



ANNEX 7 to the Tender Specifications

Description of cleaning tasks - to be carried out in accordance with Annex 8

1 Definitions

Sweeping/vacuum cleaning:- all floors including those under furniture, behind doors, on stair landings, behind heaters, in corners etc. shall be free of litter, grit, dust, food particles etc.

Dusting:- dust must be removed from all surfaces in the most effective way (e.g. appropriately treated dust cloths/vacuum cleaner) and not just moved from one place to another.

Damp wiping:- dirt, spots, streaks and smudges to be removed from all surfaces including doors, shelves, partitions, pictures etc. using a disinfectant/detergent solution as appropriate, and the area dried to resemble a polished finish.

Wet mopping and scrubbing:- after removing all dust and debris including gum, tar, paint etc., floor areas shall be cleaned, rinsed and dried either manually or by machine leaving no heel marks, residual dirt, streak marks or any other marks.

Carpet and rug cleaning:- all foreign matter shall be removed by using a professional vacuum cleaner. If necessary, rugs and carpets shall be pre-spotted and either wet or dry-cleaned in accordance with the highest standards of the carpet cleaning industry. There should be no excessive shrinking as a result of this cleaning and no lingering odour. The contractor will be fully responsible for any damage resulting from the method of cleaning chosen.

Porcelain fixtures:- (e.g. wash basins, urinals, toilets, showers etc.) shall be free of dust, stains, rust, encrustation, excess moisture and watermarks.

Cleaning of stairways:- this involves sweeping/vacuum cleaning, wet mopping and scrubbing to remove all traces of dirt.

2 Furniture and fittings

2.1 General cleaning (see frequency in annex 8) includes:-

- emptying and cleaning as required of waste containers and waste-paper baskets and where appropriate, replacement of rubbish bags
- wiping all desk and table tops
- wiping of and around door handles to remove stains, etc.
- removal of stains on internal glazing in doors and walls, including entrance areas, inside and out
- removal of cobwebs
- cleaning of hand basins, showers and related fittings, mirrors, shelves, tiles, etc, including the equipment in the fitness rooms
- cleaning of other sanitary ware, including toilet cubicles and urinals
- filling/replenishing hand-towel containers, toilet rolls, toilet-seat paper and soap.



2.2 **Thorough cleaning** (see frequency in annex 8) includes:-

- dusting/wiping window frames and low-hanging lamps
- dusting/wiping pictures and notice boards
- dusting/wiping clear shelving, bookcases, cupboards and fire-extinguishing equipment
- dusting/wiping banister railings
- dusting computer screens
- dusting/wiping skirting boards
- dusting/wiping chairs, including frame and all other parts
- vacuum-cleaning upholstered furniture
- wiping/washing door surfaces
- dusting other moveable and fixed furniture and fittings
- washing gym equipment with appropriate detergent and wiping dry
- vacuum cleaning and/or wet-mopping floors in all lifts and washing down walls

2.3 **Periodic cleaning** (once per month) includes:-

- wiping radiators
- descaling sanitary areas (bathrooms/showers/toilets)
- dusting/wiping lamps, fittings and ventilation grilles (180 – 300 cm.)

3 **Floor cleaning**

3.1 **General floor cleaning** (see frequency in annex 8) includes:-

- hard floors: vacuum-cleaning/dry mopping and removal of stains (visible dirt to be removed)
- carpeted floors: vacuum-cleaning in walkways and visible areas
- wooden floors: vacuum-cleaning/ dry mopping and removal of stains (visible dirt to be removed)
- mats at entrances: are to be rented by the Contractor and sent for professional cleaning once a week from 1 October – 1 April (winter-time) and every 2nd week from 1 April – 1 October (summer-time).

3.2 **Thorough floor cleaning** (see frequency in annex 8) includes:-

- **Hard flooring:** vacuum-cleaning/dry mopping and thorough floor washing, including soaking and treating as appropriate. There are four different cleaning procedures associated with thorough floor washing:-
 - vacuum-clean or dry-mop the entire floor to remove loose dirt
 - dip the flat mop into the cleaning water (clean water with appropriate detergent) and distribute across the entire floor/alternatively distribute clean cleaning water over floor surface using measuring cups
 - treat the entire floor surface as required to remove surface dirt and marks, etc.
 - use a flat mop to wipe up the dirty water and dry the entire floor surface
- **Carpeted flooring:** wall-to-wall vacuum cleaning
- **Wooden flooring:** as stated under “hard flooring”, but with minimum amount of water on the surface of the floor



4 Specific indoor tasks

The following tasks are to be carried out according to indicated intervals:

Activity	Frequency
replacing paper bags on green sack trucks for recycled paper/cardboard	as required
emptying recycled paper/card board into separate containers in the yard	daily
clearing crockery from meeting rooms onto canteen trolley	as required
manual washing up in kitchenettes (including plates, cutlery, glassware, coffee cups, etc., distributed among 16 kitchenettes) and return items to the canteen	daily
descaling 16 coffee machines	monthly
descaling 16 kettles	monthly
emptying office bins and disposing pre-sorted contents into the appropriate container in the courtyard	daily
removing stains from carpeted areas	as required
treating stains on linoleum flooring, so that the floors always have a silk-matt finish	as required
emptying and cleaning fridges, discarding out-of-date food	monthly
washing vertical surfaces in kitchenettes (cupboard doors, etc.) to remove coffee spillages, etc.	as required
washing the inside of waste bins in kitchenettes	as required
removing discarded items (clothes, towels, etc.) from the gym	as required

5 Window cleaning

Window cleaning must be carried out both inside and outside the premises using appropriate equipment and solutions. No streaks or watermarks shall be visible on completion. Bars in the window frames in the basement and main entrance, must be wiped.

Notification of window cleaning must be given at least 8 working days beforehand.

Window cleaning	Frequency
4 th floor – outside	4 x annually
3 rd floor – outside	4 x annually
2 nd floor – outside	6 x annually
1 st floor – outside	6 x annually
Ground floor – outside	12 x annually
Basement – outside	12 x annually



4 th floor – inside	4 x annually
3 rd floor – inside	4 x annually
2 nd floor – inside	4 x annually
1 st floor – inside	4 x annually
Ground floor – inside	4 x annually
Basement – inside	4 x annually
Kongens Nytorv 8, Basement, Ground, 1 and 2 floor, inside and outside	4 x annually

7 Cleaning outside areas

Activity	Frequency
all outside steps, and paths at basement level, must be inspected and swept as required (there must be no litter, cigarette butts, etc., left lying around)	daily
washing wrought-iron gate	monthly
washing glass sections	monthly
washing sections at vehicle entrance	monthly
wiping all card readers	monthly

No snow clearance is to be carried out.

8 Instructions for thorough cleaning (once per year)

Floors (including stairways):	Carpeted floors to be vacuum cleaned thoroughly wall-to-wall Stains to be removed from carpeted floors Hard floors to be washed thoroughly wall-to-wall Wooden floors to be oiled
Panels:	Thorough washing
Window frames:	Thorough washing
Walls:	Spots and marks to be removed (water-soluble)
Ceilings:	Sweeping. Cobwebs to be removed
Doors and frames:	Thorough washing
Radiators/pipes (free-standing):	Thorough washing
Light fittings/lamps:	Outer surfaces to be dusted/cleaned



Furniture and fittings:	Desks and other tables to be cleaned thoroughly Bookcases and shelves to be cleaned thoroughly when cleared Chairs and other upholstered furniture to be vacuum-cleaned/cleaned
Toilets and bathrooms:	All sanitary installations to be descaled/cleaned thoroughly. Toilets to be disinfected Mirrors to be polished Walls to be descaled/washed down thoroughly Floors to be washed thoroughly
Kitchenettes:	Kitchen tables and sinks to be cleaned thoroughly Free shelves and surfaces to be cleaned Inside of refrigerators to be cleaned if emptied (to be agreed) Cupboards to be emptied and the insides cleaned and contents replaced correctly
Venetian blinds:	Dusted thoroughly
Computer equipment/ Telephones:	Cleaning computer equipment/telephones - about 200 sets, including screens, keyboards and cabinets
Ventilation:	Cleaning caps in the ceiling
Lifts:	Walls/mirrors to be descaled/washed down thoroughly Floors to be vacuumed and washed
Gym:	Thorough cleaning of equipment, floors, mirrors, walls, doors, showers and bathrooms.