

RFP-628188-YG –
Specialized Exterior
Cleaning Services



IAEA
International Atomic Energy Agency

Statement of Work by the
Seibersdorf Laboratories
Service Section
dated 2023-12-15

Statement of Work

*Specialized Exterior Cleaning Services at the
IAEA Laboratories in Seibersdorf, Austria*

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Acronyms

The following acronyms shall apply throughout the Statement of Work unless defined otherwise:

FML	Flexible Modular Laboratory
IAEA	International Atomic Energy Agency
PPE	Personal Protective Equipment
SLSS	Seibersdorf Laboratories Services Section
SoW	Statement of Work
SPOC	Single Point of Contact

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Background

This Statement of Work (SoW) describes the requirements for Specialized Exterior Cleaning Services (hereinafter referred to as the “Services”) of the exterior doors, windows, sunblinds and photovoltaic panels at the Laboratories in Seibersdorf, Austria (*Friedensstrasse 1, 2444 Seibersdorf, Austria*) of the International Atomic Energy Agency (IAEA).

The Services are required by the Seibersdorf Laboratories Service Section (SLSS), which supports the IAEA Laboratories in various technical matters related to the operation of the site and implementation of the organisation’s programmes and projects. The SLSS provides safety, security, administration, logistics, communication, and transport services.

1. Scope of Services

- 1.1. This SoW and **Annex 1 – Building Components and Installations** provide a comprehensive list of items, including their location (building, location and floor), item description, quantity per location, dimensions, and surface area per item and group of items (photos showing Building Components and Installations are available in Appendix 1).
- 1.2. The Contractor shall apply the Services to the Building Components and Installations by cleaning of all dirt, dust, grease, prints, streaks, and contaminants.

2. Period of Performance

- 2.1. Services for the Building Components and Installations in Annex 1 on the sheet marked 2024 are required from 2024 onward.
- 2.2. Services for Flexible Modular Laboratory (FML) 2 and New Greenhouse on the sheet marked 2025 are required from 2025 onward and their delivery shall be aligned with those outlined in 2.1.
- 2.3. Services under 2.1. and 2.2. are required from May to October of each calendar year. The SLSS will inform the Contractor and agree on the exact dates of Services delivery during the first quarter of the calendar year.

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- 2.4. The SLSS may require ad-hoc Services throughout the calendar year regardless the date. The SLSS will inform the Contractor regarding ad-hoc Services at least two (2) weeks prior to the Services commencement.

3. Contractor Requirements

- 3.1. The Contractor shall be a certified service company in facility management services with the skills, equipment and experience in specialised cleaning of exteriors (e.g., certification under ISO 41001 for facility management systems).
- 3.2. The Contractor shall ensure that all Services are carried out in compliance with all appropriate safety measures and provide and ensure that its authorized personnel use the necessary Personal Protective Equipment (PPE) during Services delivery.
- 3.3. The Contractor shall ensure that all Services are provided following the latest applicable facility management industry standards of Austria.
- 3.4. The Contractor shall ensure that all personnel assigned to deliver the Services has received appropriate training in cleaning methods and techniques relevant to the specialized exterior cleaning services required by the IAEA. The training program shall cover the following areas:
- 3.4.1. Technical training: Comprehensive understanding of cleaning techniques suitable for delicate and standard exterior surfaces, including but not limited to doors, windows, sunblinds, and photovoltaic panels.
 - 3.4.2. Equipment handling: Proficient use of industry-standard cleaning equipment such as water-fed pole systems, aerial work platforms, and any other ground-based cleaning technologies to be used.
 - 3.4.3. Safety procedures: Thorough instruction on safety protocols and the use of (PPE to ensure compliance with the IAEA’s safety regulations and Austrian safety standards.
 - 3.4.4. Environmental awareness: Guidance on the use of environmentally safe cleaning agents, waste management, and practices that prevent harm to plants, animals, or water sources on the IAEA property.

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3.4.5. Quality standards: Familiarity with the Contractor’s quality assurance processes to maintain high service standards.

3.5. The Contractor shall ensure registration of the Contractor's personnel in line with IAEA access procedures (see details in Annex 2 – Specific Preliminary Notes).

3.6. The Contractor shall nominate and provide contact details of a Single Point of Contact (SPOC) for the Services, whose availability shall be ensured throughout the Contract.

3.7. The SPOC shall coordinate all Service-related activities with the SLSS.

4. Services Requirements

4.1. General Requirements

4.1.1. The Contractor shall provide Services for the items listed in Annex 1.

4.1.2. The Contractor shall provide all necessary labour, supervision, management, transportation, equipment, materials, parts, supplies, components, and facilities to perform the required Services (*Note: the IAEA does not claim the suitability of the locally available water to be used in performing Services; the Contractor will have free access to water and power supply*).

4.1.3. The Contractor shall evaluate and document all Building Components and Installations for any damage prior to performing Services. In case of any damage to the Building Components and Installations, the Contractor shall repair to its original condition or replace at its own cost.

4.1.4. The Contractor shall maintain the worksite in a clean manner at the end of each workday.

4.1.5. The Contractor shall clean and restore the site to its original condition within two (2) business days after the completion of the Services.

4.1.6. The Contractor shall use water-fed pole systems or other industry-recognized ground-based cleaning technologies.

4.1.7. The Contractor shall take precautions to ensure that the area of work, including the interior and exterior of the facility, is protected during cleaning procedures. There shall be no damage to the IAEA facility or grounds. If the Contractor causes damage, it will be the Contractor’s obligation to restore the damaged item(s) or grounds to its original condition.

4.2. Service Frequency

4.2.1. The planned frequency of cleaning is up to 2 (two) times per calendar year.

4.2.2. The IAEA does not guarantee a minimum or maximum volume of Services.

4.3. Estimated volume of Services from 2024 onward

Building component/ installation	Total surface, m ² (rounded)
Exterior Doors	94
Photovoltaic Panels	60
Exterior Sunblinds	2,351
Exterior Windows	2,857
Exterior Windows/Doors	121
Total:	5,483

4.4. Additional volume of Services from 2025 onward

4.4.1. FML 2

Building component/ installation	Total surface, m ² (approximately)
Exterior Windows	660
French Doors	15
Exterior Doors	60
Exterior Sunblinds	600
Photovoltaic Panels	650
Total:	1,985

4.4.2. New Greenhouse

Building component/ installation	Total surface, m ² (approximately)
Exterior Glazed Walls	1,280
Exterior Glazed Roof	1,310
Total:	2,590

4.5. Additional Details

- 4.5.1. The volume of Services in 4.3. and 4.4. is based on the current and planned quantities of the Building Components and Materials and subject to change.
- 4.5.2. Cleaning of the Exterior Glazed Roof may require a telescoping brush.
- 4.5.3. Prior to any Services assignment, the IAEA will inform and agree with the Contractor on the exact number of items, their locations, quantities, etc.

5. Applicable Documents

The following documents are integral parts of this SoW and shall apply:

- 5.1. Annex 1 – Building Components and Installations; and
- 5.2. Annex 2 – Specific Preliminary Notes.

6. Safety

- 6.1. The Contractor shall implement appropriate safety measures, including the use of shielding, barricades, warning signs, and other protective methods to safeguard personnel and equipment during Service execution.
- 6.2. The Contractor shall ensure that all work is carried out in compliance with all appropriate safety measures provided and ensure the use of all required PPE needed to carry out the specified and standardized Services by the Contractor’s authorized personnel only.

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7. Procedure for Ordering Services

7.1. Services Request Initiation

- 7.1.1. When the need for Services arises, the IAEA will initiate the process by sending a Service Request to the Contractor. This request will detail the specific cleaning services required, along with a list of items to be cleaned, and will include relevant details such as the dates, location, quantity, surface area and other relevant information.
- 7.1.2. The Service Request will be sent to the Contractor's designated SPOC as identified in the Contract.

7.2. Provision of Offer

- 7.2.1. Upon receipt of the Service Request, the Contractor shall review the requirements and provide a written offer to the IAEA.
- 7.2.2. The offer shall be based on the rates outlined in the Contract. It shall include a detailed breakdown of the total cost calculated for the items listed in the Service Request, following the agreed-upon unit prices.
- 7.2.3. The offer shall also specify the estimated time required to complete the services and any other relevant details pertinent to the request.

7.3. Acceptance of Offer

- 7.3.1. The IAEA will review the Contractor's offer and may accept it by issuing a Purchase Order or may request further clarification or negotiation on the offer provided.
- 7.3.2. The placement of the Purchase Order will constitute a formal instruction for the Contractor to proceed with the provision of the Services as detailed in the offer.

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7.4. Order Confirmation

7.4.1. The Contractor shall acknowledge the receipt of the Purchase Order and confirm the order by sending a signed copy to the IAEA.

7.5. Service Delivery

7.5.1. The Contractor is responsible for adhering to the agreed-upon schedule and for delivering the Services in accordance with the terms and conditions of the Contract, the specifications of the SoW, and the accepted offer.

7.5.2. Any changes to the schedule or scope of Services shall be communicated and agreed upon in writing between the IAEA and the Contractor.

8. Method and Source of Services Acceptance

8.1. The Contractor shall participate in a formal taking-over process conducted at an agreed-upon stage by the SLSS to demonstrate that the Services were implemented correctly.

8.2. The Contractor shall document the exterior cleaning in an Acceptance Protocol signed by the SLSS.

8.3. The purpose of this protocol is to demonstrate compliance with specific cleaning requirements as outlined in the Contract and for the SLSS to initiate appropriate maintenance actions to correct noted facility defects.

9. Warranty

9.1. Service Satisfaction Guarantee

The Contractor hereby warrants that all specialized exterior cleaning Services performed under this SoW shall meet or exceed industry standards and be conducted with professionalism and due diligence. The Contractor guarantees the satisfaction of the IAEA with the quality of the Services provided. If the IAEA is not fully satisfied with any aspect of the Services rendered, the Contractor shall promptly address and rectify the concerns raised by the IAEA to meet the specified standards and requirements set forth in this SoW.

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9.2. No Damage Guarantee

The Contractor further warrants that all cleaning methods, techniques, and products used in the provision of specialized exterior cleaning Services shall not cause damage to the exterior surfaces of the IAEA's property. If any damage to the property's exterior surfaces is incurred as a direct result of the cleaning Services provided, the Contractor shall be responsible for repairing or replacing the affected areas at no additional cost to the IAEA.

9.3. Environmental Impact Warranty

The Contractor warrants that all cleaning methods and products used when performing Services shall be environmentally safe and will not result in harm to plants, animals, or water sources on or around the IAEA's property (e.g., Green Seal, EcoLogo).

9.4. Workmanship Warranty

The Contractor further warrants that all Services shall be performed with a high degree of skill, professionalism, and care. Should the Services not meet these standards or result in unsatisfactory workmanship, the Contractor is obligated to rectify the situation, ensuring the delivery meets the criteria and standards set out in this SoW without additional charge to the IAEA.

9.5. Warranty Claim Procedure

In the event the IAEA wishes to make a warranty claim, the IAEA will notify the Contractor in writing within 14 days of discovering the issue covered by the warranty. The Contractor shall promptly investigate the claim and take appropriate action to fulfil their warranty obligations.



Appendix 1 – Photos showing Building Components and Installations

















