



Call for tender EEA/ADM/03/005
Cleaning of the premises of the European Environment Agency
Technical Specifications

General specifications

The European Environment Agency (EEA) pays attention to environmentally-friendly cleaning and the use of environmentally-friendly cleaning products.

The EEA also pays major attention to results-oriented, quality cleaning which allows for varying needs for cleaning of, for example, meeting rooms, the visitors' cafeteria, office areas, etc., which are heavily used at times, to ensure that they are always clean.

Cleaning is to be based on the enclosed programme codes and associated cleaning instructions. Drawings are handed out at the inspection visit on 22 October 2003.

Working hours

The cleaning is to be performed Monday to Friday between 6.30 p.m. and 7.00 a.m.

Pricing

Prices must be given for both inside and outside tasks in accordance with the technical specifications as evident from the attached appendix.

Prices must be given in Euro and must be inclusive of all expenses associated with the work, such as wages, holiday and sick pay, insurance, tools, equipment, materials, inspection and administrative costs.

To convert from your currency to Euro please use the official monthly exchange rate published at <http://europa.eu.int/comm/budget/inforeuro/index.cfm>

The EEA pays attention to the fact that the fixed prices are based on flexible working that do not mean additional costs if, for example, additional cleaning is required on account of more intense use or due to seasonal dirt.

Paper bags for recycling/cardboard and sanitary bags must be included in the price.

Supply of toilet paper, hand-towel rolls, hand soap, tea towels, etc. must be charged against consumption. Products to be selected following agreement with EEA. Specification and prices of proposed products are to be attached with the quotation.

Payment

Payment terms are 30 days from receipt of invoice at the Agency.

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**Tender lists**

All prices must be given in Euro, excluding VAT. No delivery charges, etc., may be added.

FIXED CONTRACTS		
Delivery	Price indicated per	Price EUR
Daily cleaning and window cleaning in accordance with attached appendix (excl. Conference section)	Month*	
Conference section	Hour	
ESTIMATED USE OF TIME		
Delivery	Hours indicated per	Hours
Use of time daily cleaning excluding cleaning of windows	Month	
Use of time fixed supervision	Month	
Use of time supervision on call	Month	
OPTIONS		
Delivery	Price indicated per	Price EUR
Main cleaning in accordance with attached appendix	Hour	
Toilet paper (recycled)	Type: Roll	
Kitchen roll (recycled)	Type: Roll	
Hand towel rolls (recycled paper)	Type: Roll	
Hand soap, 250 ml. pump-action bottle	Type: Bottle	
Non-woven dishcloth	Item	
Tea towels (washing / hire), approx. 50 x 100 cm.	Item	
Logo mats (washing), approx. 90 x 150 cm., estimated 4.	Item	

*) given as 1/12 of the total price for the year.

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Cleaning of inside areas

General cleaning of furniture and fittings

The following tasks come under general furniture and fittings cleaning:

- Emptying and cleaning of ash trays
- Emptying and cleaning as required of waste containers and waste-paper baskets, and replacement of plastic bags
- Wiping of desk tops and other accessible desks and table-tops
- Wiping of and around door handles to remove stains, etc.
- Removal of stains on internal glazing in doors and walls, including entrance areas, inside and out
- Removal of cobwebs (regularly)
- Cleaning of hand basins and related fittings, mirrors, shelves, tiles, etc.
- Cleaning of other sanitary ware, including toilet cubicles and urinals
- Filling / replenishment of hand-towel container, toilet paper, toilet-seat paper and soap

Thorough cleaning of furniture and fixtures

The following tasks come under thorough furniture and fittings cleaning:

- Dusting / wiping of window frames and low-hanging lamps
- Dusting / wiping of edges of pictures and notice boards
- Dusting / wiping of clear shelving, bookcases, cupboards and fire-extinguishing equipment
- Dusting / wiping of banister railings
- Dusting top of computer screens
- Dusting / wiping of skirting boards
- Dusting / wiping of chairs, including underframe and all other parts
- Vacuum-cleaning of upholstered furniture
- Wiping / washing of door surfaces
- Dusting of other moveable and fixed furniture and fittings

Periodic cleaning

The following tasks come under periodic cleaning

1X MONTHLY

- Wiping of tops of radiators
- Descaling of sanitary areas (bathroom) using foam cleaning wherever there is a possibility to connect foam cleaning equipment
- Dusting / wiping of high lamps, fittings and ventilation grilles (180 – 300 cm.)



General floor cleaning

The following tasks come under general floor cleaning

- Hard floors: vacuum cleaning/ dry mopping and removal of stains (visible dirt to be removed)
- Carpeted floors: vacuum cleaning in walkways and visible areas
- Wooden floors: vacuum-cleaning/ dry mopping and removal of stains (visible dirt to be removed)
- Mats at entrances: to be cleaned

Thorough floor cleaning

The following tasks come under thorough floor cleaning

- Hard flooring: vacuum-cleaning / dry mopping and thorough floor washing, including soaking and treating

DESCRIPTION OF METHOD

1. Vacuum-clean or dry-mop the entire floor to remove loose dirt
2. Dip the flat mop into the cleaning water (clean water with appropriate detergent) and distribute across the entire floor/ alternatively distribute clean cleaning water over floor surface using measuring cups
3. Treat the entire floor surface as required to remove surface dirt and skid marks, etc.
4. Use a flat mop to wipe up the cleaning water, now dirty, from the entire floor surface

There are thus four different cleaning procedures associated with thorough floor washing.

- Carpeted flooring: wall-to-wall vacuum cleaning
- Wooden flooring: as stated under "hard flooring", but with minimum amount of water on the surface of the floor
- Entrance mats: to be cleaned

Appendix – inside tasks

The following tasks are to be carried out in accordance with the following intervals:

- Replacement of paper bags on green sack trucks for recycled paper/ cardboard – as required
- Emptying of recycled paper /card board into separate containers in the yard – daily
- Clearance of crockery used from meeting rooms (to be placed on trolley) – as required
- Manual washing up (including plates, cutlery, glassware, coffee cups, etc.) for approx. 150 staff, plus guests, per day, distributed among 13 kitchenettes – daily
- De-scaling 13 coffee machines – 1 x monthly
- Descaling of 13 kettles – 1 x monthly
- Removal of stains from carpeted areas – as required
- Treatment of stains on linoleum flooring, so that the floors always have a silk-matt finish – regularly
- Emptying and cleaning of fridges, discarding of out-of-date food– 1 x month
- Washing of vertical surfaces in kitchenettes (cupboard doors, etc.) to remove coffee spillages, etc. as required

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- Washing of inside of waste bins in kitchenettes – as required

Comments

- Internal stairways to be cleaned at different times of the year as follows:

Summer (1 April – 30 September)

- Basement to floor 1 (programme 522)
- Floor 1 to floor 4 (programme 511)

Winter (1 October – 31 March)

- Basement to floor 1 (programme 552)
- Floor 1 to floor 4 (programme 522)

The lift is to be cleaned according to programme code 555 at all times.



Window cleaning

Frequency of window cleaning

Notification of window cleaning must be given at least 8 days beforehand.

Glazing bars in window frames, etc., must be wiped as required when window cleaning.

In addition, it must be expected that minor fixtures and fittings may have to be removed from window frames and put back correctly once the cleaning is done.

Window-cleaning work	Frequency
4 th floor– facade cleaning, outside	4 x annually
3 rd floor – facade cleaning, outside	4 x annually
2 nd floor – facade cleaning, outside	6 x annually
1 st floor – facade cleaning, outside	6 x annually
Ground floor – facade cleaning, outside	12 x annually
Basement – facade cleaning, outside	4 x annually
4 th floor – facade cleaning, inside	4 x annually
3 rd floor – facade cleaning, inside	4 x annually
2 nd floor – facade cleaning, inside	4 x annually
1 st floor – facade cleaning, inside	4 x annually
Ground floor – facade cleaning, inside	4 x annually
Basement – facade cleaning, inside	4 x annually

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Cleaning of outside areas

Daily cleaning

- Steps to be inspected and swept as required (there must be no litter, cigarette ends, etc., left lying around)
- Steps up to B and C and outside paths at basement level to be inspected and swept as required (there must be no litter, cigarette ends, etc., left lying around)

Monthly cleaning

- Washing of wrought-iron gate
- Washing of glass sections
- Washing of sections at vehicle entrance
- All card readers to be wiped

No snow clearance is to be carried out.

Main cleaning instructions

Floors:	Carpeted floors to be vacuum cleaned thoroughly wall-to-wall. Stains to be removed from carpeted floors. Hard floors to be washed thoroughly wall-to-wall. Oiling of wooden floors.
Panels:	Thorough washing.
Window frames:	Thorough washing.
Walls:	Spots and marks to be removed (water-soluble).
Ceilings:	Sweeping. Cobwebs to be removed.
Doors and frames:	Thorough washing.
Radiators/pipes (free-standing):	Thorough washing.
Light fittings/lamps:	Outer surfaces to be dusted/cleaned
Furniture and fittings:	Desks and other tables to be cleaned thoroughly Bookcases and shelves to be cleaned thoroughly when cleared. Chairs and other upholstered furniture to be vacuum cleaned/cleaned.
Toilers and Bathrooms:	All sanitary installations to be descaled/cleaned thoroughly. Toilets to be disinfected. Mirrors to be polished. Walls to be descaled/washed down thoroughly. Floors to be washed thoroughly.

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Kitchenettes:	Kitchen tables and sinks to be cleaned thoroughly. Free shelves and surfaces to be cleaned. Insides of refrigerators to be cleaned if emptied (to be agreed). Cupboards to be emptied and the insides cleaned and contents replaced correctly.
Venetian blinds:	Dusted thoroughly.
Computer equipment /telephones:	Cleaning of computer equipment/telephones - about 150 sets, including screens, keyboards and cabinets.
Ventilation:	Caps in the ceiling

Code key

The programme code can be broken down as follows:

1st figure - Indicates the number of times a week that the room is to be cleaned.

2nd figure - Indicates the number of times a week that the floor area in the room is to be cleaned thoroughly. The difference between the first and second figure thus represents the number of times a week that general cleaning of the floor area is to be carried out.

3rd figure - Indicates the number of times a week that the furniture and fittings in the room are to be cleaned thoroughly.

The difference between the first and third figure thus represents the number of times a week that general cleaning of the furniture and fittings is to be carried out.

For example, a programme code with the designation **521** should be interpreted as follows:

The room is to be cleaned **5** days a week.

Thorough floor cleaning must be carried out **2** days a week and general floor cleaning **3** days a week.

Thorough cleaning of furniture and fittings must be carried out **1** day a week and general cleaning of furniture and fittings **4** days a week.

Programme code **111** indicates that the room is to be cleaned once a week and that both flooring and furniture and fittings are to be cleaned thoroughly on that occasion.

Inspection visit (no reimbursement of costs):

A presentation of the EEA premises will be conducted by Mr. Domingo Zorrilla, Logistic Group Coordinator, on Wednesday, October 22, 2003 at 17:30. (Meet at the entrance of the Agency, please be in time).

Drawings of the building are handed out during this visit.

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Basement

Room number	Room description	Program code
00.02	Kitchen office	5 5 5
00.02a	Entrance/toilet/shower	5 5 5
00.07	Storage	floor 1 x month
00.08	Server room	floor 1 x month
00.10	Archive	1 x month
00.10.1	Mail room	5 1 1
00.13	Shower	5 5 5
00.13a	Shower	5 5 5
00.15	Library	5 1 1
00.15a	Entrance	5 5 5
00.15b	Toilet	5 5 5
00.16	Toilet	5 5 5 *
00.17	Entrance	5 1 1
00.17a	Toilet	5 5 5
00.17b	Toilet	5 5 5
00.19	Library	5 1 1
00.20	Smoking room	5 5 5
00.29	Guest canteen	5 5 5
00.30	Guest canteen	5 5 5

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00.34	Canteen	5 5 5
00.39	Hall	5 1 1
00.39a	Entrance	5 5 5
00.39b	Toilet	5 5 5
00.40	Archive	1 x month
00.42	Bicycle basement	1 x month
* According to comments		

Ground

Room number	Room description	Program key
0.01	Office	5 1 1
0.01.1	Office	5 1 1
0.01.2	Hall way	5 1 1
0.02	Office	5 1 1
0.03	Hall way	5 1 1
0.05	Entrance	5 5 5
0.05a	Toilet	5 5 5
0.06	Kitchen	5 5 5
0.07	Entrance	5 5 5
0.07a	Toilet	5 5 5
0.09	Copy room	5 1 1

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0.10	Hall way	5 1 1
0.10.1	Office	5 1 1
0.10.2	Office	5 1 1
0.10.3	Conference	5 3 3
0.11	Cleaning room	- - -
0.12	Hall way	5 1 1
0.13	Hall way	5 1 1
0.14	Hall way	5 1 1
0.15	Office	5 1 1
0.16	Office	5 1 1
0.17	Hall way	5 1 1
0.17.1/0.17.2	Office	5 1 1
0.17.3	Office	5 1 1
0.17.4	Office	5 1 1
0.17.5	Office	5 1 1
0.18	Office	5 1 1
0.19	Kitchen	5 5 5
0.20	Wardrobe	5 1 1
0.21	Hall way	5 1 1
0.22	Information centre	5 5 5
0.23	Reception	5 5 5
0.24	Hall way	Sep. price

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0.25	Copy machine	Sep. price
0.26	Cloak room	Sep. price
0.27	Conference room	Sep. price
0.28	Hall way	Sep. price
0.29	Translation	Sep. price
0.30	Translation	Sep. price
0.31	Translation	Sep. price
0.32	Conference room	Sep. price
0.33	Entrance	Sep. price
0.33a	Toilet	Sep. price
0.34	Entrance	Sep. price
0.34a	Toilet	Sep. price
* According to comments		

1. floor

Room number	Room description	Program key
1.02	Office	5 1 1
1.02.1	Office	5 1 1
1.03	Hall way	5 1 1
1.05	Entrance	5 5 5
1.05a	Toilet	5 5 5

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1.06	Kitchen	5 5 5
1.07	Entrance	5 5 5
1.07a	Toilet	5 5 5
1.09	Server room	5 1 1
1.09.1	Hall way	5 1 1
1.10	Hall way	5 1 1
1.10.1	Office	5 1 1
1.10.2	Office	5 1 1
1.10.3	Office	5 1 1
1.10.4	Office	5 1 1
1.10.5	Office	5 1 1
1.11	Cleaning	- - -
1.13	Hall way	5 1 1
1.14	Hall way	5 1 1
1.15	Hall way	5 1 1
1.16	Office	5 1 1
1.17	Office	5 1 1
1.18	Hall way	5 1 1
1.18.1	Office	5 1 1
1.18.2	Office	5 1 1
1.18.3	Office	5 1 1
1.18.4	Office	5 1 1

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1.18.5	Office	5 1 1
1.20	Entrance	5 5 5
1.20a	Toilet	5 5 5
1.22	Hall way	5 1 1
1.22c	Toilet	5 5 5
1.23	Copy room	5 1 1
1.24	Office	5 2 2
1.25	Kitchen	5 5 5
1.28	Meeting room	5 5 5
1.29	Office	5 5 5
1.30	Office	5 5 5
1.31.1	Office	5 1 1
1.31.2	Office	5 1 1
1.31.3	Office	5 1 1
1.31.4	Office	5 1 1
1.31.5	Office	5 1 1
1.31.6	Office	5 1 1
1.31.7	Office	5 1 1
1.31.8	Meeting room	5 1 1
1.32	Office	5 1 1
1.33	Kitchen	5 5 5
1.34	Copy room	5 1 1

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1.39	Hall way	5 1 1
1.39a	Entrance	5 5 5
1.39b	Toilet	5 5 5
1.39c	Entrance	5 5 5
1.39d	Toilet	5 5 5
1.40	Office	5 1 1
1.41	Office	5 1 1

2. floor

Room number	Room description	Program key
2.02	Office	5 1 1
2.03	Hall way	5 1 1
2.04	Entrance	5 5 5
2.04a	Toilet	5 5 5
2.05	Office	5 1 1
2.06	Kitchen	5 5 5
2.07	Entrance	5 5 5
2.07a	Toilet	5 5 5
2.08	Office	5 1 1
2.09	Office	5 1 1
2.10	Hall way	5 1 1

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2.10.1	Office	5 1 1
2.10.2	Office	5 1 1
2.10.3	Office	5 1 1
2.10.4	Office	5 1 1
2.11	Cleaning room	- - -
2.14	Hall way	5 1 1
2.15	Hall way	5 1 1
2.16	Office	5 1 1
2.17	Office	5 1 1
2.18	Hall way	5 1 1
2.18.1	Office	5 1 1
2.18.2	Office	5 1 1
2.18.3	Office	5 1 1
2.18.4	Office	5 1 1
2.18.5	Office	5 1 1
2.22	Hall way	5 5 5
2.22a	Entrance	5 1 1
2.22b	Toilet	5 5 5
2.23	Copy room	5 1 1
2.24	Office	5 1 1
2.25	Kitchen	5 5 5
2.26	Office	5 1 1

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2.27a	Toilet	5 5 5
2.28	Office	5 1 1
2.29	Office	5 1 1
2.30	Office	5 1 1
2.31.1	Office	5 1 1
2.31.2	Office	5 1 1
2.31.3	Office	5 1 1
2.31.4	Office	5 1 1
2.31.5	Office	5 1 1
2.31.6	Office	5 1 1
2.31.7	Office	5 1 1
2.31.8	Meeting room	5 1 1
2.31.9	Office	5 1 1
2.32	Office	5 1 1
2.33	Kitchen	5 5 5
2.34	Copy room	5 1 1
2.37	Entrance	5 5 5
2.37b	Toilet	5 5 5
2.38	Entrance	5 5 5
2.38b	Toilet	5 5 5
2.39	Hall way	5 1 1
2.40	Office	5 1 1

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2.41	Office	5 1 1
* According to comments		

3. floor

Room number	Room description	Program key
3.02	Office	5 1 1
3.03	Hall way	5 1 1
3.04	Entrance	5 5 5
3.04a	Toilet	5 5 5
3.06	Kitchen	5 5 5
3.07	Entrance	5 5 5
3.07a	Toilet	5 5 5
3.08	Office	5 1 1
3.09	Server room	1 x month
3.10	Hall way	5 1 1
3.11	Cleaning	---
3.13	Hall way	5 1 1
3.14	Hall way	5 1 1
3.16	Office	5 1 1
3.17	Office	5 1 1
3.18.1	Office	5 1 1

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3.18.2	Office	5 1 1
3.19	Office	5 1 1
3.20	Office	5 1 1
3.21	Office	5 1 1
3.22	Office	5 1 1
3.23	Smoking room	5 5 5
3.24	Office	5 1 1
3.25	Hall way	5 1 1
3.25a	Entrance	5 5 5
3.25b	Toilet	5 5 5
3.26	Kitchen	5 5 5
3.28	Meeting room	5 5 5
3.29	Office	5 1 1
3.30	Office	5 1 1
3.31	Hall way	5 1 1
3.31.1	Office	5 1 1
3.31.2	Office	5 1 1
3.31.3	Office	5 1 1
3.31.4	Office	5 1 1
3.31.5	Office	5 1 1
3.31.6	Office	5 1 1
3.31.7	Office	5 1 1

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3.31.8	Office	5 1 1
3.31.9	Office	5 1 1
3.32	Office	5 1 1
3.39	Hall way	5 1 1
3.39a	Entrance	5 5 5
3.39b	Toilet	5 5 5
3.39c	Toilet	5 5 5
3.40	Office	5 1 1
3.41	Office	5 1 1
3.42	Office	5 1 1
* According to comments		

4. floor

Room number	Room description	Program key
4.01	Relax room	5 5 5
4.02	Meeting	5 5 5
4.03	Meeting	5 5 5
4.04	Office	5 1 1
4.05	Office	5 1 1
4.06	Hall way	5 1 1
4.06a	Hall way	5 1 1

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4.07	Office	5 1 1
4.08	Office	5 1 1
4.09	Office	5 1 1
4.10	Office	5 1 1
4.11	Office	5 1 1
4.12	Kitchen	5 5 5
4.14	Entrance	5 1 1
4.14a	Toilet	5 5 5
4.14b	Toilet	5 5 5
4.15	Office	5 1 1
4.16	Office	5 1 1
4.17	Office	5 1 1
4.18	Office	5 1 1
4.19	Office	5 1 1
4.20	Office	5 1 1
4.21	Office	5 1 1
4.23	Entrance	5 5 5
4.23a	Toilet	5 5 5
4.24	Kitchen	5 5 5
4.25	Entrance	5 5 5
4.25a	Toilet	5 5 5
4.26	Office	5 1 1

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4.27	Office	5 1 1
4.28	Office	5 1 1
4.29	Office	5 1 1
4.30	Office	5 1 1
4.31	Cleaning room	- - -
4.32	Hall way	5 1 1
4.33.1	Office	5 1 1
4.33.2	Office	5 1 1
4.34	Office	5 1 1
4.35	Office	5 1 1
4.36	Office	5 1 1
4.37	Office	5 1 1
4.38	Office	5 1 1
4.39	Office	5 1 1
4.40	Smoking	5 5 5
4.41	Hall way	5 1 1
4.41a	Entrance	5 5 5
4.41b	Toilet	5 5 5
* According to comments		