

TERMS OF REFERENCE (TOR) CLEANING SERVICES

Background

The UN House in Copenhagen requires the effective provision of cleaning services for its office premises which staff approximately 420 people.

Scope of work

This is to provide cleaning services of high industry standards using environmentally friendly cleaning products and supplies (Svanemaerket or equivalent), for premises of approximately 8498 m2. The layout is six floors comprising of office space, conference facilities and common areas, as well as 3 elevators.

1 Deliverables

The scope of the Contract shall include but not be limited to the following:

Cleaning of office space, meeting rooms, stairways and common areas
Cleaning of all bathrooms and their fixtures;
Cleaning of the canteen and balcony;
Cleaning of windows – internal and external
Waste management;

1.1. Offices / Reception

- Daily – paper/waste bins emptied. **Refer to point 1.12. Waste management and recycling**, for further instructions.
- Three times a week - floors/carpets vacuumed.
- Two times a week – cleaning/dusting/vacuuming of fixtures such as cupboards, shelves, picture frames, couches, chairs, excluding desks and desk equipment
- Once a week - cleaning/dusting/vacuuming of window-sides/heaters, doors, glass doors and glass partitions
- Once a month – wet cleaning of the carpet in the reception /common area. Cost per hour should be provided in Price Schedule.

1.2. Desks and desk equipment

- Cleaning of the desks and equipment of the desks will not be part of this contract. Desk cleaning will be done by the people occupying the desks.
- For this purpose, the contractor is requested to submit a proposal for cleaning kits which will be fitted in the copy rooms on each floor (a total of 14 kits). These kits should contain supplies to service approximately 30 desks, and should cover the cleaning of the following types of items: desk tops, computer, computer screens, keyboard, mouse, calculator, telephone, desk lamp, etc.
- As part of the contract the contractor will be required to provide and subsequently replenish/refill the cleaning kits on as-required-basis. This cost should be included in the total monthly rate.

1.3. Meeting / conference rooms

- Daily – paper/waste bins emptied; tabletops cleaned; tables and chairs re-arranged
- Three times a week – floors cleaned; fixtures cleaned;
- Once a week - cleaning/dusting/vacuuming of window-sides/heaters, doors, glass doors and glass partitions.

1.4. Bathrooms

- Daily – floors washed; fixtures cleaned and disinfected;
- Supplies, including toilet paper, paper towels, liquid soap, toilet disinfectant, etc., replenished as required
- Refilling hand sanitizers located in the elevators and various points around the building, as and when required. This cost should be included in the total monthly rate.

1.5. Kitchenettes

- Daily – Floors; tabletops; sinks cleaned. Waste bins emptied. **Refer to point 1.12. Waste management and recycling**, for further instructions.
Soap, washing-up liquid refilled; kitchen paper towels replenished
- Weekly – cupboards polished; kitchen towels replaced;

1.6. Copy rooms

- Monthly – Floors cleaned; equipment dusted.

1.7. Canteen

- Daily – Floors, tables, serving counter, cashiers' desk cleaned. Waste bins emptied. **Refer to point 1.12. Waste management and recycling**, for further instructions.
- Weekly – chairs wiped, armchairs in lounge area vacuumed

1.8. Balconies

Once a month – litter cleared from the balconies.

1.9. Gym

- Twice a week - floors and showers cleaned.
- Bottles/sprays with cleanser for the workout equipment to be refilled on demand basis
- Monthly - workout equipment dusted

1.10. Physiotherapy room

- Twice a month – floors washed

1.11 Windows cleaning

- Three times yearly – inside and outside

1.12 Waste management and recycling

- The following types of recycling will be used – waste, plastic, glass, cans, paper and cardboard. The contractor must ensure correct disposal of the individual types into respective containers located in the basement.
- The contractor will provide containers on each floor for collecting plastic bottles, which will be stationed in the kitchenettes.
- Waste bins will be emptied according to the terms already outlined.
- Collection and disposal for the recycling stations, except for waste, will be done weekly.

2 Supplies and equipment

The contractor will provide all equipment, as well as environmentally friendly cleaning supplies required for carrying out the work. This comprises of but is not limited to, all the supplies for toilets, kitchenettes, and desk cleaning including – toilet paper, paper towels, disinfectants, kitchen towels, kitchen paper towels, washing-up liquid, soap and replacement soap dispensers, detergents for the kitchenettes, dishwasher supplies, as well as hand sanitizer refills.

There is a dedicated storage room on the premises for keeping supplies and equipment.

3 Premises

All invited parties will be welcome to make a visit to assess the premises prior to submitting an offer. Floor plans could be obtained, if required, at the visit to the premises.

4 Work schedule

The cleaning work will be carried out outside office working hours within the following timeframe – from 8pm to 2am (20:00h – 02:00h).

The contractor will be provided with the UN official holidays, which may not be coinciding with the Danish national holidays.

5 Duration of contract

The contract will be initially for one year with the possibility of extension, subject to satisfactory performance of the contractor.

6 Qualifications of contractor

- Proven track record in rendering satisfactory services to high-end premises.
- Financially sound and stable, evidenced by authentic financial statements for the past two years of operation
- The personnel must have training and experience in similar environments; and must not have criminal records or pending court cases against them.