VICTIM SUPPORT AGENCY

Request for Quotations
for the provision of
Crime Scene Clearance Services

ISSUED by:	**VICTIM SUPPORT AGENCY**
Issue Date:	**30/10/2026**
Clarification Date/Time:	**06/11/2026**
Response/ Submission Date/Time	**13/11/2026**

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Section A: Instructions

The estimated Procurement Value for this Call for Quotations has been based on comprehensive research including appropriate financial analysis. In the context of this procurement, the estimated Procurement Value is that of €4,500 excluding VAT.

The published Estimated Procurement Value is not restrictive and final on the Contracting Authority. Economic Operators are free to submit financial offers above or below the Estimated Procurement Value. However, the Contracting Authority reserves the right to accept or reject Financial Offers exceeding the Estimated Procurement Value.

Section B:

General Information

1. Purpose

The purpose of this service is to provide a discreet and professional crime scene clearance, decontamination, and sanitation services to victims of crime, their families, and other eligible beneficiaries as referred and authorized by the Victim Support Agency (VSA).

The service shall aim to facilitate access to residential premises, enabling victims to reside/return back to their home.

This Service is exclusive to Domestic Households where relatives of Victims continue to live and specific to contaminated areas in which a case would have evolved.

2. Beneficiary

Victims of Crime in Malta and Gozo.

3. Terms & Conditions

I. Prospective bidders shall take into account both direct and indirect costs related to the provision of this service, including preparation and transport costs both for Malta and Gozo.

II. Applicants shall bear all costs associated with the preparation and submission of the quotation documents. The VSA shall not reimburse any fee associated with the preparation of quotation documents in the events that any or all offer/s is/are rejected.

III. When putting forward an offer, the bidder is declaring that s/he is not affected by any potential conflict of interest.

IV. The VSA reserves the right to cancel this call for quotations procedure and reject all quotations that had been received and also reserves the right to initiate a new call for quotation.

V. The VSA reserves the right to refuse any of the offers, even the cheapest technical offer, as well as the right to accept any offer in part.

4. Request for Clarifications

Interested parties may submit requests for clarifications in writing to the VSA by sending an email on: vsaadmin@gov.mt by not later than 6th November 2026.

5. Instructions to Interested Bidders.

I. Interested bidders are invited to take note of Section C (Technical Specifications & Requirements) and submit a quotation using Annex I and Annex II as the official submission document.

II. The award criteria for this Call for Quotations is the Price (cheapest technically compliant).

III. Prospective bidders are invited to submit their offer, by not later than 13th November 2026 at noon by sending **a signed and scanned copy of Annex I and Annex II** on the following email address **vsaadmin@gov.mt**

IV. A contract shall be signed in between the VSA and Awarded Bidder.

Section C:

Technical and Specifications

6. Description of Required Services

The service provider shall be readily equipped to deliver a comprehensive crime scene clearance services, wherein depending on the case, shall include the:

i. Removal of blood, bodily fluids, tissue matter, and other biological contaminants.
ii. Elimination of pathogens, bacteria, viruses, and unpleasant odours.

iii. Safe removal of contaminated furniture, carpets, mattresses, textiles, fixtures, and other materials.

iv. Decontamination, segregation, transport, and disposal of hazardous waste in accordance with applicable environmental and health regulations.

v. Return of premises in a condition suitable for occupation, where feasible.

7. Emergency Response

i. The Service Providers need to guarantee mobilisation within 12 hours from VSA referral. Failure to do so, and unless justified, shall enable VSA for the automatic termination of contract.

8. Service Standards

The Service Provider shall:

i. Deliver services in a professional, discreet, and victim-centred manner.
ii. Ensure confidentiality regarding all victims and circumstances.
iii. Use appropriately trained personnel and certified cleaning agents.
iv. Employ personal protective equipment (PPE) suitable for biohazard environments.

9. Trauma-Informed Approach

Personnel engaged in service delivery shall:

- Demonstrate sensitivity when interacting with victims and family members.
- Respect cultural, religious, and personal considerations.
- Avoid unnecessary discussion regarding the circumstances of the offence.
- Maintain professionalism and compassion throughout service delivery.

10. Equipment and Materials

The Service Provider shall make use of his/her own equipment and shall refrain from purchasing any items/equipment on behalf of the VSA as part of this service contract or transfer any items/equipment to the VSA at the end of this contract. Equipment and materials shall include:

- Personal Protective Equipment (PPE);
- Industrial-grade cleaning and decontamination products;
- Biohazard waste containers and transportation arrangements;
- Odour neutralisation equipment;
- Deep-cleaning and sanitisation equipment;
- Vehicles suitable for hazardous waste transportation where required.

11. Reporting

The provider shall submit a service completion report based on template to be provided by the Contracting Authority.

12. Quality Assurance

The Service Provider shall:

- Maintain appropriate insurance coverage.
- Cooperate with VSA monitoring processes.
- Maintain records for auditing purposes.

13. Payment Schedule

The Service Provider shall be paid at a fix rate in accordance with the offer submitted (Annex II) under this RfQ and in accordance with the following Categories

Category	Interventions (Effected Areas)	Fixed Fee (€)
Level 1	Minor contamination	€XXX
Level 2	Single-room remediation	€XXX
Level 3	Multi-room remediation	€XXX

a) Definitions of Interventions under this service:

- **Minor Contamination -** Minor Contamination means a limited area of biological or other hazardous contamination confined to a specific surface or location, requiring localized cleaning, disinfection, and disposal of small quantities of contaminated material.
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- **Single-Room Remediation -** means the assessment, decontamination, cleaning, sanitisation, and restoration of one room or enclosed area where contamination extends beyond a localized surface and affects multiple surfaces, furnishings, or fixtures within that room.
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- **Multi-Room Remediation -** refers to the assessment, decontamination, cleaning, sanitisation, waste removal, and restoration of two or more interconnected rooms or areas affected by biological contamination, bodily fluids, forensic residues, or other hazardous materials resulting from a traumatic incident.

b) Payment Process

Payment shall be affected against the presentation of a monthly invoice.

14. Duration

The contract shall run for a period of one (1) year or up until the consumption of the allocated funds.

Contract may be extended for a further twelve (12) months.

ANNEX I

General Details - Submission Form

General Details –.	
Name of Economic operator:	
Contact Person:	
Address:	
Email Address:	
Contact No. (Mob.):	
Insurance Date and Type: **(please submit a copy of Valid Policy)**	
VAT Registration No.:	
Service Provider confirms that is readily equipped to deliver a comprehensive crime scene clearance service as laid out under Article 6 of RfQ	Yes/No (Please indicate in writing hereunder)
The Service Providers guarantees mobilisation within 12 hours from VSA referral as laid out under Article 7 of RfQ.	Yes/No (Please indicate in writing hereunder)
The Service User confirms that all Articles/ToR's within this RfQ were properly read and agree.	Yes/No (Please indicate in writing hereunder)
Date:	Signature of Authorised Person to sign on behalf of the Economic Operator

ANNEX II

Financial Bid Offer

To be submitted up to two (2) decimal places as per terms & conditions of this RFQ.

Description	Net Amount including Taxes/Charges, other Duties & Discounts but Exclusive of VAT (Delivered Duty Paid - DDP) €	VAT amount €	Total Amount including Taxes/Charges, other Duties, Discounts and VAT (Delivered Duty Paid - DDP) €
Level 1 - Minor contamination			
Level 2 - Single-room remediation			
Level 3 - Multi-room remediation			

Date:		Signature of Authorised Person to sign on behalf of the Service Provider