

ANNEX A.1 – TECHNICAL SPECIFICATIONS

OPEN CALL FOR TENDERS

F-SE-12-T02

Provision of Cleaning Services

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1 Background information: arrangement, characterisation of sites and working environment

- The Agency is situated at Schwarzenbergplatz 11, 1040 Vienna. The total space in all floors and other areas is approximately 6.000 sqm. The building's offices occupy groundfloor, six floors and the basement.
- The building has one main entrance from the groundfloor, one garage, with a sliding door and the delivery area with one emergency exit door. The main entrance, the garage door and the emergency exit door in the delivery area are controlled by the guard.
- The office space consists of approximately 80 offices accommodating one to four people. The office spaces communicate with the staircase and the lift. The corridors are equipped with an alarm system. The hallways on each floor include copiers, printers and furniture.
- There is also one canteen located on the sixth floor, 15 toilets, 1 shower, 8 meeting rooms, 1 computer room, 2 elevators, 1 garage, a boiler room, 1 production room, 4 archive rooms.
- In the first floor there is an open space (atrium), a kitchen, two toilets, a conference room, a technical room, a training room and other small storage places.
- In the groundfloor there is one garage, a delivery area and other technical spaces. It also accommodates the production room, 4 archive rooms and a shower.
- Cleaning services should be provided to all above-listed areas.
- The number of staff is 100 people. Moreover, there is an average number of visitors between 70 to 100 per week .
- The Agency is open from Monday - Friday from 08:00 to 20:00. The applicable holidays are the European Commission ones and may differ from the local Austrian holidays.

2 General scope of the services

The scope of the services to be covered by the contract between the Agency and the successful tenderer includes all aspects of cleaning services to be provided at the premises of the Agency.



FRA is looking for a cleaning company able to:

- Provide cleaning services, having due consideration to the working environment at FRA, during working days from 08:00 to 17:00 and upon request at non-working days in Austria. These hours are indicative. The opening hours of the Agency are 08:00 – 20:00.
- Provide all cleaning supplies (detergent, glass cleaner, disinfectant, polish product, etc.) and operational material. All materials should be eco-friendly.
- Distribute all consumable supplies (e.g. toilet tissues, paper, towel, soap and garbage disposal bags).
- Monitor, supervise and organise cleaning services (schedule, control check, etc.).

3 Cleaning tasks description

- Emptying of recycling paper and various waste baskets, replacement of plastic bags if needed (with emphasis in the kitchen and in the canteen) and collect into separate containers in the delivery area - daily
- the paper recycling will be collected separately in bags and will be deposited in special containers in the delivery area. Similarly, aluminium, glass and plastic will be collected in the delivery area – daily as well
- wet-wiping of desk tops, table-tops and cupboard tops – daily
- dusting/wet-wiping of chairs, including frames and all other parts - periodically
- wet - wiping of radiators – weekly
- cleaning of other sanitary ware, including toilets - twice a day
- set up and fill / replacement of hand-towel containers, toilet paper and soap, if needed.
- wooden floors: wet mopping and removal stains – daily
- wet cleaning of stairs and corridors – periodically
- cleaning the elevators (inside) – daily
- cleaning floor in the garage and delivery area – periodically
- cleaning the floors in the archive - periodically
- cleaning of all doors - periodically
- cleaning of all kitchen items using the dishwasher or by hand - daily
- cleaning of the reception/security desk - daily



- special cleaning of linoleum or plastic floors – special machine to be used, if requested
- window cleaning services: On an annual basis (upon request).

4 Specific tasks required

4.1 Cleaning services

As an indication the Agency may request between 3-5 professional cleaners for cleaning of the FRA premises during its opening hours. It is also expected to provide the cleaning services during non-working days in Austria (on request) as the Agency is open at different times than the Austrian public holidays. This time schedule is indicative and could change upon request.

The Agency may request from the contractor to perform general office cleaning including supporting activities for preparation of meetings.

4.2 Regular cleaning

This service entails cleaning based on a predetermined schedule (weekly, monthly, etc.).

The Agency reserves the right to modify the cleaning programme and working hours depending on future needs. Any change on the working schedule should be first communicated to the Contractor three (3) days in advance.

Given the special arrangements on public holidays and events organisation at the Agency's premises during the calendar year, there should be flexibility in planning and implementation of certain cleaning works.

4.3 Additional cleaning services

- The Agency may request additional services beyond the standard cleaning. For instance: Ad-hoc cleaning following an event organisation,
- Urgent cleaning due to exceptional or unforeseen circumstances (e.g. exceptional weather conditions, fire, flood, etc.).

The request for urgent services should be done by written at least 24 hours in advance, specifying the nature of the works, the date and times for their execution and the number of people required. .



4.4 Cleaning supplies

Provide all cleaning supplies (i.e. glass cleaner, disinfectant, polish products, etc.). The contractor shall have a thorough knowledge of the cleaning supplies, operational material and consumables to be used for the requested cleaning services. The Agency expects the use of appropriate products for the cleaning of bathrooms, floors, furniture and windows. The contractor shall provide a sufficient quantity of all the necessary supplies, materials and chemical cleaning products. Also, the use of the appropriate chemicals should be in accordance with applicable national and European law.

IMPORTANT: The use of ecological/biodegradable cleaning supplies and products is requested. The products should comply with applicable Austrian and / or European regulations on environmental protection.

4.5 Other supplies

In order to fulfil the required services the provision and use of the following operational material by the cleaning company is requested:

- mop trolleys with two buckets for cleaning staff (one per site as a minimum)
- vacuum cleaner
- ladder for window cleaning
- telescopic rods
- buffers, brooms, mops, bucket, etc.
- cloths of different colours depending on the area to be used
- disinfectant steam engine
- signs floor type yellow "wet floor" a set for each floor
- other necessary cleaning equipment.

All provided tools and supplies should:

- be in of good quality, new or in a very good condition, both functionally and secure
- damaged items should be replaced to ensure appropriate and safe use
- the above items should remain at the premises of the Agency upon completion of the contract arrangements
- the mops to be used for offices, kitchen and other public areas must be different to ensure hygiene standards.



It is mandatory the use of the yellow signs for wet floors to avoid possible accidents.

5 Safety and Hygiene

The equipment and methods used at the premises must comply with national or applicable EU safety and hygiene regulations (see Directive 89/391/EEC).

- the Agency reserves the right to prohibit the use within the building of products with no safety, health or environmental protection. The materials and cleaning products should be in accordance to the applicable provisions of Public Health approved by the appropriate public bodies (e.g. from the Austrian General Laboratory).
- detergents and disinfectants should not have unpleasant odours and not be harmful to staff's and visitors' health (they should be hypoallergenic and free of toxicity). Neither be harmful for the building's facilities and equipment.
- the Contractor shall use only materials specified above, throughout the contract period. Any change in materials used must be notified immediately and within one week to the Agency. Each product can be replaced by equivalent only under the same qualitatively and quantitatively regulatory framework. If the Agency does not accept the quality of some of the materials, it reserves the right not to allow their use.
- the Agency has the right to undergo controls
 - on the compliance of the contractual terms through an independent body expert in Public Health and Hygiene.
 - on materials with ecological standards (green products).
- the cleaning materials and products will be stored properly within the envisaged storage areas.

6 Management and supervision

The contractor should appoint a supervisor who is expected to:

- have a thorough knowledge of the various cleaning tasks, equipment and material
- to be able to properly train and manage employees in their individual tasks
- to maintain and control an effective inspection and follow-up programme. A control inspection through all premises of minimum once a month, together with the administrative staff of the Agency, will take place



- undertake periodical checks regarding the quality of the service and report to the Agency after each visit

The contractor must assure that the cleaning personnel will be required to sign in and out at the reception desk. The cleaning staff is requested to wear a cleaning uniform being in the Agency's premises.

Replacement of cleaning personnel should be communicated 24 hours in advance

