

Annex 2: Scope of Work – LOT 2 – Cleaning Services

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 2 – Cleaning Services (Including the Cleaning Materials)

NRC will primarily seek "Cleaning Services (Including Cleaning Materials)" for the purpose of carrying out cleaning tasks in rented apartments and guesthouses. NRC has established a baseline of 100 square meters, which suppliers are expected to base their bids on.

NRC will treat 100 square meters as the standard cleaning area for all its apartments and guesthouses. Consequently, service providers should quote their cleaning prices based on this 100m² baseline. If the actual cleaning area required is less than 100 square meters, NRC will still pay for the full 100 square meters. Conversely, if the area exceeds 100 square meters, NRC will pay for the initial 100 square meters plus the additional cost per square meter beyond that. *Please refer to the RFQ to fill the prices table.*

The pricing for this service will be based on the frequency of cleaning sessions. NRC's operational focal point will furnish the selected cleaning company with a weekly or monthly cleaning schedule, specifying the number of cleaning sessions required for each apartment or guesthouse.

Important terms:

- Cleaning materials should be provided by the cleaning company.
- The Cleaning company must be provided with the necessary equipment for the execution of the established cleaning works.
- The cleaning company is required to provide a replacement cleaner in the event of the assigned cleaner's absence.

- NRC's operational focal point will furnish the selected cleaning company with a weekly or monthly cleaning schedule, specifying the number of cleaning sessions required for each apartment or guesthouse.
- The schedule of cleaning the guesthouses will be preset but flexibility is an advantage.
- The cleaner should be capable of performing the work in due time and according to the quality requirements.
- The cleaner shall be always on time, strictly adhere to NRC rules (Code of Conduct or non-NRC staff), polite and provide a high-quality service.

The following tasks are to be conducted:

1. Cleaning of sanitary facilities inside and outside with special chemicals.
2. Cleaning the walls.
3. Internal and external cleaning of the sink.
4. Washing and polishing mirrors.
5. Washing and decalcifying all faucets, siphons (all stainless-steel mechanisms) and polishing them with special substances to provide shine.
6. Vacuuming the entire surface, floors, and carpets.
7. Removing the spider web.
8. Washing the kitchen sink.
9. Washing and polishing kitchen furniture.
10. Washing the tables.
11. Washing household appliances outside.
12. Washing floors and plinths (wet mopping).
13. Wet and dry cleaning of floors.
14. Changing bedsheets and wash them in the washing machine and hang them to dry, once a week.
15. Cleaning the Windows (Internal & External) once each 3 months.

The following cleaning materials, consumables and equipment for guesthouses should be provided:

1. Vacuum cleaner
2. Trash bags
3. Mirror and glass cleaning solutions
4. Bathroom solution
5. Kitchen solution (degreaser)
6. Fiber cloths for furniture
7. Cloths and sponges for kitchen
8. Cloths and sponges for bathroom
9. Mop and bucket for floors
10. Detergent for washing bed sheets.

The consumables shall be non-toxic, non-allergic, biodegradable, compatible with the materials being cleaned.

Monitoring and control of housekeeping:

To enhance management efficiency and ensure seamless service delivery, NRC's operational focal points will implement the following monitoring procedure: The cleaner will be required to sign an attendance sheet for each cleaning session in every apartment or guesthouse. This attendance sheet should include the arrival and departure times for that specific session.

Payment Terms & Invoicing:

NRC will make payments upon the successful completion of the service, subject to the receipt and approval of a monthly invoice, with payment to be processed within a 30-day timeframe.

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

