

Statement of Work (SoW)
RFQ-2024-JALLC-007

PROVISION OF CLEANING SERVICES

1. INTRODUCTION

The Joint Analysis and Lessons Learned Centre (JALLC) is NATO's centre for performing Joint Analysis of operations, training, exercises and experiments, based on joint analysis requirements generated by both NATO strategic commands. The JALLC supports the exchange of Lessons Learned (LL) and facilitates the development of Lessons Learned Capabilities, reinforcing the continuous transformation and modernization of NATO's forces and capabilities.

The JALLC is located in Lisbon, Portugal, and runs its business on a two-floor building with 39 offices and meeting rooms.

Please refer to **Appendix I** regarding the description of the JALLC building surface area.

2. BACKGROUND

The Support Branch requires a support arrangement for the performance of services at JALLC. The services required are to provide the JALLC with a full cleaning services contract.

3. OBJECTIVES

The aim of this RFQ and issuing contract is to select a suitable contractor to provide professional cleaning services for the premises of JALLC located in Monsanto, Lisbon (Portugal).

4. TYPE OF CONTRACT

This is a **Firm Fixed-Price** with **Economic Price Adjustment** contract for the acquisition of professional cleaning services for the JALLC.

5. PERIOD OF PERFORMANCE:

- a. The contract shall be effective from the day of the last signature by the contracting parties, with estimated start date on 1 January 2025 through 31 December 2025, with the possibility of four (4) one-year extension options.
- b. The contract shall be awarded subject to availability of funds through this RFQ.

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- c. In any case, the International Budget of the JALLC is approved on an annual basis. Whereas there is every expectation that funds will be made available in the future budgetary years, funding is only available upon being endorsed by the North Atlantic Council (NAC) on a yearly basis. Therefore, funds are only available for the first year of the contract and either the Contracting Officer will provide an option notice in writing no later than 15 days before the calendar year expiration date or a notice of termination will be issued. If termination must occur because of lack of funding, the Parties agree that the termination will not be treated as termination for the convenience of JALLC.

6. TASKING AND DELIVERABLES

a. **Cleaning Services and Schedules**

- (1) Daily cleaning (Working Days/Monday to Friday/From 08:00 to 17:00)
 - (a) Sweeping;
 - (b) Mopping and polishing of floors with cleaning products;
 - (c) Empty out and washing of ashtrays and wastepaper baskets;
 - (d) Cleaning of hall and relevant mat;
 - (e) Cleaning and disinfecting bathrooms and all bathroom fittings;
 - (f) Removing the dust from furniture, boards, pictures, office objects, etc.
 - (g) Removing fingerprints on doors and screens;
 - (h) Cleaning and disinfecting phone devices;
 - (i) Polish metal finishes.
- (2) Weekly cleaning
 - (a) Treatment of furniture with wax or appropriated products;
 - (b) Deeply cleaning and disinfecting of bathrooms and bathroom fittings, including walls, with appropriate cleaning products.
- (3) Monthly cleaning
 - (a) Mechanical cleaning of vinyl floors;
 - (b) Cleaning of the Main Entrance carpet with vacuum cleaner.
- (4) Quarterly cleaning
 - (a) Removing dust on high surfaces (to include high furniture and safe containers);
 - (b) Interior and exterior cleaning of all building windows, including entrance door, exterior smoking area structure and Budget and Finance Branch meeting room.
- (5) Regular cleaning services are to be performed at the JALLC building. The contractor will assure the service level at all time including staff holidays, by finding temporary staff for replacement.

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b. Cleaning Supplies, Consumables and Operational Materials

(1) Mandatory Monthly Quantities

Mandatory cleaning supplies/consumables and quantities to be delivered by the contractor on a monthly basis are described in **Appendix II**.

(2) Other Cleaning Supplies and Consumables, **when needed**

The contractor shall provide the following cleaning supplies/consumables needed for the cleaning services performance:

- (a) Varnished wood floor cleaner;
- (b) Cedar Oil;
- (c) Handles (to fit on mops and brooms);
- (d) Brooms;
- (e) Long Mops (“mopas”);
- (f) Shovels;
- (g) Buckets;
- (h) Brush (to clean keyboards);
- (i) Glass cleaner;
- (j) Household gloves (small size / natural latex);
- (k) Powder cleaning spray (anti-static and multi-surface);
- (l) TV screens and Monitor cleaner spray;
- (m) TV screens and Monitor cleaner cloth;
- (n) Any other cleaning supplies and consumables that might be required for performing the professional cleaning services.

(3) The contractor shall provide biodegradable and environmental friendly consumables, in accordance with the applicable Eco-labels, OECD 301B, UE EC 648/2004 or equivalent.

(4) Operational Materials

When required, the contractor shall make available the equipment’s mentioned below needed for the cleaning services performance:

- (a) Vinyl floor cleaning machine;
- (b) Vacuum cleaner (for both solid and liquids);
- (c) Two Cleaning carts with wheel and waste bag, able to carry detergents, buckets and mops.

7. PERSONNEL REQUIRED FOR STATEMENT OF WORK

- a. The cleaning services shall be performed by two persons, from Monday to Friday, working full time from 08:00 to 17:00, with 1 hour lunch break.
- b. The service referred in 6. a. (4), (b) – interior and exterior cleaning of windows – shall be performed by an *ad-hoc* piquet service staff provided by the company.

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- c. The contractor shall assume full responsibility for the behaviour and performance of the contracted staff, and in that respect the contractor shall make sure of the following:
 - (1) The cleaning personnel employed shall be qualified and experienced in the execution of the requested services;
 - (2) The cleaning personnel employed shall have no criminal record.
- d. The contractor shall appoint a supervisor for monitoring, supervising and organising the performance of the cleaning services.
 - (1) The appointed person is expected:
 - (a) To have a thorough knowledge of the various cleaning tasks, equipment and materials;
 - (b) To be able to properly train and direct employees in their individual tasks;
 - (c) To implement an effective inspection and follow-up program in terms of cleaning and safety;
 - (d) To resolve any problem/issue related to the performance of the cleaning services on the spot and at any time.
 - (2) The appointed supervisor shall be available to be contacted by the JALLC at any time during the working days. If absent, an alternate with the same qualifications and shall be nominated.
- e. The contractor shall provide upon request, documentation proving the effective employment of the proposed cleaning personnel, as well as the existence of appropriate insurance arrangements for its staff and the payment of social security and other employment related contributions.

8. CONTRACTOR REQUIREMENTS

- a. The Contractor shall provide the labour, management, supervision, inspection, supplies, consumables and operational materials to comply with the tasks and deliverables from this Statement of Work.
- b. The contractor shall ensure that all tasks and deliverables are accomplished at a fair market price and are provided within the expected quality and times during the contract period of performance.
- c. Full compliance of the contractor's working practices with relevant Portuguese law is required. The contractor shall meet all applicable requirements imposed by the Portuguese law relating to the provision of these services and related to the security and safety of working places, with particular reference to cleaning related risks.

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9. QUALIFICATIONS

Contractor must have at minimum valid certifications issued by accredited entities under *Sistema Português da Qualidade* (SPQ) or equal foreigner entities, in accordance with the following standards (or equal):

- d. ISO 9001:2015;
- e. ISO 14001:2015.

10. EXPERIENCE

The Contractor shall have a minimum of 5 years' experience and have performed and concluded at least 3 contracts for similar cleaning services for the last 2 years.

11. CONTRACTOR PERFORMANCE REPORTING

- a. **Supervision:** The contractor shall report directly to the Contracting Officer Technical Representative (COTR). The COTR can recommend to the Contracting Officer, who has final authority that the contract/SOW be amended, extended or cancelled for evolving requirements, new tasking and/or technical non-performance.
- b. The COTR (or designated representative) shall provide direction, guidance, and support information, as needed, for all technical and content areas of the SOW, especially the tasking and deliverables.
- c. The COTR shall:
 - (1) On behalf of the Contracting Officer, attempt to resolve outstanding disputes, problems, deficiencies, and/or questions on the technical aspects of the SOW.
 - (2) Review (and approve) all Contractor tasking and deliverables for completeness and accuracy.
 - (3) The COTR shall review the Contractor's work at a minimum of monthly, or more often if needed. The COTR's written approval of work performed is mandatory for Contractor invoices to be successfully processed.

12. PLACE OF PERFORMANCE

On-site work, Joint Analysis and Lessons Learned Centre, Avenida Tenente Martins, 1500-589 Lisboa, Portugal.

13. SECURITY CLEARANCE

- a. This Acquisition requires a valid **NATO CONFIDENTIAL** security clearance.
- b. The contractor and the contractor staff (personnel referred in 7. a.) must hold a **NATO CONFIDENTIAL** security clearance for the duration of the contract.

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- c. The Contractor shall be responsible for obtaining all required NATO security clearances effective as of the first day of the period of performance. The Contractor shall have, at a minimum, a NATO CONFIDENTIAL level security clearance for the duration of the contract. No clearance or waiver to this requirement shall be granted; no contractor shall be assigned without having the needed clearance in place. If the contracting company cannot assign personnel with the required NATO CONFIDENTIAL security clearance on the start date, the contracting company shall be liable for bid non-compliance or immediate contract termination. The contracting company must provide advance written proof of the ability to assign fully cleared personnel prior to contract award/start. The contracting company is fully responsible for arranging all work visas, if required.

14. POINT OF CONTACT:

The Budget and Finance Branch Point of Contact for this acquisition is Mr. André Grenho, Administrator (Procurement & Finance) (t: +351 217 717 030; email: andre.grenho@jallc.nato.int).

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APPENDIX I

Description of JALLC Building Surface Area

Description	Quantity
Offices	39
WC	6
Kitchen	2
Auditorium	1
Meeting Room	1
Total Area	1.387,85 m²

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APPENDIX II

Cleaning Supplies and Consumables
Mandatory Monthly Quantities

Supply/Consumable	Description/Specification	Mandatory Quantity per month
Toilet Paper	Jumbo / White / 2 soft layers / 180m per roll / 205mm roll diameter (RENOVA, Ref. 200045770 or equal)	24 rolls per month
Hand Towels	Zig-Zag / white / 2 soft layers / size of folded towel: 220x107mm / 180 units per pack	90 packs of 180 units per month
Hand wash liquid	Neutral PH / anti-bacterial / white cream w/ soft perfume	5 lts per month
Dishwashing detergent	N/A	4 lts per month
Floor detergent	Suitable to vinyl type floors	10 lts per month
Bleach	Dye-free and antiseptic	10 lts per month
Ammoniac	N/A	10 lts per month
Floor wax	Suitable to vinyl type floors	5 lts per month
Stripping detergent	Suitable to vinyl type floors	5 lts per month
Scouring detergent	For sanitary ware	1.5 lts per month
Mop	N/A	2 EA per month
Garbage bags	Size 70x100cm / black	150 bags per month
Garbage bags	Size 52x58cm / black	300 bags per month
Scouring pad	Size 15x10cm / green	10 EA per month
Sponge	Size 10x5cm / nail-saver	2 EA per month
Microfiber cloths	Blue / Red / Yellow / Green	2 EA per color every 2 months
Surface cleaner	Spray inox, 400 ml, from BERNER (Code article: 160366) or equal	1 EA spray can every 4 months