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## **Appendix 3 - “Cleaning Services and Schedules”**

### **3.1 Lot 1 EMSA**

EMSA requires the successful contractor to perform cleaning and pest control services at the EMSA Headquarters as well as at the Conference Centre.

Both areas will be supplemented with an extra daily cleaning service performed by a piquet service.

This corresponds to:

- A. Regular Cleaning Services and Schedules for the EMSA Headquarters;
- B. Special Cleaning Services and Schedules for the skylight, ceiling wash, cafeteria kitchen area and external glazed parts 3m above the ground;
- C. Regular Cleaning Services and Schedules for the Conference Centre;
- D. Cleaning Services and Schedules for the Conference Centre on call basis;
- E. Cleaning Services of areas exclusively performed by Piquet Service 1;
- F. Cleaning Services of areas exclusively performed by Piquet Service 2;
- G. Cleaning Services of areas exclusively performed by Piquet Service 3 (only to be implemented upon EMSA decision).

#### **A Regular Cleaning Services and Schedules for EMSA Headquarters.**

EMSA requires the contractor to perform a general cleaning of the EMSA HQ building. These cleaning services, to be executed either on a daily, weekly, fortnightly, monthly or quarterly basis, are described as follows:

##### **A.1 Offices**

###### **Daily:**

- Pick up litter and empty rubbish and recycling bins;
- Dust workstations and remove any marks;
- Properly position furniture;
- Carpet wet mop clean.

Note that rubbish has to be appropriately separated and recycled, and that bin liners have to be changed if dirty or damaged.

###### **Weekly:**

- Dust, polish and remove any marks from:
- All furniture;
- Internal windows, window sills and frames;
- Picture frames and coat hangers;
- Disinfecting telephones and desktop items;
- Vacuum or mechanized clean carpets and upholstery in depth;
- Clean corners, ledges and hard to reach areas.

###### **Monthly:**

- Remove cob webs from ceilings and walls;

- Clean/ wipe off smudges and spills from points of contact (latches, switches, wall);
- Clean doors and wipe internal windows incl. frames.
- Dust high not easy reachable furniture.
- Clean and wash all furniture in depth.

**Quarterly:**

- Wash and clean all the internal glazed parts and remove marks and spills from external glazed parts as required and possible.
- Dust elements of air condition system

Note that only the external glazed parts and windows have to be cleaned that can easily be reached without additional professional equipment and safety measures, e.g. open able windows and, glazed parts and windows up to a height of approx. 3m above ground in accordance with work safety regulations.

**Once per year:**

- Carpet washing.

## **A.2 Meeting rooms**

**Daily:**

- Pick up litter;
- Dust all furniture and remove any marks;
- Remove marks from doors and internal windows;
- Carpet wet mop cleaning;
- Vacuum/clean carpets and wash away visible marks;
- Wipe white boards;
- Properly position furniture.

Note that rubbish has to be appropriately separated and recycled.

**Weekly:**

Dust, polish and remove any marks from:

- Internal windows, window sills and frames;
- Picture frames and coat hangers;
- Telephones, plasma screens and desktop items.
- Vacuum or mechanized clean carpets and upholstery in depth.
- Clean corners, ledges and hard to reach areas.

**Monthly:**

- Remove cob webs from ceilings and walls;
- Clean/ wipe off smudges and spills from points of contact (latches, switches; wall);
- Clean doors and wipe internal windows incl. frames;
- Dust high not easy reachable furniture;
- Clean and wash all furniture in depth.

**Quarterly:**

- Wash and clean all the internal glazed parts and remove marks and spills from external glazed parts as required and possible;
- Carpet washing.
- Dust elements of air condition system

Note that only the external glazed parts and windows have to be cleaned that can easily be reached without additional professional equipment and safety measures, e.g. open able windows and, glazed parts and windows up to a height of approx. 3m above ground in accordance with work safety regulations.

### **A.3 Bathrooms and Kitchenettes**

#### **Daily:**

- Pick up litter and empty rubbish and recycling bins;
- Clean/ wipe off smudges and spills from all points of contact (latches, switches; walls; doors, frames, fixtures, etc.);

#### **Clean:**

- Washbasins and fittings;
- Mirrors and accessories;
- Lavatories and fittings;
- Polish metal surfaces;
- Wash the floors.

Note that rubbish has to be appropriately separated and recycled, and that bin liners have to be changed if dirty or damaged.

#### **Weekly:**

- Remove scale deposits from all appliances.

#### **Monthly:**

- Remove cob webs from ceilings and walls;
- Exchange the disposal boxes containing sanitary pads in the female and mixed bathrooms;
- Air freshener recharge;
- Wash tiled walls;
- Floor mechanized wash.

#### **Quarterly:**

- Dust elements of air condition system

### **A.4 Circulation Area: Main Stairways, Halls, Lifts, Corridors and External entrance and emergency stairs**

#### **Daily:**

- Pick up litter;
- Wash and clean all the external entrance glazed parts, including rotating door;
- Sweep external entrance (outside);
- Clean all visible marks from walls, doors, frames, floors and internal windows and clean

glass banisters of main staircases;

- Wet mop all hard surface floors;
- Dust all furniture and remove any marks;
- Remove marks from doors and windows;
- Vacuum or mechanized clean carpets and wash away visible marks.

Note that rubbish has to be appropriately separated and recycled.

**Weekly:**

- Clean/ wipe off smudges and spills from all points of contact (latches, switches; walls; doors, frames, etc.);
- Dust/clean staircases including banisters;
- Clean corners, ledges and hard to reach areas;
- Vacuum or mechanized clean all floor surfaces in depth;
- Dust, polish and remove any marks from:
- Internal windows, window sills and frames;
- Picture frames and coat hangers;
- Fire extinguishers and signs.

**Monthly:**

- Remove cob webs from ceilings and walls;
- Clean doors and wipe internal windows incl. frames;
- Floor refinishing.

**Quarterly:**

- Wash and clean all the internal glazed parts and remove marks and spills from external glazed parts as required and possible.
- Dust elements of air condition system

Note that only the external glazed parts and windows have to be cleaned that can easily be reached without additional professional equipment and safety measures, e.g. open able windows and, glazed parts and windows up to a height of approx. 3m above ground in accordance with work safety regulations.

**Twice per year:**

- Carpet washing

**Emergency stairs exclusively**

**Daily:**

- Clean all visible marks as necessary and pick up any litter;

Note that rubbish has to be appropriately separated and recycled.

**Weekly (only on Saturday's):**

- Clean/ wipe off smudges and spills from all points of contact (latches, switches, walls, doors, frames, etc.);

- Dust/clean staircases including banisters;
- Wash the emergency exit stairs;
- Clean corners, ledges and hard to reach areas;
- Dust, polish and remove any marks from:
- Internal windows, window sills and frames.

**Quarterly:**

- Wash and clean all the internal glazed parts and remove marks and spills from external glazed parts as required and possible.
- Dust elements of ventilation system

Note that rubbish has to be appropriately separated and recycled.

## **A.5 Cafeteria**

**Daily cleaning of the public area:**

- Pick up litter;
- Clean all furniture and remove any marks
- Clean all visible marks from walls, doors, frames, floors and internal windows;
- Vacuum or if required, mechanized clean carpets and wash away visible marks.

Note that rubbish has to be appropriately separated and recycled.

**Weekly cleaning of the public and Kitchen area, (Saturdays):**

- Wash all visible marks from walls, doors, frames, floors and internal windows;
- Dust, polish and remove any marks from:
- Picture frames;
- Clean corners, ledges and hard to reach areas;
- General equipment cleaning, including the extractors fan filters;
- Clean/ wipe off smudges and spills from points of contact (latches, switches, wall);
- Clean and wash all furniture
- Carpet and floor washing.

**Monthly:**

- Remove cob webs from ceilings and walls;

**Quarterly:**

- Wash and clean all the internal glazed parts and remove marks and spills from external glazed parts as required and possible.
- Dust elements of air condition system

Note that only the external glazed parts and windows have to be cleaned that can easily be reached without additional professional equipment and safety measures, e.g. open able windows and, glazed parts and windows up to a height of approx. 3m above ground in accordance with work safety regulations.

## **A.6 External (including Cafeteria terrace, internal courtyard and emergency route to the river side)**

**Daily:**

Daily cleaning for these areas:

- Clean all visible marks smudges and spills and pick up any litter.

Note that rubbish has to be appropriately separated and recycled.

**Weekly:**

Weekly cleaning for these areas:

- Clean, sweep and wash (with heavy equipment) the surface of the external area;
- Wash and clean all the external glazed parts and remove marks and spills as required and possible.

**Monthly:**

Monthly cleaning for these areas:

- Remove cob webs.

## **A. 7 Car parking**

**Daily:**

- Clean all visible marks as necessary and pick up any litter;
- Empty rubbish bins.

Note that rubbish has to be appropriately separated and recycled.

**Fortnightly:**

- Clean, sweep, wash and dry the surface of the parking area (with heavy equipment);
- Clean/ wipe off smudges and spills from all points of contact (latches, switches; walls; doors, frames, etc).

**Monthly:**

- Remove cob webs;
- Clean doors incl. frames.

**Quarterly:**

- Wash and clean all the internal glazed parts as required and possible.

## **B Special Cleaning Services and Schedules for the skylight, ceiling wash, cafeteria kitchen area and external glazed parts 3m above the ground**

EMSA requires the contractor to perform cleaning of surfaces as described as follows:

### **B.1 Deep cleaning of the cafeteria kitchen area**

**On request:**

- Deep cleaning of the cafeteria kitchen area, including walls, ceiling and equipment.



## B.2 Skylight

### On request:

- Wash and clean internal glazed parts.

## B.3 Ceiling washing

### On request:

- Ceiling washing & cleaning.

## B.4 External glazed parts above 3m from the ground

### On request:

- External glazed parts and windows, 3m above ground, cleaned with additional professional equipment and safety measures.

## C Regular Cleaning Services and Schedules for Conference Centre

EMSA requires the contractor to perform a regular cleaning of the Conference Centre building. The cleaning services, to be executed before, during and after an event, monthly or quarterly basis are described as follows:

### C.1 Offices

#### Prior to an event:

- Pick up litter and empty rubbish and recycling bins;
- Properly position furniture;
- Dust, polish and remove any marks from:
  - Internal windows, window sills, doors and frames;
  - Picture frames and coat hangers;
  - Dust telephones and desktop items;
- Wet mop all floor surface;
- Vacuum or mechanized clean carpets and upholstery in depth;
- Clean corners, ledges and hard to reach areas.

Note that rubbish has to be appropriately separated and recycled, and that bin liners have to be changed if dirty or damaged.

#### During an event (daily basis):

- Pick up litter and empty rubbish and recycling bins;
- Dust all furniture and remove any marks;
- Remove marks from doors and internal windows;
- Wet mop all floor surface;

- Vacuum or mechanized clean carpets in depth;
- Properly position furniture.

Note that rubbish has to be appropriately separated and recycled, and that bin liners have to be changed if dirty or damaged.

#### **After an event:**

- Pick up litter and empty rubbish and recycling bins;
- Properly position furniture;
- Dust, polish and remove any marks from;
- Internal windows, window sills, doors and frames;
- Picture frames and coat hangers;
- Dust telephones and desktop items;
- Vacuum or mechanized clean carpets in depth;
- Clean corners, ledges and hard to reach areas.

Note that rubbish has to be appropriately separated and recycled, and that bin liners have to be changed if dirty or damaged.

#### **Monthly:**

- Remove cob webs from ceilings and walls;
- Clean/ wipe off smudges and spills from points of contact (latches, switches; walls; etc.);
- Clean doors and wipe internal windows incl. frames.
- Clean and wash all furniture

#### **Quarterly:**

- Wash and clean all the internal glazed parts and remove marks and spills from external glazed parts as required and possible.
- Dust elements of air condition system

Note that only the external glazed parts and windows have to be cleaned that can easily be reached without additional professional equipment and safety measures, e.g. open able windows and, glazed parts and windows up to a height of approx. 3m above ground in accordance with work safety regulations.

#### **Once per year:**

- Carpet washing

## **C.2 Conference Centre**

#### **Prior to an event:**

- Pick up litter and empty rubbish and recycling bins;
- Properly position furniture;
- Dust, polish and remove any marks from:
- Internal windows, window sills, doors and frames;
- Picture frames and coat hangers;
- Dust telephones, plasma screens and desktop items;

- Wet mop all hard surface floors;
- Vacuum or mechanized clean all floors surfaces and wash away visible marks.
- Clean corners, ledges and hard to reach areas.

Note that rubbish has to be appropriately separated and recycled, and that bin liners have to be changed if dirty or damaged.

#### **During an event (daily basis):**

- Pick up litter and empty rubbish and recycling bins;
- Dust all furniture and remove any marks;
- Remove marks from doors and internal windows;
- Wet mop all hard surface floors
- Vacuum or mechanized clean all floors surfaces and wash away visible marks.
- Properly position furniture.

Note that rubbish has to be appropriately separated and recycled, and that bin liners have to be changed if dirty or damaged.

#### **After an event:**

- Pick up litter and empty rubbish and recycling bins;
- Properly position furniture;
- Dust, polish and remove any marks from:
- Internal windows, window sills, doors and frames;
- Picture frames and coat hangers;
- Dust telephones, plasma screens and desktop items;
- Wet mop all hard surface floors;
- Vacuum or mechanized clean all floors surfaces and wash away visible marks.
- Clean corners, ledges and hard to reach areas.

Note that rubbish has to be appropriately separated and recycled, and that bin liners have to be changed if dirty or damaged.

#### **Monthly:**

- Remove cob webs from ceilings and walls;
- Clean/ wipe off smudges and spills from points of contact (latches, switches; wall);
- Clean doors and wipe internal windows incl. frames;
- Floor refinishing.

#### **Quarterly:**

- Wash and clean all the internal glazed parts and remove marks and spills from external glazed parts as required and possible.
- Dust elements of air condition system

Note that only the external glazed parts and windows have to be cleaned that can easily be reached without additional professional equipment and safety measures, e.g. open able windows and, glazed parts and windows up to a height of approx. 3m above ground in accordance with work safety regulations.

### C.3 Bathrooms

#### Daily:

- Pick up litter and empty rubbish;
- Clean/ wipe off smudges and spills from all points of contact (latches, switches; walls; doors, frames, fixtures, etc.);
- Clean:
  - Washbasins, sinks and fittings;
  - Mirrors and accessories;
  - Lavatories and fittings;
  - Polish metal surfaces;
- Wash the floors.

Note that rubbish has to be appropriately separated and recycled, and that bin liners have to be changed if dirty or damaged.

#### Weekly:

- Remove scale deposits from all appliances;
- Floor mechanized wash.

#### Monthly:

- Remove cob webs from ceilings and walls;
- Exchange the disposal boxes containing sanitary pads in the female and mixed bathrooms;
- Wash tiled walls.

#### Quarterly:

- Dust elements of air condition system

### C.4 Circulation Areas: Stairways, Halls, Lifts, External entrances, Corridors and Emergency exits

#### Prior to an event:

- Pick up litter;
- Wet mop all hard surface floors;
- Sweep emergency route to the river side;
- Dust all furniture and remove any marks;
- Dust/clean staircases including banisters;
- Clean corners, ledges and hard to reach areas;
- Vacuum clean carpets and upholstery in depth;
- Clean/ wipe off smudges and spills from all points of contact (latches, switches; walls, etc.);
- Dust, polish and remove any marks from:
  - Internal windows, window sills, doors and frames;
  - Picture frames and coat hangers;
  - Fire extinguishers and signs.

Note that rubbish has to be appropriately separated and recycled.

**During an event:**

- Pick up litter;
- Wet mop all hard surface floors;
- Sweep emergency route to the river side;
- Clean all visible marks from walls, doors, frames, floor and internal windows;
- Dust all furniture and remove any marks;
- Remove marks from doors and windows;
- Vacuum or mechanized clean all floors surfaces and wash away visible marks.

Note that rubbish has to be appropriately separated and recycled.

**After an event:**

- Pick up litter;
- Wet mop all hard surface floors;
- Dust all furniture and remove any marks;
- Dust/clean staircases including banisters;
- Clean corners, ledges and hard to reach areas;
- Vacuum or mechanized clean all floors surfaces and wash away visible marks;
- Clean/ wipe off smudges and spills from all points of contact (latches, switches; walls, etc.);
- Dust, polish and remove any marks from:
  - Internal windows, window sills, doors and frames;
  - Picture frames and coat hangers;
  - Fire extinguishers and signs.

Note that rubbish has to be appropriately separated and recycled.

**Monthly:**

- Clean/ wipe off smudges and spills from all points of contact (latches, switches; walls; doors, frames, etc.);
- Dust/clean staircases including banisters;
- Remove cob webs from ceilings and walls;
- Clean doors and wipe internal windows incl. frames;
- Floor refinishing.

**Quarterly:**

- Wash and clean all the internal glazed parts and remove marks and spills from external glazed parts as required and possible.
- Dust elements of air condition system

Note that only the external glazed parts and windows have to be cleaned that can easily be reached without additional professional equipment and safety measures, e.g. open able windows and, glazed parts and windows up to a height of approx. 3m above ground in accordance with work safety regulations.

**Once per year:**

- Carpet washing.

## **C.5 Terrace of the Conference Centre**

### **Prior to an event:**

- Pick up litter;
- Sweep the surface of the external area or wash if required (with heavy equipment).

### **Weekly:**

- Clean all visible marks smudges and spills and pick up any litter;
- Sweep the surface of the external area.

### **Monthly:**

- Remove cob webs;
- Wash the surface of the external area (with heavy equipment).

### **Quarterly:**

- Wash and clean all the internal glazed parts and remove marks and spills from external glazed parts as required and possible.

Note that only the external glazed parts and windows have to be cleaned that can easily be reached without additional professional equipment and safety measures, e.g. open able windows and, glazed parts and windows up to a height of approx. 3m above ground in accordance with work safety regulations.

## **D Extra Cleaning Services and Schedules on call basis for Conference Centre**

EMSA requires the contractor to perform an extra cleaning of the Conference Centre on call basis.

### **D.1 Service level**

Scope of cleaning to be agreed depending on the type of event. The price shall be defined as request of hours and persons needed to perform an extra cleaning.

## **E Cleaning Services of areas exclusively performed by Piquet Service 1**

EMSA requires the contractor to perform cleaning services of areas within the 2 buildings. These cleaning services are described as follows:

### **E.1 Kitchenettes**

#### **Daily:**

- keeping the kitchenettes tidy at all times;
- Pick up litter and empty rubbish and recycling bins;
- Clean/ wipe off smudges and spills from all points of contact (latches, switches; walls; doors, frames, fixtures, etc.);
- Clean and wash:
  - work surfaces;
  - inside of kitchen cupboards;
  - kitchen cupboards fronts

- Sinks and fittings;
- Dishwashers, microwaves and refrigerators, including removal of bad food;
- Cutlery wash (not owned by the cafeteria contractor);
- Polish metal surfaces;
- Top up kitchenettes supplies;
- Operating the dishwashers

Note that rubbish has to be appropriately separated and recycled, and that bin liners have to be changed if dirty or damaged.

**Weekly:**

- Remove scale deposits from all appliances;
- Remove of lime scale in kettles.

**Monthly:**

- Remove of lime scale in dishwashers.

## **E.2 Services during the meetings**

- Preparing water jars and glasses as requested
- Serving beverages during the meetings
- Supplementing of water to glass jars
- Wash water jars and glasses

## **F Cleaning Services of areas exclusively performed by Piquet Service 2**

### **F.1 Bathrooms**

**Daily:**

- Twice per day maintenance cleaning in the sanitary facilities;
- Top up bathroom supplies.

### **F.2 Bathrooms located on -1 and Conference Centre during an Event**

Due to the extended number of guests participating in Conferences, the bathroom cleaning service will be required additionally to the twice per day timetable and will be set for each Event.

### **F.3 Cafeteria public area**

Vacuum or if required, mechanized clean carpets and wash away visible marks, (between 14h00 to 15h00, to be agreed with the cafeteria contractor to minimize impact on the cafeteria service).

### **F.4 External entrance (from 9h00 to 18h00)**

**Daily:**

- Pick up litter;
- Sweep external entrance (outside);
- Wet mop all hard surface floors;
- Dust all furniture and remove any marks;

## **F.5 Archives, Storages, Technical Rooms and others**

### **On request:**

- Clean/ wipe off smudges and spills from all points of contact (latches, switches; walls; doors, frames, etc);
- Wet mop all hard surface floors;
- Vacuum or mechanized floor clean;
- Clean corners, ledges and hard to reach areas;
- Cleaning of glass cases;
- Surfaces under the raised floors as well as other areas;

## **G Cleaning Services of areas exclusively performed by Piquet Service 3 (only to be implemented upon EMSA decision)**

### **G.1 Kitchenettes**

#### **Daily:**

- keeping the kitchenettes tidy at all times;
- Pick up litter and empty rubbish and recycling bins;
- Clean/ wipe off smudges and spills from all points of contact (latches, switches; walls; doors, frames, fixtures, etc.);
- Clean and wash:
  - work surfaces;
  - inside of kitchen cupboards;
  - kitchen cupboards fronts
- Sinks and fittings;
- Dishwashers, microwaves and refrigerators, including removal of bad food;
- Polish metal surfaces;
- Top up kitchenettes supplies;
- Operating the dishwashers

Note that rubbish has to be appropriately separated and recycled, and that bin liners have to be changed if dirty or damaged.

#### **Weekly:**

- Remove scale deposits from all appliances;
- Remove of lime scale in kettles.

#### **Monthly:**

- Remove of lime scale in dishwashers.

### **G.2 Bathrooms**

#### **Daily:**

- Twice per day maintenance cleaning in the sanitary facilities;
- Top up bathroom supplies.

### **G.3 Cafeteria public area**



Vacuum or if required, mechanized clean carpets and wash away visible marks, (between 14h00 to 15h00, to be agreed with the cafeteria contractor to minimize impact on the cafeteria service).

#### **G.4 External entrance (from 9h00 to 18h00)**

Daily:

- Pick up litter;
- Sweep external entrance (outside);
- Wet mop all hard surface floors;
- Dust all furniture and remove any marks;

#### **G.5 Archives, Storages, Technical Rooms and others**

On request:

- Clean/ wipe off smudges and spills from all points of contact (latches, switches; walls; doors, frames, etc.);
- Wet mop all hard surface floors;
- Vacuum or mechanized floor clean;
- Clean corners, ledges and hard to reach areas;
- Cleaning of glass cases;
- Surfaces under the raised floors as well as other areas;

### **3.2 Lot 2 EMCDDA**

EMCDDA requires the successful contractor to perform cleaning and pest control services at the EMCDDA Headquarters as well as at the Palacete Relógio building at Cais do Sodré. The EMCDDA headquarters will require an extra cleaning service performed by a piquet service on a daily basis.

This corresponds to:

- A. Regular cleaning services and schedules for the EMCDDA headquarters, special cleaning services, schedules for the skylight, ceiling wash and external glazed parts 3m above the ground;
- B. Regular cleaning services and schedules for the Palacete Relógio building
- C. Cleaning services of areas exclusively performed by the piquet service in the EMCDDA headquarters and the Palacete Relógio

#### **A. Regular cleaning services and schedules for EMCDDA headquarters**

EMCDDA requires the contractor to perform a general cleaning of the EMCDDA HQ building. These cleaning services, to be executed on either daily, weekly, monthly or quarterly basis are described as follows:

##### **A1. Offices**

###### **Daily:**

- Pick up litter and empty rubbish and recycling bins;
- Dust workstations and remove any marks;
- Properly position furniture.

Note that rubbish has to be appropriately separated and recycled, and that bin liners have to be changed if dirty or damaged.

###### **Weekly:**

- Dust, polish and remove any marks from:
  - All furniture;
  - Internal windows, window sills and frames;
  - Picture frames and coat hangers;
  - Telephones and desktop items;
- Vacuum clean carpets and upholstery in depth;
- Wet and dry mop all hard surface floors;
- Clean corners, ledges and hard to reach areas.

###### **Monthly:**

- Remove cob webs from ceilings and walls;
- Clean/wipe off smudges and spills from points of contact (latches, switches, wall);
- Clean doors and wipe internal windows incl. frames.

###### **Quarterly:**

- Wash and clean all the internal glazed parts and remove marks and spills from external glazed parts as required and possible.

Note that only external glazed parts and windows have to be cleaned that can easily be reached without additional professional equipment and safety measures, glazed parts and windows up to a height of approx. 3 m above ground in accordance with work safety regulations.

**Tree times per year:**

- Carpet washing

**A2. Meeting rooms**

**Daily:**

- Pick up litter;
- Dust all furniture and remove any marks;
- Remove marks from doors and internal windows;
- Vacuum/clean carpets and wash away visible marks on the floors;
- Wipe white boards;
- Properly position furniture.

Note that rubbish has to be appropriately separated and recycled.

**Weekly:**

- Dust, polish and remove any marks from: Internal windows, window sills and frames;
- Dust, polish and remove any marks from: Picture frames and coat hangers;
  - Vacuum clean carpets and upholstery in depth;
  - Wet and dry mop all hard surface floors;
  - Clean corners, ledges and hard to reach areas.

**Monthly:**

- Remove cob webs from ceilings and walls;
- Clean/ wipe off smudges and spills from points of contact (latches, switches; wall);
- Clean doors and wipe internal windows incl. frames.

**Quarterly:**

- Wash and clean all the internal glazed parts and remove marks and spills from external glazed parts as required and possible.

Note that only the external glazed parts and windows have to be cleaned that can easily be reached without additional professional equipment and safety measures, e.g. open able windows and, glazed parts and windows up to a height of approx. 3m above ground in accordance with work safety regulations.

**Tree times per year:**

- Carpet washing.

**A3. Bathrooms and kitchenettes**

**Daily:**

- Pick up litter and empty rubbish and recycling bins;
- Clean /wipe of smudges and spills from all points of contact (latches, switches, walls, doors, frames, fixtures, etc.);
- Clean;
- Washbasins, sinks and fittings;
- Mirrors and accessories;
- Dishwashers, microwaves, refrigerators and dishes;
- Lavatories and fittings;
- Polish metal surfaces;
- Top up bathroom supplies;
- Wash the floors.

Note that rubbish has to be appropriately separated and recycled, and that bin liners have to be changed if dirty or damaged.

#### **Weekly:**

- Remove scale deposits from all appliances.
- Wash the dishcloths and towels

#### **Monthly:**

- Remove cob webs from ceilings and walls;
- Exchange the disposal boxes containing sanitary pads in the female and mixed bathrooms;
- Clean tiled walls.

### **A4. Circulation areas: Main stairways, halls, lifts, corridors and external entrance**

#### **Daily:**

- Pick up litter;
- Wet and dry mop all hard surface floors;
- Sweep external entrance (inside and outside);
- Clean all visible marks from walls, doors, frames, floors and internal windows and clean glass banisters of main staircases;
- Dust all furniture and remove any marks;
- Remove marks from doors and windows;
- Vacuum/clean carpets and wash away visible marks on the floors.

#### **Weekly:**

- Clean/wipe off smudges and spills from all points of contact (latches, switches, walls, doors frames, etc.)
- Dust/clean staircases including banisters;
- Clean corners, ledges and hard to reach areas;
- Vacuum/clean carpets and upholstery in depth;
- Dust, polish and remove any marks from:
- Internal windows, window sills and frames;
- Pictures frames and coat hangers;
- Fire extinguishers and signs.

#### **Monthly:**

- Remove cob webs from ceilings and walls;
- Clean doors and wipe internal windows incl. frames.

#### **Quarterly:**

- Wash and clean all the internal glazed parts and remove marks and spills from external glazed parts as required and possible.

Note that only external glazed parts and windows have to be cleaned that can easily be reached without additional professional equipment and safety measures, glazed parts and windows up to a height of approx. 3 m above ground in accordance with work safety regulations.

**Tree times per year:**

- Carpet washing

## **A5. Technical Rooms**

**Monthly:**

- Vacuum concrete flooring
- Clean tiled walls.

**Quarterly:**

- Remove cob webs from ceilings and walls;
- Dust equipment and machinery cover surfaces;
- Wet clean flooring.

## **A6. Gym**

**Daily:**

- Pick up litter and empty rubbish and recycling bins;
- Clean/wipe of smudges and spills from all points of contact (latches, switches, walls, doors, frames, fixtures, etc.);
- Clean;
- Washbasins, sinks and fittings;
- Mirrors and accessories;
- Gym equipment/machines
- Lavatories and fittings;
- Polish metal surfaces;
- Top up bathroom supplies;
- Wash the floor.

**Weekly:**

- Dust, polish and remove any marks from:
  - Internal windows, window sills and frames;
  - Pictures frames and coat hangers;
- Fire extinguishers and signs.

**Monthly:**

- Remove cob webs from ceilings and walls;
- Exchange the disposal boxes containing sanitary pads in the female bathroom;
- Clean tiled walls.

## **A7. Car parking**

**Daily:**

- Clean all visible marks as necessary and pick up any litter;

Please note that the rubbish has to be appropriately separated and recycled.

**Monthly:**

- Wet cleaning of the floors with a machine;
- Remove cob webs in the ceilings and corners.

**A8. Inner external courtyard**

**Daily:**

- Clean the tables and chairs, all visible marks smudges and spills and pick up any litter

**Weekly:**

- Clean, sweep and wash the surface of the external area;
- Wash and clean all the external glazed parts and remove marks and spills as required and possible

**Monthly:**

- Remove cob webs.

**Once per year:**

- Upon request, all external glazed areas parts windows 3m above the ground shall be cleaned by climbers in accordance with work safety regulations.

**A9. Ceiling washing**

**Once per year:**

- Ceiling washing and cleaning

**A10. Skylight**

**Once per year:**

- Wash and clean internal glazed parts with height above 3 meters above ground

**A11. External glazed parts above 3m from the ground**

**Once per year:**

- External glazed parts and windows 3m above ground, cleaned with additional professional equipment and safety measures.

## **B. Regular cleaning services and schedules for the Palacete Relógio building**

EMCDDA requires the contractor to perform a general cleaning of the Palacete Relógio building. These cleaning services, to be executed on either daily, weekly, monthly or quarterly basis are described as follows:

### **B1. Offices**

#### **Daily:**

- Pick up litter and empty rubbish and recycling bins;
- Dust workstations and remove any marks;
- Properly position furniture.

Note that rubbish has to be appropriately separated and recycled, and that bin liners have to be changed if dirty or damaged.

#### **Weekly:**

- Dust, polish and remove any marks from:
  - All furniture;
  - Internal windows, window sills and frames;
  - Picture frames and coat hangers;
  - Telephones and desktop items;
- Vacuum clean carpets and upholstery in depth;
- Wet and dry mop all hard surface floors;
- Clean corners, ledges and hard to reach areas.
- Wash the stairs

#### **Monthly:**

- Remove cob webs from ceilings and walls;
- Clean/wipe off smudges and spills from points of contact (latches, switches, wall);
- Clean doors and wipe internal windows incl. frames.

#### **Quarterly:**

- Wash and clean all the internal glazed parts and remove marks and spills from external glazed parts as required and possible.

Note that only external glazed parts and windows have to be cleaned that can easily be reached without additional professional equipment and safety measures, glazed parts and windows up to a height of approx. 3 m above ground in accordance with work safety regulations.

#### **Once per year:**

- Carpet washing in the meeting room

### **B2. Meeting rooms**

#### **Daily:**

- Pick up litter;
- Dust all furniture and remove any marks;
- Remove marks from doors and internal windows;
- Vacuum/clean carpets and wash away visible marks on the floors;
- Wipe white boards;
- Properly position furniture.

Note that rubbish has to be appropriately separated and recycled.

**Weekly:**

- Dust, polish and remove any marks from: Internal windows, window sills and frames;
- Dust, polish and remove any marks from: Picture frames and coat hangers;
- Vacuum clean carpets and upholstery in depth;
- Wet and dry mop all hard surface floors;
- Clean corners, ledges and hard to reach areas.

**Monthly:**

- Remove cob webs from ceilings and walls;
- Clean/ wipe off smudges and spills from points of contact (latches, switches; wall);
- Clean doors and wipe internal windows incl. frames.

**Quarterly:**

- Wash and clean all the internal glazed parts and remove marks and spills from external glazed parts as required and possible.

Note that only the external glazed parts and windows have to be cleaned that can easily be reached without additional professional equipment and safety measures, e.g. open able windows and, glazed parts and windows up to a height of approx. 3m above ground in accordance with work safety regulations.

**Once per year:**

- Carpet washing.

**B3. Bathrooms and kitchenette**

**Daily:**

- Pick up litter and empty rubbish and recycling bins;
- Clean /wipe off smudges and spills from all points of contact (latches, switches, walls, doors, frames, fixtures, etc.);
- Clean;
- Washbasins, sinks and fittings;
- Mirrors and accessories;
- Dishwashers, microwaves, refrigerators and dishes;
- Lavatories and fittings;
- Polish metal surfaces;
- Top up bathroom supplies;
- Wash the floors.

Note that rubbish has to be appropriately separated and recycled, and that bin liners have to be changed if dirty or damaged.

**Weekly:**

- Remove scale deposits from all appliances.

**Monthly:**

- Remove cob webs from ceilings and walls;



- Exchange the disposal boxes containing sanitary pads in the female and mixed bathrooms;
- Clean tiled walls.

#### **B4. Circulation areas: Main stairways, halls, lifts, corridors and entrance**

##### **Daily:**

- Pick up litter;
- Wet and dry mop all hard surface floors;
- Sweep external entrance (inside and outside);
- Clean all visible marks from walls, doors, frames, floors and internal windows and clean glass banisters of main staircases;
- Dust all furniture and remove any marks;
- Remove marks from doors and windows;
- Wash away visible marks on the floors.

##### **Weekly:**

- Clean/wipe off smudges and spills from all points of contact (latches, switches, walls, doors frames, etc.)
- Dust/clean staircases including banisters;
- Clean corners, ledges and hard to reach areas;
- Dust, polish and remove any marks from:
- Internal windows, window sills and frames;
- Pictures frames and coat hangers;
- Fire extinguishers and signs.

##### **Monthly:**

- Remove cobs webs from ceilings and walls;
- Clean doors and wipe internal windows incl. frames.

##### **Quarterly:**

- Wash and clean all the internal glazed parts and remove marks and spills from external glazed parts as required and possible.

Note that only external glazed parts and windows have to be cleaned that can easily be reached without additional professional equipment and safety measures, glazed parts and windows up to a height of approx. 3 m above ground in accordance with work safety regulations.

#### **B5. Technical Rooms**

##### **Monthly:**

- Vacuum concrete flooring
- Clean tiled walls.

##### **Quarterly:**

- Remove cob webs from ceilings and walls;
- Dust equipment and machinery cover surfaces;
- Wet clean flooring.

#### **B6. External area**

**Monthly:**

- Wet clean flooring;
- Wipe handrails;
- Clean glazed walls on the way and in front of elevator.

**Quarterly:**

- Remove cob webs from ceilings and walls;

**B7. Ceiling washing****Once per year:**

- Ceiling washing and cleaning

**B8. Skylight****Once per year:**

- Wash and clean internal glazed parts above 3 meter of height with appropriate safety measures and equipment

**B9. External glazed parts above 3m from the ground****Once per year:**

- External glazed parts and windows 3m above ground, cleaned with additional professional equipment and safety measures.

**B10. Internal and external elevators glazed parts****Once per year:**

- Wash and clean internal and external elevators and elevators shafts glazed parts

The washing of the internal glazed parts of the internal and external elevators includes the cleaning of the internal glazed parts of the elevator cabins as well as the elevator shafts. The cleaning of the internal glazed parts of the elevator shafts can only be executed while a representative of the elevator maintenance contractor is present. The costs for the presence of the elevator contractor are not with the cleaning contractor.

**C. Cleaning Services of areas exclusively performed by Piquet service in EMCDDA headquarters and Palacete Relógio building**

EMCDDA requires the contractor to perform cleaning services of areas within 2 buildings. The EMCDDA headquarter building requires a daily service, while the Palacete Relógio only requires a piquet service for events upon special request.

**Daily:**

- Clean/wash dishwashers, microwaves, refrigerators and dishes
- Top up bathroom supplies
- Clean toilettes
- Clean floor of the kitchenettes, toilettes and main entrance of the building

**Weekly:**

- Clean/wipe of smudges and spills from all the point contact (latches, switches, walls, doors, emergency doors, frames, etc)
- Dust/clean staircases including banisters
- Clean corners, ledges and hard to reaches areas
- Clean/wash dishwashers, microwaves, refrigerators
- Top up bathroom supplies

Upon on request to the Palacete Relógio building:

- Pick up the litter
- Wet and dry mop all hard surface floors
- Clean all visible marks from walls, doors, frames, floor and internal windows
- Dust all furniture in the meeting rooms and remove any marks
- Remove marks from doors and windows
- Vacuum/clean carpets and wash away visible marks on the floors