



**VOLUME II –SCOPE OF SERVICES & SPECIFICATIONS – CLEANING and MAINTENANCE SERVICES**

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## 1- PURPOSE OF THE CONSULTATION

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### 1.1- Designation

The purpose of this consultation is the cleaning and maintenance of the premises listed below of the French School Lycée Louis Massignon in Abu Dhabi:

- Buildings A + A'.
- Buildings B +B'.
- Building D
- Building J
- Outdoor Spaces and Sports Areas

Kindly refer to the Annex 1 for the details of each building.

### 1.2- Site Visit

A visit to all the above listed premises, subject matter hereof, is mandatory to bid.

The visits shall be scheduled by appointment only, to be made with the technical departments.

The possible dates are as follows:

**Sunday, May 31 from 8:00 am to 12:00 pm**

**And next days**

**(One date per bidder)**

No delays shall be accepted.

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### 2- DESCRIPTION OF SERVICES

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Maintenance and cleaning services shall be performed in lieu of the condition, nature and use of the premises. Maintenance services and works (trenches, electricity, painting, removals, various handling operations, etc.) shall be scheduled as required by the CLIENT.

#### 2.1- Purpose of the Service

Three criteria are to be taken into account, namely: Appearance, Comfort, and Hygiene.

**Appearance:** *Appearance where the thing looks like.*

In the cleaning field, the appearance is the first visual impression of cleanliness and neatness of a room and its equipment. The cleaning services shall certainly be adapted to the premises.

**Comfort:** **All the factors determining a feeling of well-being.**

In cleaning, the comfort is appreciated through the following factors:

- Appearance (as determined above), olfactory, tactile and auditory perceptions. As far as olfactory perceptions are concerned, the service must eliminate or possibly cover bad smells by using appropriate products. The service shall not be performed using products whose odors cannot be tolerated.
- As to the tactile perceptions, the work must be carried out in a way that the treated surfaces are pleasant to touch and feel.
- As to the auditory perception, the services must be carried out in a way to avoid any unwanted noise that may disturb the environment.

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**Hygiene: Set of principles and practices relating to the preservation of health.**

In the cleaning field, hygiene is based on the sanitation of both surfaces and the ambient atmosphere. Thus, the service must reduce pollution to a non-hazardous level without causing new pollution by the untimely use of products.

### 2.2- Conditions of Performance

#### 2.2.1- Periodicity

The frequency of performance of the services is indicated by the CLIENT through Annex II which details the methods of intervention per each building. The bidding companies must include this element, by building, in their offer, by justifying that the obtained results remain, between each two interventions, in conformity with the specified requirements.

#### 2.2.2- Schedule of Services

The schedules of use of the premises are communicated to the SERVICE PROVIDER. They may be modified according to the activities carried out thereat. Any modification shall be notified to the SERVICE PROVIDER. No additional compensation may arise from the modification of the schedule.

The SERVICE PROVIDER must imperatively adapt itself to the constraints of use of the premises, it being specified that the cleaning and other services shall be carried out, except in exceptional cases and in agreement with the CLIENT, respecting the cleaning schedule (daily, weekly and monthly) and the maintenance and work schedule.

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### 2.2.3- Organization of Work

The SERVICE PROVIDER shall define the organization to be implemented to best carry out the services, particularly the implemented means, the general organization, the daily functioning and the supervision.

The SERVICE PROVIDER shall assign a site agent who shall be responsible for supervising the staff and carrying out the services in accordance with the specifications.

The working hours of the cleaning and maintenance staff shall be in accordance with the cleaning plan determined in advance by the CLIENT. Six days a week (from Saturday to Thursday).

The SERVICE PROVIDER personnel shall be directly managed and supervised by the French School LLM with reference to the SERVICE PROVIDER when necessary.

Coordination and exchange meetings shall be organized between the different actors at the initiative of the CLIENT in order to assess with the maintenance and cleaning staff the risks and to review procedures and good practices. The following topics shall be discussed: safety, use of disinfectants and cleaning chemicals, schedules, quality of services, etc...

This responsible shall be assisted by sufficient number of female and male agents having the qualification to ensure satisfactory performance of the work and may be required to attend meetings with the CLIENT.

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In the event of a work stoppage by its staff, the SERVICE PROVIDER will be required to provide the necessary services to maintain the hygiene and safety of the CLIENT's premises.

### **2.2.4- Elements available to the SERVICE PROVIDER**

The supply of products and materials necessary for the effective performance of the services shall be provided free of charge by the CLIENT (see paragraph 2.3.1).

### **2.2.5- Access to the Site and Equipment**

The CLIENT shall entrust the SERVICE PROVIDER team leader with the keys or any other necessary means of access to the aforementioned premises. In the event of loss or theft, the SERVICE PROVIDER shall immediately inform the CLIENT of the missing copies. The latter shall be replaced (as well as any locks corresponding to lost or stolen keys) and shall be invoiced to the SERVICE PROVIDER at the current rate.

In the event of termination or at the expiry of the contract, the SERVICE PROVIDER shall be required to provide the CLIENT with all the means of access initially entrusted to it.

## **2.3- Implementation and Quality of Services**

### **2.3.1- Origin and Quality of Materials**

The CLIENT shall provide the SERVICE PROVIDER, upon the start of execution, with a list of the equipment to be made available. This list shall be accompanied by a technical notice and the references of use of the equipment (waxing machine, vacuum cleaners, etc...).

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### 2.3.2- Origin and Quality of Products

The CLIENT shall submit to the SERVICE PROVIDER the list of products proposed for the performance of the services in accordance with the directives and policies of the UAE and ADEC in force (This list shall be accompanied by a detailed notice. Any product presenting a health hazard shall be strictly forbidden.

The CLIENT reserves the right to prohibit products whose use is likely to cause damage or compromise the safety of users and the degradation of materials, (e.g. soils, etc...).

Any damage caused to the installations and equipment shall be under the responsibility of the SERVICE PROVIDER.

### 2.3.3- Organization on Site

Combustible materials, including paper packaging, cardboard, wood, plastics, must be removed without delay and at the latest at the end of each intervention.

The products shall be stored in the premises provided for that purpose. No material or product shall be left untied.

The SERVICE PROVIDER shall avoid unnecessary lighting, checks and adjusts the air conditioning system at least during the night.

The SERVICE PROVIDER shall be held responsible for warning its staff that the use of materials and equipment located in the premises, in particular telephone sets and photocopiers, is prohibited.

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### 2.3.4- Quality Assurance

The services covered by this contract shall be carried out in order to ensure a perfect state of cleanliness, comfort and hygiene at all times, while respecting the specific characteristics of the surfaces treated.

The frequency and the corresponding methods of intervention shall be established by mutual agreement between the CLIENT and the SERVICE PROVIDER.

The quality of the cleaning shall be checked by examining four criteria: appearance, comfort, cleanliness and hygiene.

A follow-up document of the cleaning operations must be drafted by the SERVICE PROVIDER and checked by the CLIENT on weekly basis. In the event of non-compliance with the results, the CLIENT may request verification.

The use of ladders and other equipment must comply with safety standards.

Wearing of special equipment while using chemicals must be respected at all times.

The products must be diluted as specified by the manufacturer or in the regulations, the water must be changed often and the surfaces wiped.

Cleaning products must not be mixed unless otherwise specified by the manufacturer. Body fluids, blood and vomit should be cleaned as soon as possible after their discovery in order to prevent the spread of communicable diseases.

To avoid cross-contamination, different cleaning clothes should be used for different areas.



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In the event of an incident of any kind occurring during the performance of the services, the CLIENT shall be immediately informed by an incident log.

### 2.4- Windows Glass

The cleaning of the windows glass shall be carried out according to the frequencies stipulated in Annex 2: details of the intervention methods per building.

### 2.5- Consumables Items

Consumables Items: **toilet paper, hand towels and liquid soap**, will be supplied by the CLIENT and regularly set up by the SERVICE PROVIDER in order to avoid any supply disruption.

### 2.6- Maintenance Works and Specific Works

The SERVICE PROVIDER may be requested to carry out specific and particular work (restoration of certain floors, occasional cleaning following transformations, works, removals, miscellaneous handling, etc...).

The SERVICE PROVIDER must be able to carry out maintenance operations (electricity, plumbing, and painting) and special operations upon request.

Additional emergency cleaning, related to particular situations, including unforeseen events, may be requested from SERVICE PROVIDER.

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### 3- STAFF

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The SERVICE PROVIDER undertakes to independently hire, pay and manage its employees, thus keeping the CLIENT free of all social, fiscal and legal charges and obligations.

The staff shall be composed of female agents for the nursery school and the accompaniment of the children, male agents elsewhere and at least an electrician, a plumber and a painter. The multi-functionality of the maintenance agents shall be sought.

Particularly:

1. The personnel must comply with all the requirements of the competent authorities.
2. The SERVICE PROVIDER shall comply with the CLIENT's policies and procedures and shall adapt themselves as necessary to comply with the standards required by ADEC.
3. Obtaining and paying for residence visas, work cards and medical insurance for all personnel.
4. All costs related to the mobilization / demobilization of personnel (air transport or others, administrative costs of visas or others shall be borne by the SERVICE PROVIDER.
5. The employed staff shall have a service mission. The reception of users must be adapted to the public (children) and benevolent (smile and polite words to be respected).
6. The staff employed has a mission of service. The reception of users must be adapted to the public (children) and benevolent (smile and politeness to be respected).
7. The staff shall also participate in the collective mission of children education, in the same way as the other personnel of the establishment.



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8. The person in charge on behalf of the SERVICE PROVIDER on the CLIENT's site liaises with the CLIENT.
9. The SERVICE PROVIDER shall provide its staff with all the work clothing necessary for the accomplishment of its mission.
10. The SERVICE PROVIDER undertakes to ensure the continuity of the cleaning and maintenance service even in the event of the absence of its staff and during the public holidays scheduled as working days in the CLIENT's schedule.
11. The SERVICE PROVIDER shall check the state of health of its staff. It shall take all the required measures in the event that the state of health of its staff is not compatible with the exercise of its mission.
12. The staff of the SERVICE PROVIDER shall have access to the premises whenever the service requires so.
13. The SERVICE PROVIDER is required to comply with the internal regulations and the safety instructions in the event of fire. In this respect, all staff shall, at the request of the CLIENT, participate in training days in this area, up to a maximum of one day per year, at no extra cost to the CLIENT.
14. The staff is required to inform the CLIENT about any safety hazards of which it is aware.