekly and monthly description, also includes a thorough cleaning of hard to reach places, indoor and outdoor cleaning of all glass surfaces and facades up to 3 meters in height.

For cleaning glass surfaces and facades above 3 meters, AISZ will engage an external company.

4 FINANCIAL TERMS

- Contract period will be 2 years with a probation period of 6 months. Both parties can cancel the agreement with prior notice of 2 (two) months. Contract will be renewable on an annual basis unless parties cancel 2 (two) months in advance
- The agreed price will be calculated per hour of each employee - for cleaners up to 6 hours per day, in accordance with the hours actually spent, which will be recorded by AISZ and cleaning company.
- The price of an individual employee must include the costs of all machinery, equipment and tools necessary for the quality fulfillment of the contract

5 FORCE MAJEURE

- In the event of Force Majeure which is independent of the will of the Parties, (war, an act of terrorism, nuclear explosion, radioactive or chemical contamination, pandemic, natural disasters, etc.) that would require to change the way of performing the activities, Cleaning company will adjust activity performance according to AISZ request in order to provide safety to all users.

6 REQUEST FOR PROPOSAL SCHEDULE

October 1, 2025	Advertisement will be published on the AISZ web page and social media
By October 15, 2025	Cleaning companies could download RFP documents from website: www.aisz.hr
October 1 - 10, 2025 ¹⁾	Cleaning companies could visit AISZ
October 20, 2025, until 11:00 o'clock	Proposals will be sent to AISZ in closed envelopes by Cleaning companies and email
By October 29, 2025	The companies that applied for the tender will be informed about the results of the tender
November/December 2025	Signing of the contract
January 7, 2026	Start for providing services

¹⁾ Appointment should be made by email to: robert.kovac@aisz.hr

7 RFP RELATED QUESTIONS / CLARIFICATIONS / SUBMISSION

All questions, clarifications and proposal should be directed to:

Robert Kovac
Facility Manager
Email address: robert.kovac@aisz.hr
and
Tatjana Turza
Business and Operations Manager
Email address: finance@aisz.hr

8 CONTENT OF THE PROPOSAL / REQUIRED DOCUMENTS

Cleaning companies are expected to submit their proposal covering the following outline:

1. Company Profile
2. References
3. An offer containing:
 - Cleaning organization method
 - Number of planned employees per day
 - Number of daily hours
 - Price per hour
4. Print extract from the Court registry (not older than 3 months)
5. Letter from the tax office stating that there are no tax liabilities
6. Financial statements for the last two years
7. Signed confidentiality and non-disclosure agreement

9 CONFIDENTIALITY

Confidentiality and non-disclosure agreement at the attachment of this RFP should be signed by the Cleaning Company

Proposals should be sent in English to:
American International School of Zagreb
For cleaning services
Damira Tomljanovica Gavrana 3
10020 Zagreb

ADDENDUMS:

AD 1. SCHOOL CALENDAR

AD 2. DETAILED LIST OF SQUARE FOOTAGE AND FLOOR COVERINGS /
DETAILED_LIST_OF_SQUARE_FOOTAGE_AND_FLOOR_COVERINGS.PDF

AD 3. CONFIDENTIALITY AGREEMENT / CONFIDENTIALITY AGREEMENT.PDF

AD 1. SCHOOL CALENDAR

2025-2026 School Calendar Outline



American
International
School of Zagreb

Damira Tomljanovića-Gavrana 3, 10020 Zagreb

www.aisz.hr

+385 (1) 7999 300

August 2025						
M	Tu	W	Th	F	Sa	Su
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

September 2025						
M	Tu	W	Th	F	Sa	Su
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15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

October 2025						
M	Tu	W	Th	F	Sa	Su
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13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

November 2025						
M	Tu	W	Th	F	Sa	Su
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10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

December 2025						
M	Tu	W	Th	F	Sa	Su
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

August	
8-9	New Staff Arrival
11	Admin Work Day
12-14	New Teacher Orientation Days
15	Assumption of Mary
18-21	Faculty Work Days
22	New Family Orientation morning
25	First Day of School K-12 - Semester 1 begins
26-27	Half-days for Pre Kindergarten (noon dismissal)
28	First Full Day for Pre Kindergarten
30	AlSZ Community Barbecue

September	
6-13	Grade 11 Unity Trip (3 and a half day trip for each homeroom)
9-12	Grades 6-10 Unity Trips
10-12	Grades 4&5 Unity Trips
19	Teacher Professional Learning - Half-Day
	- Student Early Dismissal (noon)
22	After School Activities begins
	(sports season commences earlier)

October	
13-17	October break - No School
30	Fall Student Conferences - No School
31	Half-Day - Student Early Dismissal (noon)
	- Lower School Teachers - Professional Learning
	- Upper School Student Conferences / Professional Learning

November	
18	Remembrance Day - No School
27-28	Thanksgiving Weekend - No School

December	
19	Student Early Dismissal (noon)
Dec 22-Jan 9	Winter Break - No School

January 2026						
M	Tu	W	Th	F	Sa	Su
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

February 2026						
M	Tu	W	Th	F	Sa	Su
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	

March 2026						
M	Tu	W	Th	F	Sa	Su
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

April 2026						
M	Tu	W	Th	F	Sa	Su
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

May 2026						
M	Tu	W	Th	F	Sa	Su
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

June 2026						
M	Tu	W	Th	F	Sa	Su
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

January	
Dec 22-Jan 9	Winter Break - No School
23	Teacher Professional Learning - Half-Day
	- Student Early Dismissal (noon)
	- Semester 1 ends
26	Semester 2 begins

February	
23-27	February Break - No School

March	
20	Teacher Professional Learning - Half-Day
	- Student Early Dismissal (noon)
25	Spring Student Conferences - No School

April	
3	Teacher Professional Learning - Half-Day
	- Student Early Dismissal (noon)
6-10	Spring Break - No School

May	
1	Labor Day - No School
15	Teacher Professional Learning - Half-Day
	- Student Early Dismissal (noon)

June	
4	Corpus Christi
18	Last Day of School
	- Student Early Dismissal (noon)
	- Semester 2 ends
	- Teacher Professional Learning afternoon
19	Faculty Work Day