

1. Campus 2, waste containers: Please confirm that it only covers in-door waste containers at the desks, not external waste management.

CAMPUS II - waste containers only covers indoor waste bins throughout the building (not just at desks), and does not include external waste management. Waste should be sorted as specified in TOR and deposited into appropriate waste containers for removal by relevant contractor.

This has also been confirmed by UNICEF.

2. Mats: Bidders needs full information on numbers and sizes for both Campus 1 and 2. Alternatively, if that is not possible to provide, we need a fixed number of mats in specific sizes, which may be adjusted/deducted afterwards, to avoid competition on unknown basis.

CAMPUS I - Mats - due to premises still being 'work in progress', exact areas where mats can be placed, are not yet fully established. This will be checked during site visit and we will try to revert with an exact number of standard sized mats.

CAMPUS II – not many mats - to be checked during UNICEF site visit

3. Washroom services: Bidders need full information on number of employees + guests per campus, including the dates of their relocation. Alternatively, we need a fixed number of employees (eg. the full amount of employees + guests (2.400/day)), to avoid competition on unknown basis. Then the costs can be adjusted/deducted according to the real number of people the first year or so.

Washrooms - Number of staff & visitors during first year (Phase I) is expected to be 1000 staff and up to 200 visitors on a daily average. During big conferences / events, number of visitors can increase to 400 +. The selected supplier will be advised of these events in advance.

Date of relocation for Phase I is anticipated to be around mid-March 2013.

4. Plants: Bidders need full information on number and type, including how often they need to be watered and other services required. Does UN demand guarantee on the plants?

Plant service - is not required at CAMPUS I since this will be taken care of by a separate contractor.

Plants were included in the TOR for CAMPUS II (UNICEF & warehouse). However UNICEF advised us yesterday that this should now be excluded.

So to summarize, plants and maintenance will not be part of the cleaning contract, for either Campuses.

5. Building information: UNDP is asked to provide information on sqm to be oiled (wooden floors) and other information of importance to the bid, divided into Phase 1 and 2. Sort til Hvidt will draw the whole area in our own computer system, but we need additional information such as the above mentioned. UNDP is kindly asked to ensure, that the bidders have ALL drawings of the buildings before the site visit and proper information as to which part of the buildings are phase 1 and 2.

Regarding floor plans for Phase 2 (additional 3 wings which will be ready in 2014) of CAMPUS I. **Please note that these plans were provided with the RFP.**

Here is a list of **the full set of documents** which were sent out with the RFP on 10/10/2012:

RFP Letter of Invitation

RFP

Floor plans CAMPUS I (**Phase 1**) – all levels included in zip file

Floor plans CAMPUS I (**Phase 2**) – all levels included in zip file

CAMPUS II (UNICEF & Warehouse) (1)

CAMPUS II (UNICEF & Warehouse) (2)

CAMPUS II (UNICEF & Warehouse) (3)

CAMPUS I – Area plan

FLOOR SURFACES & TREATMENT

Please note that the premises have not been officially handed over to the UN. It is therefore still under 'control' of the landlord. Floor plans which were disseminated with the RFP are the only ones that were made available to us by the landlord developer.

Oiling of wooden floors - please refer to instructions provided by building developers, on where various floor types are concentrated (m2 included), and method of maintenance.

Measurements (both brutto) and per floor are provided for CAMPUS I Phase I & Phase 2

CAMPUS II – Oiling of wooden floors (specification plan will also be provided)

Ground floor:

Reception area – 90 m2 – 18 times per year

1st floor:

Corridors by changing rooms – 30 m2 – 12 times per year

Corridors by open office – 130 m2 – 12 times per year

Break-out room – 100 m2 – 12 times per year

2nd floor:

Corridors - 160 m² – 12 times per year

Offices – 480 m² – 4 times a year

6. Site visit: It is of vital importance, that each company are allowed to have two representatives during the site visit(s), since window cleaning and interior cleaning are two completely different sorts of services. Hence that, they require individual systems for measurement and calculation to comply with the labor agreement, that UNDP demands of the bidders.

Companies have been split into two groups whereby each company is allowed to have the two participants for the site visit.

7. Point 15.2 incl. a) and b): How will this affect the cleaning contract? It seems that it will be quite difficult to transfer the cleaning services to another country. Does this require international suppliers only?

These points do not apply for this particular service.

8. Point 16: UNDP is kindly asked to provide all the documents to be filled in by the bidders, to be sent electronically in MS Word or writeable PDF. Furthermore UNDP is asked to fill in the lines under Cost Breakdown point III in order to make sure, that all the bidders comply with the same related costs.

Documents to be completed for submission by bidders will be provided in Word format.

9. Page 28: Is the technical plant/service functions (4.900 sqm) to be cleaned in Campus 1, Phase 1? Same for 1.020 sqm in Phase 2.

Technical rooms (teknikrum/birum/server rooms) are not part of the cleaning contract, as has been mentioned in the TOR. Corridors etc. between storage 'cages' in basement may require cleaning.

10. Would it be possible to replace the Service Book with an electronic version? This will ensure the fastest flow of information between UN and the supplier.

CAMPUS I, yes.

CAMPUS II (UNICEF) has also agreed to this.

11. Page 35: How many refrigerators are to be installed? How many cloakroom cabinets are to be installed and what are the weight and dimensions?

There will be one refrigerator per kitchenette in each level of the five 'fingers' of the premises. An estimated total therefore, of 25 refrigerators.

Cloakrooms can be checked during the site visit to establish dimensions.

12. UNDP is kindly asked to confirm, that the bidder should base their prices on the wash-room supplies, that are specified by Unicef? (See point 6). Furthermore, based on our knowledge, UNDP are asked to provide proper information on the current supply-level, which is far above usual ratios, compared to other clients. Sort til Hvidt allows UNDP to use this information and provide it to all the bidders. Furthermore, the bidders need accurate information on cabinets (dimensions of paper towels and toilet paper), as well as hand soap and other dispensers.

Dimensions of 'holders' to be checked during site visit.

13. Annex I: Is the supplier allowed to use any suitable oil for wooden floors or does the maintenance plan require a specific product?

Please refer to the document, 'Floor surfaces and treatment' which was supplied with the RFP. This document was provided by the developers of the premises, and contains instructions on floor maintenance.

14. Page 45: Number of waste bins and quantity of pest control is needed for the bid in Campus II. (See point 20).

Internal waste bins are as per number of staff

Pest control: 37 external and 8 internal (area plan provided)

15. Page 53: There is no such thing as "highest quality in the market". It depends on the supplier and his/her opinion of quality levels. Therefore, we kindly ask UNDP to provide a more specific description of the quality. Otherwise it is expected that there might be substantial differences in the quality and prices, provided by the bidders.

It is a requirement that all cleaning supplies, and cleaning products be environmentally friendly, carrying the Nordic Swan eco-label or equivalent. Samples of all cleaning supplies must be provided for evaluation of quality.

16. Page 54: Working hours. As I understand it from the TOR and yesterdays' meeting; the cleaning of both Campus 1 and 2 should be performed outside working hours (18:00 - 05:00 or daytime in weekends), except for the UNICEF Warehouse, which is to be cleaned during working hours (05:00 - 18:00). Hence the sincere argumentation for these specific working hours, it gives little meaning to me that UNDP asks for daytime cleaning price all over?

Please provide two prices for cleaning of CAMPUS I premises.

The CAMPUS II premises (UNICEF & warehouse) have different requirements in their TOR. Checked with UNICEF and response regarding warehouse cleaning hours is to be revised as follows:

starting 16:00: “Cleaning service is to be carried out during the daytime with due regard being paid to the working conditions of the UNICEF staff.”

17. Page 57: Is it correct, that there should be a huge difference between the frequencies of window cleaning in Campus 1 and 2?

Yes. CAMPUS II TOR was developed by UNICEF based on their current and anticipated needs.

Until we have moved into CAMPUS I and ‘lived’ there for a while, it is yet unknown what frequency of internal window cleaning will be required.

Please note that the windows in CAMPUS I premises cannot be opened. There are external window shades which can be opened or closed by individual staff members, via their computer.

18. Page 59: Is 251 working days per year the number for both Campus 1 and 2?

This is correct, though there is some variation in the holiday calendars of some agencies. Holiday calendars will be provided to the selected supplier.

19. Page 59: There a probably no more than one or perhaps two cleaning companies in Denmark, that provides pest control. Hence that, it can only be solved via subcontractor. Will that be acceptable for UNDP or would the best solution be to exclude this from the cleaning contract?

It would be easier to have it included in one contract, but this can be discussed at the next pre-proposal meeting which is scheduled for Monday 12th November at 14:30 pm.

20. You told us at the meeting the auditorium will be used and that sometimes up to 450 people will participate in sessions.

At WHO, a smaller auditorium was used approx twice each month and like in this offer, the cleaning was included in the monthly price. However, for large arrangements with up to 200 people they needed extra cleaning during the whole conference day. The extra hours was used to continuously keep connected bathrooms clean and also continuously cleaning the canteen, the lobby, the lobby bathrooms and other necessary areas.

Would you like that this type of service is included in the tender and if so, how many days of auditorium use should our offer include. My best guess is that we need to use approx. 7 hours of cleaning during the day when more than 100 people participate.

To be decided based on hourly rates for extra cleaning / on call cleaner, on site cleaner, which must be provided under the 'Related Expenses' column of Section 7: Financial Proposal Form (Pg. 71).

21. You will be using the current furniture from UNDP and WHO in the new building. This means that most of this will need a thorough cleaning when it arrives. Would you like us to include this cleaning in the tender?

No. If required by individual agencies, this will subsequently be arranged.

22. When a new building is constructed, more often than not, the construction workers will continue work for many weeks or even months after the moving in date. Maybe you should include some extra hours for cleaning after builders, and also when the builders are finishing phase 2 in 2014?

It is anticipated that Phase I of the premises will be ready for occupation once handed over to the UN by the landlord.

23. If all or most employees are passing through the lobby on their way to work and you wish that this area still looks nice during the day time when guests are arriving, then my experience from other similar large buildings is that we (during the wintertime) need to wash the floors between 09.30 and 10.30. What do you think about that?

This will be taken care of by the potential on-site cleaner.

24. My experience from UNDP is that meetings sometimes are being held during the weekends. Maybe you should include some weekends per year where some of the meeting rooms and some of the bathrooms etc. will be cleaned. I would suggest 4 x 15 hours, what do you think of that?

We are not considering this solution at the moment.

25. How far down into the level do we need to go in terms of description of our subcontractors?

Our subcontractors are eg.: Cleaning products, clothing, mats, toilet paper, cleaning carts, etc.

All sub-contracting must be explained. Please refer to section 6: Technical Proposal Form, Point 2.4 (Pg. 67).

Please also refer to UNDPs General Terms & Conditions Pg. 79, point 5.0.

26. Regarding the Technical Proposal:

- a. Are there forms to fill in every question we must answer (section 15.1, 15.2, 15.3)?

Please refer to Section 6: Technical Proposal Form (pgs. 66-69), where requested information should be provided. Submission forms will be sent out in Word format.

27. When do you expect to have an estimated number of staff and guest per day – Campus I and II (Phase I) and Campus II (Phase II) - regarding washroom products?

Please see response to Question 3.

Campus I

28. Is it possible to get an exact number of employees that are presently employed in Midtermolen? It would be a help to know with regards to working out the supplies of toilet paper etc. that will be needed.

There is currently 420 staff at the Midtermolen premises.

29. With regards to the rubber mats that need to be washed on a daily basis, an exact number and size of said mats would be useful to know.

Expected quantity & sizes to be established during site visit. (See response to Question 2).

30. Is it possible to have an exact number of wardrobes and cupboards that require to be cleaned both underneath and behind?

It was established during the site visit, that cleaning 'behind and under' cloakrooms, lockers and refrigerators will not be necessary, since these are all built in.

To be checked during CAMPUS II site visit.

31. The exact number of fridges that need to be cleaned?

Approximately 25 in CAMPUS I. (See response to Question 11).

32. Which floor level is it you mean that require 'low level' cleaning (cleaning/washing of the lowest part of the walls)?

This refers to the lower areas of walls on the ground floor, which may easily accumulate dirt / dust due to traffic in this area. This should be done every 3 mths.

33. Is the daily work plan to be included with the bid?

Yes. The daily work plan is an integral part of the Technical proposal and must be included.

34. Are we expected to include a specific and detailed list of cleaning personnel that will be used before our bid is accepted?

No, only the Manager and the Supervisor / Team Leader. The expected number of cleaning personnel should be provided.

35. Now that phase 2 of Campus I shall not come into immediate effect, where in the financial proposal form do we fill out phase 2?

At this stage, only prices for Phase 1 of CAMPUS I should be submitted.

Please note that the structure of the Price Proposal (Cost Breakdown sections) lacks some clarity and will be revised to make submissions more comparable.

36. Is the cleaning of the kitchen in the canteen included?

No, the kitchen for the canteen is not included in cleaning of CAMPUS I.

Campus II

37. Renewal of plants, which kind of plants do you wish?

See response to Question 4

38. 150 indoors and 5-6 plants outdoors. Is this correct?

See response to Question 4

39. Pest control, spraying against insects, which type of insects/pests and in which areas?

Area plan provided. Standard arrangement to be implemented.

Post site visit queries:

- Regarding the refrigerators, during the tour of the site, it was mentioned that they should be cleaned every two weeks, however in the bid material it is stated they should be cleaned each week. Which of the two is valid?
Furthermore, does "cleaning" refer to wiping the outside, or is a weekly cleaning of the inside expected as well?

Initially once a week, and as specified in TOR, (wiping, discarding of expired products etc). Frequency may subsequently be revised based on staff feedback / needs.

- During the tour of the site it was mentioned that the dishwashers should be cleaned every day. Are we expected to fill them up, start them, empty them, and if so – how many times a day?

No, dishwashers are not to be emptied / filled / cleaned by cleaning personnel. You are only responsible for supplying the necessary detergents, tablets etc.

- **Regarding plants:**

The 150 indoor plants, how many of them are in the windows - small ?

How many are at the floor and what size - over or under 1,80 m?

Do you need plant service to be on location every 10 or 15 workday?

Please see response to Question 4.

- **Regarding washroom products:**

Have you installed dispensers at the toilets/bathrooms for the *Paper Towels, Toilet Rolls, Hand Detergents & Sanitizers* – or do you expect us to deliver that as well?

During the site visit to CAMPUS I yesterday, it was established that there are dispensers for paper towels, toilet rolls, hand detergents & sanitizers in the toilets, as well as holders for toilet brushes already installed.

Therefore you are only expected to provide the related supplies.

To summarize on site visit of 31/10/12:

- Several concerns were expressed regarding cleaning of skylights.

Still pending response from developer

- Request for drawings defining interface between Phase 1 (ready in 2013), and Phase 2 (ready in 2014).

This is provided. Please note that some of the Phase 1 meeting rooms will not be available during Phase 1.

- Request for drawings of façade for window cleaning estimate.

These are provided. They do not provide a full overview, but can be used for calculations.

- Query on whether the floors in both canteen and atrium areas will be 'sealed / oiled', prior to premises being handed over to the UN, and whether oiling will be required during contract.

Tiles will be sealed prior to premises hand over.

- Query on date for CAMPUS II (UNICEF & Warehouse) site visit.

We have contacted UNICEF regarding both responses on some of your queries received for CAMPUS II premises, and date for expected site visit. As soon as we have received a response, this information will be communicated to you.

CAMPUS II (UNICEF & Warehouse) site visit scheduled for Wednesday 7th November at 07:00 am. (Address will be provided in email)

- Uncertainty on whether proposals should cover both Phase I (2013) and Phase 2 (2014) of CAMPUS I.

Please note that your proposals should be submitted only for Phase 1 (the 5 'fingers' of the premises which will be ready in 2013).

Request / suggestion for extension of deadline on submission of proposals were also expressed, and this has been taken on board and is under consideration.

Deadline has been extended to Monday 19th November, 2012 no later than 17:00, Copenhagen time.

Pre-proposal meeting – 13:30, 23 October 2012

Questions raised by suppliers:

- Total amount of visitors/staff - The question of how many staff members there will be at Campus 1 and Campus 2 and how many guests are expected was raised.
It was explained that there are presently approximately 300 UNICEF staff members at Campus 2 and there will be approximately 1,000 staff members at Campus 1.
There will be approximately up to 100 visitors visiting Campus 1 a day and an extra approximate amount of 100 visitors visiting when UNICEF move in to Campus 1. Hence a total of 200 visitors are to be expected on average daily.
In 2014 when Phase 2 is completed there will be approximately 600 extra staff members.
- Supplies - Concern was expressed regarding supplies for Campus 1 and asked whether they would be the same quality as for Campus 2. This was confirmed.
In addition, it was asked that all the cleaning companies be able to bid on the full cleaning and scale down proportionally after one year or that we supply the cleaning companies with sketches and information on which parts of the building will be used and when as well as by how many staff members.
- Laboratories – the cleaning companies present were informed that the labs are not used for testing etc.
- Squared meters – The question of how many squared meters there are in Campus 1 and Campus 2 was clarified and that Phase 2 would amount to 18,000 m² extra. It was suggested all the cleaning companies view the one floor on the planned site visit and then each company would be able to calculate the remainder of the building as each floor is identical.
- Pest control – It was confirmed that the pest control relating to UNICEF is part of the total price and specified.
- Bank Guarantee – It was explained that the Proposal Security in the form of a bank guarantee, is to ensure the company is serious about their proposal, and will enter into a contract based on their submitted proposal. Guarantees are returned to those cleaning companies not chosen.
- Technical rooms – Meeting participants raising questions regarding the technical rooms. These will not be part of the cleaning contract.

- Documents – It was requested that the documents to be completed and submitted as part of the RFP, should be provided either in a WORD format, or PDF format that can be written in.
- Bidtender – Meeting participants were asked to address all questions to the Bidtender e-mail address.
- Furniture – Meeting participants were informed that meeting room furniture has not been procured yet.
- Plants – Meeting participants were informed that UNICEF, Campus 2 has both indoor plants and a minimum of outdoor plants that will be needed to be taken care of by the cleaning company. **This is now revised as per response to Question 4.**