



VOLUME A: INSTRUCTION TO TENDERERS – SCHOOL CLEANING & MAINTENANCE SERVICES

SUMMARY

1. INTRODUCTION	2
2. SCOPE OF WORKS.....	2
3. CALL FOR TENDER AND OBTAINING TENDER DOCUMENTS / CONFIDENTIALITY OF DOCUMENTS.....	2
4. COST OF TENDERING	2
5. LANGUAGE AND CURRENCY	2
6. CLIENT'S REPRESENTATIVE AND REQUEST FOR INFORMATION (RFI)	3
7. TENDER PRICE/VALITY OF TENDER PRICE	3
8. TENDER DOCUMENTS TO BE SUBMITTED	3
9. TENDER SUBMISSION.....	4
10. APPLICABLE LAW.....	4
11. CRITERIA/ACCEPTANCE	5
12. TREATMENT OF CONFIDENTIAL INFORMATION	5
13. DOCUMENT SIGNATURE.....	6

LYCEE LOUIS MASSIGNON

Établissement homologué par le ministère français de l'Éducation nationale

PO BOX 2314 - Abu Dhabi - Emirats Arabes Unis

| Tél. : 00 971 2 444 80 75 | Fax : 00 971 2 444 92 90 | www.llm.ae

VOLUME A: INSTRUCTION TO TENDERERS – SCHOOL CLEANING & MAINTENANCE SERVICES

1. INTRODUCTION

The Lycée Louis Massignon is the French School in Abu Dhabi (CLIENT) is under the responsibility of the French Embassy, and a private school licensed by ADEC. It now hosts 1770 students from pre-school to grade 12th and about 230 staff members, from teachers to administration and maintenance personnel who enable the daily operation of the campus.

2. SCOPE OF WORKS

The CLIENT is tendering for: School Cleaning & Maintenance Services.

The Tender is related to the cleaning and maintenance (the SERVICES) for the premises of the Lycée Louis Massignon (CLIENT) for the scholar year August 15th, 2025 to August 2026. It includes among others the provision of cleaning and maintenance staff.

The SERVICES are due to only start when ADEK confirm the decision to re-open the schools.

3. CALL FOR TENDER AND OBTAINING TENDER DOCUMENTS / CONFIDENTIALITY OF DOCUMENTS

Soft copies of the Tender documents are transmitted by email and are freely available to all tenderers that have previously accepted to participate to the call for Tender for those SERVICES.

All documents issued and information given to the Tenderer shall be treated as strictly confidential.

4. COST OF TENDERING

All costs for the preparation and submission of this Tender are at the sole account of the Tenderers. The CLIENT will not be responsible for compensating any expenses which may be incurred by any Tenderer for this Tender.

5. LANGUAGE AND CURRENCY

The Contract documents shall be drawn up in English, which shall be the governing language of The Contract. However, should the CLIENT request the translation of any document submitted by the Contractor into Arabic it shall be prepared by and at the cost of the SERVICE PROVIDER.

The currency of the contract will be UAE Dirhams. All prices quoted must be in U.A.E. Dirhams (AED). Fractions of Dirhams shall be in Fils.

VOLUME A: INSTRUCTION TO TENDERERS – SCHOOL CLEANING & MAINTENANCE SERVICES

6. CLIENT'S REPRESENTATIVE AND REQUEST FOR INFORMATION (RFI)

In order to ensure uniform interpretation of the specifications and to facilitate the exchange of information, the employer has appointed the following person(s) to represent him for this project:

M. Frédéric GULKASEHIAN – CLIENT Financial Manager
daf@louismassignon.com

Ms. Sylvie POULAT – CLIENT Financial Deputy Manager
dafadjoint@louismassignon.com

Should there be any doubt or query in the meaning of any of the Tender documents or as to anything to be performed or not to be performed or as to any other matter, the Tenderer must set forth in writing and submit the same to the Client not later than 7 days before the date stipulated for submittal of Tenders. The replies to written queries, the explanations and clarifications given, and copies of documents will be issued as "Tenderers Bulletin" and circulated to all Tenderers not later than 3 days before the date stipulated for submittal of Tenders.

7. TENDER PRICE/VALITY OF TENDER PRICE

The prices and rates proposed shall be firm and not subject to any escalation. Tenders shall remain valid and binding upon the Tenderer for a period of **90 days**, commencing from the date fixed for submittal of Tenders to the Client and it may be accepted at any time before the expiration of this period. A provision for extension upon mutual agreement shall be explicitly mentioned.

8. TENDER DOCUMENTS TO BE SUBMITTED

The Tenderers shall submit one complete set of "ORIGINAL" in hard copy in a sealed envelope of the Tender documents together with a soft copy (USB or CD).

The Tenderers shall submit the following documents signed and stamped:

- VOLUME A - Instructions to Tenderers
- VOLUME I - Conditions of Contract of the SERVICES.
- VOLUME II- Scope and Specifications of the SERVICES

LYCEE LOUIS MASSIGNON

Établissement homologué par le ministère français de l'Éducation nationale
PO BOX 2314 - Abu Dhabi - Emirats Arabes Unis
| Tél. : 00 971 2 444 80 75 | Fax : 00 971 2 444 92 90 | www.llm.ae

VOLUME A: INSTRUCTION TO TENDERERS – SCHOOL CLEANING & MAINTENANCE SERVICES

All the above documents shall be dully signed and stamped.

In addition, the documents following documents shall be provided:

- VALID TRADE LICENSE: *Copy of the current trade license (DED Abu Dhabi)*
- AUTHORIZED REPRESENTATIVE duly substantiated by the *Power of attorney*
- MOL LIST: *Last up to date list of staff*
- FINANCIALS STATEMENTS: *audited reports for last three years*
- SELECTED REFERENCE ON SIMILAR BUSINESS: *The service provider will have to select a maximum of 4 references demonstrating its ability to perform the services required in the tender*
- COVER LETTER: *The service provider will explain the reasons of answering the Tender and confirming full compliance with the technical and contractual condition set forth by the CLIENT*
- TECHNICAL OFFER: *The service provider must submit a planning based on the Specifications and Scope of Work and the CVs of the key personnel*
- COMMERCIAL OFFER: Prices detail must be presented for all SERVICES

9. TENDER SUBMISSION

Tender shall be submitted in plain (i.e. without any mark allowing the identification of the Tenderer) sealed envelope at the CLIENT's premises reception desk.

The envelope shall be endorsed as follows: "LLM – SCHOOL CLEANING & MAINTENANCE SERVICES"

The Tender shall be deposited not later than **February, 19th, 2025 noon.**

10. APPLICABLE LAW

The applicable law for the Tender and the Contract will be the applicable United Arab Emirates laws and regulations.

VOLUME A: INSTRUCTION TO TENDERERS – SCHOOL CLEANING & MAINTENANCE SERVICES

11. CRITERIA/ACCEPTANCE

Tender will be evaluated upon the bid handed by the Tenderers.

The award criteria are as follows:

- The feasibility of responding to the requirements of the call for tenders (35%)
- The Price (40%)
- The qualifications and experience of the personnel assigned to the performance of contract (25%)

The Tenderers must be prepared to meet the CLIENT's representative's office during tender evaluation if requested to do so, in order to clarify and/or amplify any part of his Tender. The CLIENT is not required to accept the lowest or any Tender at all and will not state a reason for the acceptance or rejection of any tender.

12. TREATMENT OF CONFIDENTIAL INFORMATION

"Confidential Information" or mentioned as "information" or "data" in the present enquiry and subsequent service order means all information which the Service Provider obtains from LLM, directly or indirectly, including, but not limited to, information regarding the services, processes involved in the services, the facilities, the transactions covered by the Service Order.

The Confidential Information shall be used exclusively for the execution of the Services.

The Service Provider agrees neither to reveal any Confidential Information to the third parties nor use the same for any purpose other than the execution of the Services, unless LLM so authorizes in writing.

The Service Provider also agrees to take all reasonable precautions to safeguard any documents, data any and all documents.



VOLUME A: INSTRUCTION TO TENDERERS – SCHOOL CLEANING & MAINTENANCE SERVICES

The Service Provider shall impose the same confidentiality obligations under this disposition on all of its sublet subcontractors and vendors, directors, officers, employees, agents, and consultants with respect to the Confidential Information.

The Service Provider shall obtain LLM's prior written Approval before making any public release to the press or to publication circles regarding the Service Order.

Additionally, it is explicitly agreed that no information that Service Provider supplies or arranges to have supplied to LLM under the Service Order shall be subject to any obligation of confidentiality. LLM shall not be liable for any use or disclosure of such information. Service Provider also warrants that it will not disclose to LLM any information that is subject to an obligation of confidentiality to any third party.

13.DOCUMENT SIGNATURE

Company Name:

Contact Name:

Contact Number:

Stamp and Signature preceded by the handwritten words « read and approved »:

LYCEE LOUIS MASSIGNON

Établissement homologué par le ministère français de l'Éducation nationale

PO BOX 2314 - Abu Dhabi - Emirats Arabes Unis

| Tél. : 00 971 2 444 80 75 | Fax : 00 971 2 444 92 90 | www.llm.ae

VOLUME I: CONTRACT – SCHOOL CLEANING & MAINTENANCE SERVICES

THIS CONTRACT IS ENTERED INTO BETWEEN:

- **XXXXXXXXXXXXXXXXX** hereinafter called the "**SERVICE PROVIDER**"

AND

- **Lycee Louis Massignon**, having its address at P.O. BOX 2314 - ABU DHABI hereinafter called the "**CLIENT**",

For the purposes of the cleaning & maintenance services, hereinafter called "**SERVICE PROVIDER**".

- Whereas, the CLIENT requires the performance of the SCHOOL CLEANING & MAINTENANCE SERVICES (or the SERVICES) at its premises located in Abu Dhabi,
- Whereas, the SERVICE PROVIDER declares it is qualified, able and willing to carry out this responsibility as per the terms, provisions and conditions herein contained,
- Now, therefore, in consideration thereof, and in view of the mutual covenants and agreements, the CLIENT and the SERVICE PROVIDER agree as follows:

VOLUME I: CONTRACT – SCHOOL CLEANING & MAINTENANCE SERVICES

I. DESCRIPTION OF THE SERVICES

The SERVICE PROVIDER shall provide the SCHOOL CLEANING & MAINTENANCE SERVICES for the CLIENT all along the academic year in accordance with the school calendar annexed to Volume II hereof.

The quality of the SERVICES and other obligations / requirement is fully detailed in the Volume II of this CONTRACT which is fully enforceable as Scope of Services and Specifications.

II. INSURANCE

The SERVICE PROVIDER may be held responsible only as part of the performance of the SERVICES provided for in Volume II of the CONTRACT.

The SERVICE PROVIDER undertakes:

- To take a medical malpractice insurance.
- To take up an assurance coverage with a company of sound financial standing to cover his Third-Party Liability and all the employees should cover proper insurance. The SERVICE PROVIDER shall provide as part of his obligations a written certificate of insurance to the CLIENT.
- To settle regularly his insurance premiums and give evidence thereof as part of his obligations.
- To indemnify the CLIENT for any loss, damage or claim that it may suffer from the provision of SERVICE PROVIDER services.

Tenderers shall indicate in their offer the minimum amount covered for each required coverage.

LYCEE LOUIS MASSIGNON

Établissement homologué par le ministère français de l'Éducation nationale

PO BOX 2314 - Abu Dhabi - Emirats Arabes Unis

| Tel.: 00 971 2 444 80 75 | Fax: 00 971 2 444 92 90 | www.llm.ae

VOLUME I: CONTRACT – SCHOOL CLEANING & MAINTENANCE SERVICES

III. THE PRICE

The prices of the SERVICES are deemed inclusive of all obligations described in Volume II hereof and shall be as follows:

- A fixed price per services covering the SCHOOL CLEANING & MAINTENANCE SERVICES as well as all the obligations described in Specification in Volume II.
- In certain cases, described in Specification of Volume II, an hourly, daily or other rates,
- The rates are defined in Annex I of the CONTRACT

The above prices shall be valid and applicable for the term of the CONTRACT (i.e. one academic year), fixed and non-revisable.

VAT is 5% applicable on the CONTRACT. This VAT rate will adhere to any change in the Law.

The minimum price of the CONTRACT is not guaranteed by the CLIENT and the SERVICE PROVIDER waives all claims against the CLIENT related thereto.

IV. TERMS OF PAYMENT

4.1 INVOICING

The SERVICE PROVIDER shall send on a monthly basis a statement of the school cleaning and maintenance services made during the previous month for CLIENT prior approval.

The invoicing based on the above approved statement shall be detailed and clearly show the details of the services performed by SERVICE PROVIDER and comply with all legal aspects but not limited to VAT regulations.



VOLUME I: CONTRACT – SCHOOL CLEANING & MAINTENANCE SERVICES

4.2 PAYMENT

The payment shall be made according to the accounting rules of the CLIENT.

The invoices for payment shall be made in one original copy containing the following information:

- The name and address of the SERVICE PROVIDER,
- The VAT number registration of the SERVICES PROVIDER,
- The bank account IBAN number,
- The performed service,
- The amount of the service excluding the tax,
- The applicable VAT,
- The price of ancillary benefits
- The invoice dates

In case of renewal of the CONTRACT, the evolution of the rates may intervene and shall be made according to the evolution of the prices in the sector and with the CLIENT's formal agreement. It cannot be higher than 5% per year. It must be notified in writing before the 15th day of June preceding its date of application.

The CLIENT shall have 30 days to pay. All payments will be made by bank transfer.

VOLUME I: CONTRACT – SCHOOL CLEANING & MAINTENANCE SERVICES

V. VALIDITY OF THE SERVICE DELEGATION CONTRACT AND SAFEGUARD CLAUSES

The CONTRACT is concluded for one (1) academic year. It can be renewed expressly by the CLIENT.

The CONTRACT may be interrupted and / or terminated at any time by the CLIENT by formal letter (with acknowledgment of receipt from SERVICE PROVIDER) in case of SERVICE PROVIDER'S

non-compliance with the specification's clauses. This case will not entitle SERVICE PROVIDER to **any** compensation.

The SERVICE PROVIDER informs the CLIENT by registered letter with acknowledgment of receipt if it considers affected, due to changes made by the CLIENT with respect to its services (change of calendar, etc...).

In the event of changes during the academic year, the SERVICE PROVIDER undertakes to ensure the SCHOOL CLEANING & MAINTENANCE SERVICES in accordance with the provisions of the CONTRACT until the end of the academic year.

The CONTRACT shall enter into force upon its signature and shall become effective two (02) weeks before the beginning of the academic year following its signature. The first day of SCHOOL CLEANING AND MAINTENANCE SERVICES will be on the **15th August 2025** and at the latest when received the confirmation of ADEK of the decision to re-open the schools.

The CONTRACT may be interrupted and / or terminated at any time and for any reason (including Force Majeure) by the CLIENT by formal letter (with acknowledgment of receipt from SERVICE PROVIDER). In this case of SERVICE PROVIDER will be entitled to a maximum compensation equivalent to 50% of the average monthly invoicing for the current month.

LYCEE LOUIS MASSIGNON

Établissement homologué par le ministère français de l'Éducation nationale

PO BOX 2314 - Abu Dhabi - Emirats Arabes Unis

| Tel.: 00 971 2 444 80 75 | Fax: 00 971 2 444 92 90 | www.ilm.ae

VOLUME I: CONTRACT – SCHOOL CLEANING & MAINTENANCE SERVICES

VI. SERVICE PROVIDER / CLIENT RELATIONS

Any claims made by either party shall be settled by the SERVICE PROVIDER's and the CLIENT's representatives.

VII. DISPUTES

Before seeking the jurisdiction of the Emirati law and the courts of the UAE of Abu Dhabi, the parties undertake to amicably negotiate, as soon as practicable, all the problems arising between them in relation with the execution hereof.

VIII. TRANSITIONAL MEASURES:

For three (03) months from the date of entry into force, the parties may agree to make amendments hereto, except on financial conditions and tariff systems, with the aim of achieving the maximum satisfaction of students and the families of Lycee Louis Massignon in Abu Dhabi.

Made on..... in Abu Dhabi (UAE).

On behalf of the CLIENT	On behalf of the SERVICE PROVIDER
Full Name : Anne-Sophie GOUIX	Full Name :
Position : The Head of School	Position :
Signature :	Signature :



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

SUMMARY

1- PURPOSE OF THE CONSULTATION

1-1- Designation

1-2- Site Visits

2- DESCRIPTION OF SERVICES

2.1- Purpose of the Services

2.2- Conditions of Performance

2.2.1- Periodicity

2.2.2- Schedule of Services

2.2.3- Organization of Work

2.2.4- Elements available to the SERVICE PROVIDER

2.2.5- Access to Site and Equipment

2.3- Implementation and Quality of Services

2.3.1- Origin and Quality of Materials

2.3.2- Origin and Quality of Products

2.3.3- Organization on the Site

2.3.4- Quality Assurance

2.4- Windows Glass

2.5- Consumable Items

2.6- Special Works

2.7- Performance obligation

3- STAFF

ANNEX

- Annex I: Details of the Buildings
- Annex II: Details of intervention Procedures per building
- Annex III: Job description Technical Officer – Head of Technical Services



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



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

1- PURPOSE OF THE CONSULTATION

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:

At your convenience after 17:00 pm

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

2- DESCRIPTION OF SERVICES

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 considered, 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.

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

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.



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

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 Monday to Sunday with Saturday holiday).

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 enough female and male agents having the qualification to ensure satisfactory performance of the work and may be required to attend meetings with the CLIENT.



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

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 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...).



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

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, telephone sets and photocopiers, is prohibited.

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

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 always, 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 always be respected .

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.

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

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 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.

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

3- STAFF

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:

- 1 Technical Officer – Head of Technical Services (Annex III: Job description)
- 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 ADEK.
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.



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

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 if 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.



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