

## TECHNICAL COMPLIANCE MATRIX

### Call-off Contract for Cleaning services

Ref No. of ToR	Requirements <i>A section-by-section response to each section of the Terms of Reference is included in the Proposal</i>	Compliance		Indicate the section in your Proposal and ensure that it is sufficiently described in the Proposal
		Yes	No	
	<b>General Obligations of the CTBTO and the Contractor</b>			
2 (f)	<p>Cleaning activities must be in compliance with associated Austrian norms (ÖNORM) as well as all applicable applicable regional national rules, regulations, etc. in addition to the standards as set out in the Section 2 (f) of the TOR.</p> <p>The Contractor shall submit statement of compliance with Austrian norms (ÖNORM) and other standards listed in Section 2 (f).</p>			
4	The Contractor shall be responsible at its sole cost for providing all the necessary personnel, equipment, material and supplies and for making all arrangements necessary for the performance and completion of the services under this Contract.			
4.1 (b)	The Contractor shall provide a minimum of two fully trained cleaning staff to ensure the completion of all tasks outlined in the daily cleaning plan within the designated timeframe effectively and efficiently. Any proposed changes to staffing levels or working hours shall undergo appropriate approval processes by the Commission before implementation. The number of hours and staff as specified in the Contractor's proposal shall be binding. In			

	the event that the Contractor fails to fulfil the agreed person-hours at any time, the monthly rate will be adjusted on a prorated basis in accordance with the hourly rates under the Contract.			
4.1. (c)	All Staff shall be legally authorized for residence in Austria by the appropriate national authorities and shall be in possession of a valid work permit and a Criminal Clearance Record. The CTBTO reserves the right to request for a Criminal Clearance Record at any time during the Contract.			
4.1 (e)	The Contractor shall ensure that the designated Contractor's personnel is fully trained and ready to execute the services before being assigned to carry out services at the Premises, including staff trained in safe handling of cleaning agents and chemicals, occupational safety and hygiene and environmental and waste management procedures, as applicable.			
4.2	MATERIALS			
4.2 (a)	The Contractor shall provide all materials, supplies and equipment required for the performance of the services, and which shall remain on the Premises for the sole purpose of the performance of the services as defined in the Contractor's proposal.			
4.2 (d)	The detergents, disinfectants and other cleansing agents used by the Contractor shall be non-toxic, non-corrosive, meet the applicable Austrian and EU legislation specifications and/or standards and be compatible with and suitable for the materials and finishes used within the Premises.			
4.3	LOCATION			
4.3 (a)	The services shall be performed at the Premises 3 times a week during the Commission's working days from 09:00 through to 16:00 hours, unless additional hours are requested by the Commission as Ad-Hoc services mentioned in paragraph (b) below. The Contractor shall be aware that the Commission's holidays differ from Austrian holidays as specified in Appendix 2. As such, all Austrian holidays that are not official			

	CTBTO holidays, shall be regular working days of the Commission. The Commission shall advise of the United Nations holidays for the subsequent years in advance.			
4.3 (b)	The Contractor shall upon request by the Commission, provide additional Ad Hoc Services which may require a greater level of effort, and possibly more specialised equipment, materials and/or chemicals. Ad-Hoc Cleaning Services - may be required within standard working hours during trainings, workshops, meetings, or any other activities, whether planned or unplanned, and whenever such need arises based on the Commission' request. These services shall be provided promptly, without disruption to operations. The Contractor shall maintain sufficient personnel, equipment, and cleaning materials to respond immediately to such requirements.			
4.3. (d)	The Contractor shall within one (1) working day acknowledge receipt of each Work Order, and the date of its receipt, by email or acknowledgement. Any failure by the Contractor to provide such acknowledgement shall not relieve the Contractor from discharging its obligations under the Contract.			
5	The services shall include scheduled and reactive cleaning of the interior and exterior spaces. Ability to support main tasks involving cleaning (dusting, wiping glass windows, washing, disinfecting, mopping and vacuuming) of all floors, walls, doors, food areas, restrooms, and furniture/furnishings/equipment in all their parts. After each service, the areas shall have a clean appearance, free of dirt, soil, dust, smears and stains. The services shall be carried out in a systematic manner, causing minimal disruption and inconvenience to the Commission's personnel, visitors and activities.			

6	WASTE MANAGEMENT			
	<p>The following types of recycling will be used – waste, plastic, glass, cans, paper, and cardboard. The Contractor must ensure correct disposal of the individual types into respective containers located on the premises. Waste bins will be emptied according to the terms already outlined. Collection and disposal for the recycling stations will be done weekly.</p>			
8.1	<p>The Contractor shall have:</p> <ul style="list-style-type: none"> <li>(a) Valid license to operate in Austria (business registration for building cleaning) issued not earlier than 1 January 2023;</li> <li>(b) A minimum of three (3) years of consecutive experience in industrial cleaning (large operations);</li> <li>(c) References from at least three (3) previous or on-going cleaning services contracts;</li> <li>(d) Certified Quality Management System (ISO 9001) or equivalent;</li> <li>(e) Proven internal quality assurance procedures;</li> <li>(f) Demonstrated ability to communicate in the English language;</li> <li>(g) Demonstrated use of eco-labelled cleaning products and/or certified Environmental Management System would be desirable.</li> </ul>			
8.2	<p>The Contractor shall assign personnel meeting the following minimum requirements:</p> <ul style="list-style-type: none"> <li>(a) Be trained and certified under Austrian vocational standards for Reinigungskräfte (cleaning personnel) preferably with certification according to ÖNORM D</li> </ul>			

	<p>2040 – Building Cleaning: Training and Qualifications;</p> <p>(b) Be legally authorised for and possess a residence in Austria by the appropriate national authorities;</p> <p>(c) Hold a valid work permit;</p> <p>(d) Have and maintain a Criminal Clearance Record. The Commission reserves the right to request for an updated Criminal Clearance Record at any time during the Contract.</p> <p>(e) For the assigned Manager/Team Leader only: Have proven formal training in cleaning management (Objektleiter/in) or equivalent proven professional experience.</p>			
9	The Contractor shall implement a quality assurance system with regular supervision, checklists, performance audits, and corrective actions to ensure service levels are met.			
Appendix 3	Acceptance of all required cleaning activities in Appendix 3			