



31 July 2012

Clarification No 2

Reference: Open call for tenders No EEA/OSE/12/003

Title: Framework service contract for the provision of cleaning services at the premises of the European Environment Agency (EEA)

Question 1

Should all the internal glasses also be washed? If so, what would be the frequency?

Answer 1

Please refer to annex 7 to the tender specifications – Cleaning tasks, paragraph 1.1.1. General cleaning of furniture and fittings, where it is stated that the following task is included under general cleaning of furniture and fittings: *“removal of stains on internal glazing in doors and walls, including entrance areas, inside and out”*.

The frequency of this cleaning task is specified in annex 8 to the tender specifications – Description of EEA premises with indication of programme code for cleaning of inside areas (furniture, fittings and floor cleaning).

Corrigendum

Annex 8 to the tender specifications entitled *‘Description of EEA premises with indication of programme code for cleaning of inside areas (furniture, fittings and floor cleaning)’* shall be replaced by the following (modifications are highlighted in blue):

ANNEX 8 to the Tender Specifications

Description of EEA premises with indication of programme code for cleaning of inside areas (furniture, fittings and floor cleaning)

Note on Programme key for inside cleaning

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, furniture and fittings are to be cleaned thoroughly on that occasion.

KN6 - Basement

Room number	Room description	Programme code
00.7	IT-Stock	Floor quarterly
00.8	Server room	Floor quarterly
00.10.1	Office	5 1 1
00.13	Hall Way	5 1 1
00.13.a	Shower	5 5 5
00.13.b	Shower	5 5 5
00.13.c	Shower	5 5 5
00.13.d	Shower	5 5 5
00.14	New room	5 1 1
00.15	Storage	5 1 1
00.15a	Toilet	5 5 5
00.18	Hall way	5 1 1
00.18a	Toilet	5 5 5
00.19	Guest Canteen	5 5 5
00.20	Guest Canteen	5 5 5
00.27	Hall Way	5 1 1
00.27a	Toilet	5 5 5
00.29	Guest canteen	5 5 5
00.30	Guest canteen	5 5 5
00.34	Canteen	5 5 5
00.39	Hall	5 1 1
00.39a	Toilet	5 5 5
00.40	Archive	Floor quarterly

KN6 – Ground floor

Room number	Room description	Programme key
0.1	Office	5 1 1
0.1.1	Office	5 1 1
0.1.2	Hall way	5 1 1
0.2	Hall way/library/reading room	5 1 1
0.3	Hall way	5 1 1
0.3a	Toilet	5 5 5
0.3b	Toilet	5 5 5
0.6	Kitchen	5 5 5
0.9	Storage room	Floor quarterly
0.10	Meeting room	5 5 5
0.10.1	Office	5 1 1
0.10.2	Office	5 1 1
0.11	Cleaning room	---
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	Office	5 1 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

Room number	Room description	Programme key
0.18	Meeting Room	5 5 5
0.19	Kitchen	5 5 5
0.20	Hall way	5 1 1
0.20a	Toilet	5 5 5
0.21	Hall way	5 1 1
0.22	Office	5 1 1
0.22.1	Office	5 1 1
0.23	Reception	5 5 5
0.24	Hall way	5 5 5
0.25	Copy room	5 1 1
0.26	Cloak room	5 1 1
0.27	Meeting room	5 5 5
0.28	Hall way	5 1 1
0.29	Translation	5 1 1
0.30	Translation	5 1 1
0.31	Translation	5 1 1
0.32	Conference room	5 5 5
0.32a	Toilet	5 5 5
0.32b	Toilet	5 5 5

KN6 - First floor

Room number	Room description	Programme key
1.2.1	Office	5 1 1
1.2.2	Office	5 1 1
1.2.3	Office	5 1 1
1.3	Hall way	5 1 1
1.3a	Toilet	5 5 5
1.3b	Toilet	5 5 5
1.6	Kitchen	5 5 5
1.10	Office	5 1 1
1.10.1	Office	5 1 1
1.10.2	Office	5 1 1
1.9	Office	5 1 1
1.11	Cleaning room	---
1.13	Hall way	5 1 1
1.14	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
1.18.5	Office	5 1 1
1.22a	Toilet	5 5 5

Room number	Room description	Programme key
1.22	Hall way	5 1 1
1.23	Copy room	5 1 1
1.24	Office	5 1 1
1.25	Kitchen	5 5 5
1.27	Hall Way	5 1 1
1.27.a	Toilet	5 5 5
1.28	Meeting room	5 5 5
1.29	Office	5 5 5
1.30	Office	5 5 5
1.31.0	Office	5 1 1
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 5 5
1.32	Office	5 1 1
1.33	Kitchen	5 5 5
1.34	Copy room	5 1 1
1.39	Hall way	5 1 1
1.39a	Toilet	5 5 5
1.39b	Toilet	5 5 5

Room number	Room description	Programme key
1.40	Office	5 1 1
1.41	Office	5 1 1

KN6 - Second floor

Room number	Room description	Programme key
2.2	Office	5 1 1
2.3	Hall way	5 1 1
2.3a	Toilet	5 5 5
2.3b	Toilet	5 5 5
2.5	Office	5 1 1
2.6	Kitchen	5 5 5
2.8	Office	5 1 1
2.9	Office	5 1 1
2.10	Meeting room	5 5 5
2.10.1	Office	5 1 1
2.10.2	Office	5 1 1
2.10.3	Office	5 1 1
2.11	Cleaning room	---
2.13	Hall way	5 1 1
2.14	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

Room number	Room description	Programme key
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 1 1
2.22.a	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
2.27	Hall way	5 1 1
2.27a	Toilet	5 5 5
2.28	Office	5 1 1
2.29	Office	5 1 1
2.30	Office	5 1 1
2.31.0	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 5 5
2.32	Office	5 1 1

Room number	Room description	Programme key
2.33	Kitchen	5 5 5
2.34	Copy room	5 1 1
2.31	Hall way	5 1 1
2.31a	Toilet	5 5 5
2.31b	Toilet	5 5 5
2.40	Office	5 1 1
2.41	Office	5 1 1

KN6 - Third floor

Room number	Room description	Programme key
3.2.1	Office	5 1 1
3.2.2	Office	5 1 1
3.3	Hall way	5 1 1
3.3a	Toilet	5 5 5
3.6	Kitchen	5 5 5
3.3b	Toilet	5 5 5
3.8.1	Office	5 1 1
3.8.2	Office	5 1 1
3.9	Server room	Floor 1 x quarter
3.10	Hall way	5 1 1
3.11	Cleaning room	---
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

Room number	Room description	Programme key
3.18.1	Office	5 1 1
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	Office	5 1 1
3.24	Office	5 1 1
3.25	Hall way	5 1 1
3.25.a	Toilet	5 5 5
3.25.b	Kitchen	5 5 5
3.26	Office	5 1 1
3.28	Office	5 1 1
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
3.31.8	Meeting room	5 5 5

Room number	Room description	Programme key
3.31.9	Office	5 1 1
3.32	Office	5 1 1
3.39	Hall way	5 1 1
3.39.a	Toilet	5 5 5
3.39.b	Toilet	5 5 5
3.40	Office	5 1 1
3.41	Office	5 1 1
3.42	Office	5 1 1

KN6 – fourth floor

Room number	Room description	Programme key
4.01	Office	5 1 1
4.02	Meeting room	5 5 5
4.03	Meeting room	5 5 5
4.04	Office	5 1 1
4.05	Office	5 1 1
4.06	Hall way	5 1 1
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	Hall way	5 1 1
4.14a	Toilet	5 5 5

Room number	Room description	Programme key
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
4.21.1	Office	5 1 1
4.21.2	Office	5 1 1
4.22	Hall way	5 1 1
4.22a	Toilet	5 5 5
4.22b	Toilet	5 5 5
4.24	Kitchen	5 5 5
4.26	Meeting room	5 5 5
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

Room number	Room description	Programme key
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	Office	5 1 1
4.41	Hall way	5 1 1
4.41.a	Toilet	5 5 5

KN8 - Basement

Room number	Room description	Programme key
8.00.1	Fitness room/machines	5 5 5
8.00.3	Hall Way	5 1 1
8.00.3a	Shower	5 5 5
8.00.3b	Shower	5 5 5
8.00.3c	Toilet	5 5 5
8.00.3d	Toilet	5 5 5
8.00.8	Storage	Floor 1 x quarter
8.00.7	Storage	Floor 1 x quarter
8.00.9	Changing room	5 5 5
8.00.9a	Shower	5 5 5
8.00.9b	Shower	5 5 5
8.00.9c	Toilet	5 5 5
8.00.5	Changing room	5 5 5
8.00.5a	Shower	5 5 5
8.005b	Shower	5 5 5

Room number	Room description	Programme key
8.00.5c	Toilet	5 5 5
8.00.15	Shower	5 5 5
8.00.16	Shower	5 5 5

KN8 – Ground floor

Room number	Room description	Programme key
8.0.1	Creative space	5 5 5
8.0.2	Entrance	5 5 5
8.0.3	Hall way	5 1 1
8.0.3.a	Toilet	5 5 5
8.0.3.b	Toilet	5 5 5
8.0.3.c	Toilet	5 5 5
8.0.4	Kitchen	5 5 5
8.0.6	Meeting room	5 5 5

KN8 – First floor

Room number	Room description	Programme key
8.1.1	Auditorium	5 5 5
8.1.2	Rest room	5 1 1
8.1	Office	5 1 1
8.1.3	Office	5 1 1
8.1.4	Office	5 1 1
8.1.6	Office	5 1 1
8.1.8	Hall way	5 1 1
8.1.8.a	Toilet	5 5 5

Room number	Room description	Programme key
8.1.8.b	Toilet	5 5 5
8.1.8.c	Toilet	5 5 5
8.1.8.d	Toilet	5 5 5
8.1.9	Copy room	5 1 1
8.1.0	Cleaning room	-----
8.1.10	Office	5 1 1
8.1.11	Office	5 1 1
8.1.12	Office	5 1 1
8.1.13	Meeting room	5 5 5
8.1.14	Office	5 1 1
8.1.15	Switches/Network	Floor 1 x Quarter
8.1.16	Kitchen	5 5 5
8.1.17	Office	5 1 1
8.1.18	Office	5 1 1
8.1.19	Office	5 1 1
8.1.19	Office	5 1 1
8.1.20	Office	5 1 1
8.1.21	Office	5 1 1
8.1.22.a	Toilet	5 5 5
8.1.22	Recording studio	5 1 1
8.1.23	Office	5 1 1
8.1.24	Office	5 1 1
8.1.25	Office	5 1 1
8.1.26	Office	5 1 1

Room number	Room description	Programme key
8.1.27	Hall way	5 1 1
8.1.27a	Toilet	5 5 5
8.1.27b	Toilet	5 5 5
8.1.28	Office	5 1 1
8.1.29	Copy room	5 1 1
8.1.30	Office	5 1 1
8.1.31	Hall Way	5 1 1
8.1.31.a	Toilet	5 5 5
8.1.31.b	Toilet	5 5 5
8.1.32	Hall way	5 1 1

KN8 – Second floor

Room number	Room description	Programme key
8.2.0	Cleaning room	-----
8.2.10	Office	5 1 1
8.2.11	Office	5 1 1
8.2.12	Office	5 1 1
8.2.13	Meeting room	5 5 5
8.2.14	Office	5 1 1
8.2.15	Switches/Network	Floor 1 x Quarter
8.2.16	Kitchen	5 5 5
8.2.17	Office	5 1 1
8.2.18	Office	5 1 1
8.2.19	Office	5 1 1

Room number	Room description	Programme key
8.2.20	Office	5 1 1
8.2.21	Office	5 1 1
8.2.22	Office	5 1 1
8.2.23	Office	5 1 1
8.2.24	Office	5 1 1
8.2.25	Office	5 1 1
8.2.26	Office	5 1 1
8.2.27	Hall way	5 1 1
8.2.27a	Toilet	5 5 5
8.2.27b	Toilet	5 5 5
8.2.27c	Toilet	5 5 5
8.2.28	Office	5 1 1
8.2.30	Meeting room	5 5 5
8.2.31	Hall way	5 1 1
8.2.31.a	Toilet	5 5 5
8.2.31.b	Toilet	5 5 5
8.2.32	Hall way	5 1 1
8.2.32.a	Toilet	5 5 5
8.2.33	Kitchen	5 5 5
8.2.34	Copy room	5 1 1

For convenience sake a consolidated version of annex 8 to the tender specifications is available for download on the EEA external website at the following address: <http://www.eea.europa.eu/about-us/tenders/eea-ose-12-001-framework>