

Annex 1: Scope of Work – LOT 1 – Providing Staff for Cleaning RFQ: RFQP/ROMO/COM/23/053

The objective of this Scope of Work is to procure the services of a cleaning company for NRC Moldova's offices and guesthouse.

The main purpose is to establish a Two-Year Framework Agreement for the provision of Cleaning Services for NRC offices and guesthouses to keep NRC premises clean and in compliance with hygiene standards.

The Framework Agreement is expected to commence in January 2024 and run until December 2025.

Delivery Location

The NRC operates in the Republic of Moldova, with all their offices and premises located in Chisinau and the northern part of Moldova, specifically Ocnita. There is the possibility of expansion to other cities in the future.

Requirements and service provision for contracted Service Provider

The Service Provider must maintain a consistently high standard of cleanliness, hygiene, and overall presentation throughout the entire area. The HR & Admin department will oversee the work carried out by the awarded contractor. The Service Provider is also responsible for ensuring that their personnel adhere to NRC's approved dress code standards and NRC Code of Conduct for non-NRC staff.

NRC is soliciting bids for two specific types of services, providing Staff for Cleaning (LOT 1) and Cleaning services including materials (LOT 2), and we kindly request that bidders provide their most competitive offers for both of the services.

LOT 1 – Providing Staff for Cleaning:

NRC will seek to be provided with a cleaner to perform duties within NRC facilities for five days each week, with each workday consisting of 8 hours of work and a 1-hour lunch break. This service will be on a monthly basis, but there's also an option to request daily cleaning services as required.

Mainly NRC will be using this service to cover its needs in the offices and the community centres regardless the space of the premises, NRC will determine the required number of cleaners.

Working Days & Hours: From Monday till Friday – 8:00 till 17:00.

Important terms:

- Cleaning materials will be provided by NRC, so prices should be excluding the cost of the cleaning materials (Consumables).
- The Cleaning company must be provided with the necessary equipment for the execution of the established cleaning works, such as vacuum cleaners, buckets, mops, rags, etc.
- The cleaning company is required to provide a replacement cleaner in the event of the assigned cleaner's absence.
- The cleaner shall be always on time, inside the premises he/she is assigned to clean, strictly adhere to NRC rules, polite, avoid cleaning spaces when any NRC staff is inside and provide a high-quality service.

The following tasks are to be conducted:

1. Cleaning, dusting, vacuuming, and disinfecting floors, walls, and ceilings. Removal of waste and any other garbage from the entire area covered under the contract (such as halls, conference rooms, office rooms, WC, etc.).
2. Thorough sweeping, cleaning, mopping with disinfectant/cleaner of all areas including all staircases, lobbies, office rooms, meeting rooms, WC, elevator, and other areas, cleaning of ceilings & high walls, removal of wash stains on walls, porches etc.
3. Cleaning of baskets, wastepaper baskets, washing trash cans and waste storage surfaces, cobwebs, etc. and disposing of all the collected refuse at designated site on daily basis.
4. Cleaning of all doors and all windows, grates with detergent/cleaning agents, washing related windowsills, furniture, fixtures, fans, equipment, elevator, etc.
5. Scrubbing/cleaning of toilets, washbasins, sanitary fittings, mirrors, toilets, etc.
6. Cleaning light fixtures, fans, air conditioner vents, overhead light fixtures, projectors, fire-fighting equipment, nameplates, door mats etc.
7. Placing garbage bags in all garbage bins to avoid stains and stinks and clear them on daily basis.
8. Check and remove hairs, dust, dirt or any such unwanted object from anywhere in the designated area.
9. Cleaning the external surfaces of the kitchen furniture.
10. Disinfection of door handles.
11. Cleaning surfaces of the office furniture (tables, shelves, etc.)
12. Putting dirty dishes in the dishwasher and emptying it.
13. Make sure that the coffee machine, tea, sugar and other consumables in the kitchen and bathrooms are in sufficient quantities and inform the HR administrator about this.
14. Maintaining cleanliness in the area around the building (sweeping, washing the threshold, taking out the garbage, etc.).
15. Maintenance and watering of plants, flowerpots, etc., on the premises.
16. Dusting of entire area including windows/windowpanes/doors/ledges, etc.
17. NRC will determine the cleaning area.
18. Cleaning the balconies
19. Cleaning and disinfecting the refrigerator to combat odors.
20. Cleaning and disinfecting the microwave oven to combat odors.
21. All meeting rooms to be cleaned of mugs, cups, plates, etc after the meeting is over.

Monitoring and control of housekeeping:

To facilitate improved management and ensure the seamless provision of services, NRC's operational focal points will oversee the following monitoring mechanism: The cleaner will be required to sign the daily attendance sheet, indicating their time of arrival and departure.

I hereby confirm reading, understanding and accepting the content of the Scope of Work

For the Service Provider
Service Provider Name: "Elina Service" SRL
Responsible Staff Name: Creciun Oleg
Position: Administrator
Date: 01.12.2023
Signature & Stamp

