

Book 4
Scope of Work

**Provision of Facilities Management Services
– JAZAN Airport**

Appendix D
Soft Services

TENDER NO. WP25007

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1 Introduction

The Service Provider shall provide Soft Services that deliver and maintain a high standard of cleanliness and hygiene at Jazan Airport.

All requirements contained herein shall be read, understood and enacted in conjunction with 'Facilities Management Services' document, with all applicable management, facility delivery, and reporting requirements outlined, applying to the Scope of Work as set out in this document.

This 'Soft Services Scope of Work' sets out the requirements, standards and specifications required by the Contracting Authority.

The Service Provider shall be responsible for all cleaning requirements within the boundary of the airport unless areas are specifically excluded either in the Facility Management Services document or the site Requirements document.

2 Cleaning Services

2.1 Overview

The Service Provider's performance will be monitored on an on-going basis throughout the duration of the contract and will be subject to frequent review. The following will be used to assess service performance.

- Quality of Work
- Speed of response to urgent requests
- Performance of airport in industry benchmarking program Provider
- Initiatives regarding delivery of contracted services

The successful tenderer will also be required to meet with the Contracting Authority on a regular basis.

For the purposes of this document, Front of House shall refer to areas that are accessible by the public.

2.2 Equipment, Materials and Consumables

- 2.2.1** The Service Provider will be responsible for a comprehensive Cleaning Services program that includes efficient cleaning powered equipment, cleaning tools and vacuums, cleaning chemicals, consumables materials to clean the internal and external common areas and all Jazan Airport facilities.
- 2.2.2** The Service Provider must provide the Contracting Authority with material samples, safety data sheets, specifications and manufacturers usage instructions for all equipment, materials, and consumables for approval by the Contracting Authority during the mobilization period. The Service Provider should also be familiar with and adhere to the Kingdom of Saudi Arabia's rules and regulations for purchasing, importing, and certifying chemicals for cleaning. The Contracting Authority's consent to their purchase may not be explained by the fact that the Service Provider is not obligated to comply with the laws and regulations of the Kingdom of Saudi Arabia, compliance with the laws and regulations of the Kingdom of Saudi Arabia is a mandatory requirement.
- 2.2.3** The Service Provider shall prioritize, promote, and increase the use of environmentally and socially responsible products and services throughout the range of cleaning activities undertaken and consumables used.
- 2.2.4** The Service Provider shall be always obliged to provide a minimum average of at least three months of stock of all consumables and supplies required to implement the Services. The minimum stock required shall be equivalent to the average consumption of the previous three months.
- 2.2.5** The consumables used in the toilets and washrooms must be of appropriate quality for service delivery, the towels should be of a good type with a high absorbency capacity, their vessels designated for them should be of appropriate size. Toilet paper shall be approved by the Contracting Authority as suitable for the sanitary systems so as not to cause blockages.
- 2.2.6** The soap should be scented and not harmful to the skin, whether liquid or in the form of foam. The disinfectant and odour eliminating materials placed in the machine bowls designated for them must have a scented smell and be able to exterminate the germs and be of specifications acceptable to the Contracting Authority.

2.3 Compliance and Standards

The Service Provider shall determine the frequency of Services which shall be appropriate for operational requirements, SLA and KPI information included in this document.

The Cleaning Services Scope of Works attempts to outline most areas however the extent of the cleaning services should be determined upon site inspection and per the Service Provider's experience. The Services shall cover all 'typical' cleaning requirements for the target locations.

The Service Provider shall be obliged to implement public cleaning services as indicated in the levels of service for public cleaning services and according to the number of times and levels of cleaning and public health and as specified in this section to maintain the levels of cleaning in buildings and facilities in a satisfactory manner to the Contracting Authority.

Cluster² operates its passenger terminals and facilities to the highest standards. A key objective for the Service Provider is to understand the importance of airport cleanliness in the overall passenger experience, as well as to design and implement a Cleaning Service Delivery Plan (CSDP) that will enhance airport standards. As a leading airport operator, the measurement of cleaning standards at Jazan airport will be in line with the following airport industry benchmark evaluation systems:

2.3.1 GACA Service Quality Standards (SQS):

GACA Quality and Customer Protection department is mandated to improve passenger experience while travelling through the air in the Kingdom of Saudi Arabia as part of Vision 2030. A core measurement for GACA SQS is the level of satisfaction expressed by passengers on cleanliness in the airport, assessing issues of cleanliness of the terminal building, facilities, and public toilets.

2.3.2 ACI Airport Service Quality (ASQ):

The world-renowned and globally established global benchmarking programme measuring passengers' satisfaction whilst they are travelling through an airport.

2.3.3 Skytrax Airport Rating:

The World Airline and Airport Star Rating programme is an internationally recognized rating system that classifies airlines and airports by the quality of product and staff service standards. The 5-Star Airport symbol is a quality-based recognition for an airport, awarded to airports achieving a very high, overall quality performance. This airport rating recognizes airports providing excellent facilities for customers and focusses on the cleanliness of airport facilities.

2.3.4 General Cleaning Standards

The Service Provider will work to and maintain BIC Sc or the Contracting Authority approved equivalent accreditation throughout the contract term. Operative Service Provider staff will have received BIC Sc or equivalent training ensuring the delivery of competent cleaning skills. Training records will be retained by the Service Provider for the Contracting Authority review and approval if required.

The Service Provider will be expected to work to the British Institute of Cleaning Science (BIC Sc) guidelines for the implementation of all methodologies, to include a color-coded system to raise standards of cleanliness and reduce the liability of cross-infection between distinct cleaning areas across the site.

It is recommended that this system (or an acceptable equivalent) forms part of the Service Providers' staff induction, training programme and Cleaning Service Delivery Plan (CSDP). It is imperative that Service Provider staff easily understand the color-coding system and that it is simple and effective to use.

Red (white) areas		High risk areas, sanitary appliances, restroom cleaning, toilets, urinals.
Red areas		Washbasins, sinks, cabinets, and washroom surfaces.
Green areas		Food processing and servicing areas, general food, and restaurant areas.
Blue areas		General low risk areas (excluding food areas).
White areas		Site specific
Clinical		Healthcare areas

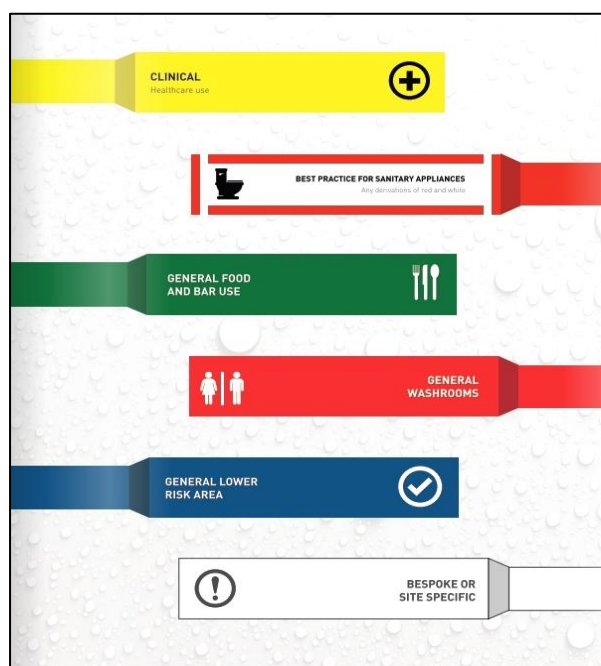


Figure 2.4.1 BIC Sc color chart for cleaning

2.4 General Requirements

- 2.4.1** Any deviations from the required standards and specifications must be reported to the Contracting Authority. The Cleaning Services includes all planned (Preventative) and all unplanned (Reactive) events.
- 2.4.2** All areas shall be categorized into the below criticality levels, four being most critical and one being least critical, by the Service Provider and approved by the Contracting Authority. The cleaning plan for areas must

Criticality Level	Description
1	Standard – Back of House Areas
3	Critical – (i.e., High volume/traffic Area)

Table 1: Area Criticality Levels

2.4.3 In general, open areas, the service Provider shall ensure that:

- 1 All relevant safety signage is in place prior to service commencement.
- 2 Area is free from odors.
- 3 Area is free from litter, including inner/outer surrounds of conveyor belts.
- 4 All spills are cleaned, sanitized, and dried.
- 5 Floors are to be thoroughly machine washed, swept, vacuumed and/or cleaned as appropriate and spot cleaned for stains and chewing gum. Floors must be fully dry once cleaned.
- 6 All hard surface floor areas, where applicable, are buffed.
- 7 PVC/vinyl flooring is spray buffed using appropriate machinery.
- 8 Mats are thoroughly clean and dust free. Additionally, mats shall be washed on a periodic basis.
- 9 All horizontal and vertical surfaces (including but not limited to walls, fixtures, business equipment, screens, signage, tops of desks, skirting, window ledges, window frames, shelving, seating, and exposed surfaces) are free of litter, fingerprints, smudges, stains, gum, and stickers and are polished.
- 10 Walls and doors are free from smudges and finger marks.
- 11 All cannisters are fitted with a cannister liner and regularly emptied and cleaned.
- 12 All glass surfaces and window frames are thoroughly clean and are free of dust, fingerprints, smudges, and stains.
- 13 All internal window mullions are clean and free of dust.
- 14 All wood surfaces are polished.
- 15 All painted surfaces are thoroughly clean.
- 16 All metallic surfaces are thoroughly clean and polished.
- 17 Seating is arranged to proper position and upholstery is dust and stain free.
- 18 Seating areas are free from litter.
- 19 Carpet surfaces are thoroughly spot cleaned (by pre-treating and shampooing), and all stains are removed.
- 20 Skirting boards, doors, glazing, kick, and push plates are clean and free of dust.
- 21 Ledges, pipes, handrails, skirting, light fittings, electrical sockets, digipads, mouldings, and other low reach areas are free of dust and cobwebs.
- 22 Door saddles are thoroughly cleaned and vacuumed.
- 23 All high level; vertical and horizontal surfaces are thoroughly clean and free from dust, dirt, smudges, and stains.
- 24 All ceiling tiles are free from dust and stains.
- 25 All refuse and foreign matter are removed and segregated in accordance with statutory and local environmental standards and regulations.
- 26 Any hydraulic spills are thoroughly sanitized, clean, and dry.
- 27 Crash barriers and the sides of all carousels are dusted and polished once a month.
- 28 Any broken items/equipment are removed from service and reported into the Contracting Authority.

2.5 Public / Front-of-House (FOH) Areas

2.5.1 The Service Provider shall ensure that all areas Front-of-House (FOH) are presented and maintained in a clean condition and in line with all the standards and specifications outlined in this document whilst ensuring to maintain the aesthetics of the facility.

2.5.2 Front-of-House (FOH) includes all public access and circulation areas. The Service Provider shall be responsible for the provision of Cleaning Services in the following FOH areas (both Landside and Airside), including, but not limited to:

- 1 kerbs and Forecourts, including designated Smoking Area and canopies.
- 2 Car Park Connection Corridor and Mosque Plaza
- 3 Basement
- 4 Arrivals/Departures Concourse
- 5 Entrance / Exit Lobbies
- 6 All Public Toilets and Ablution Areas
- 7 Check-in Operations Areas, including ticket sales desks and check-in desks.
- 8 Seating Areas
- 9 Passenger Screening Area
- 10 Departure Lounge
- 11 Smoking Lounge
- 12 Departure Gates - all levels
- 13 Fixed Links to Airbridges including fixed nodes and internal finishes to Airbridges.
- 14 Airbridges
- 15 Arrivals Hall (Airside and Landside)
- 16 Baggage Reclaim Hall (Arriving)
- 17 Common User Areas
- 18 Prayer Rooms

2.5.3 Components and Sub-Components in Scope for FOH Areas

2.5.3.1 Components and sub-components in scope for FOH area cleaning are expected to include, but are not limited to, the items set out in the table below.

Main Component	Sub-Components
Floors	Hard surfaces, carpets, rubber surfaces, mats, mat-wells All floors are machine washed with a ride on scrubber dryer where applicable.
Vertical Surfaces	Paneling, doors, stainless steel / aluminum (e.g. panels, edging protectors, impact protectors), pillars, glass, skirting boards, radiators, wall switches, buttons
Ceilings (excluding Fabric Ceiling)	Panels, grids, vents, light fittings, and high signage
Stairs	Internal and external Steps / risers, ramps, handrails, glass, stainless steel
Escalators/Travelator	Footplates, treads / risers, stainless steel / aluminum edging, glass, handrail
Elevators	Glass panelling, door frames, door runners, stainless steel / aluminum, floor / walls / ceiling, operating panels, emergency phone / intercom
Desks	Check-in desks (including hardware storage cupboards), departure gate desks, pre / post security screening desks
Waste Bins	Located in interior and exterior of buildings, general waste, and recycling
Drinking Fountains	Metal surfaces, cabinet, drains

Main Component	Sub-Components
Signage	All interior signage e.g., wayfinding
Monitors	Flight monitors, televisions, screens, cabinets, mountings
Fixtures & Fittings	Seats, tables, cabinets, display cases, fixed barriers, courtesy telephones / PRM (passengers with reduced mobility) help points
Passenger Screening Equipment (PSE)	Baggage carousel: belts, baggage belt frame and surrounds, X-Ray machines and belts, Walk Through Metal Detectors (WTMD), rollers, security trays and any other security equipment in the area
Internal / External Glass	Windows / frames, entrance / exit doors, glass panels, elevators, roof bridges, walkways
Stainless Steel	Stainless Steel/Fire Hose reel stations
Handrails	Handrails and balustrades
Toilet Facilities	Toilet bowls, toilet seats, toilet flushing unit, cubicles, coat hooks, toilet roll holders, sanitary / nappy bins, Urinals, wash basins, wash basin units, baby change, vanity units, mirrors, rubbish bins, hand dryers, sockets, ceilings, vending machines
Sanitary Units	Sanitary bins, nappy bins, Sharp Units
Ablution Areas	Bowls, seats, footrests, foot washer units, coat hooks, tissue dispensers, mirrors, matting
Kerbs and Forecourts plaza's; includes Smoking Area and Landscaped Areas	Pavement surfaces, street furniture

Table 2: FOH Components and Subcomponents

2.5.3.2 The Service Provider is obligated to report to the Contracting Authority any damage encountered to any main and sub-components.

2.5.4 General Cleaning Requirements

The Service Provider must ensure that:

- 1 All relevant safety signage is in place prior to service commencement.
- 2 Area is free from odors.
- 3 Area is free from litter, including inner/outer surrounds of conveyor belts
- 4 All spillages are cleaned and dried.
- 5 Floors are to be thoroughly machine washed, swept, vacuumed and/or cleaned as appropriate and spot cleaned for stains and chewing gum.
- 6 All hard surface floor areas, where applicable, are buffed.
- 7 P.V.C/Vinyl flooring is spray buffed using appropriate machinery.
- 8 Mats are thoroughly clean and dust free.
- 9 All horizontal and vertical surfaces (including, but not limited to, walls, fixtures, business equipment, screens, signage, tops of desks, skirting, window ledges, window frames, shelving, seating, and exposed surfaces) are free of litter, fingerprints, smudges, stains, gum, and stickers and are polished.

- 10 Walls and doors are free from smudges and finger marks.
- 11 All bins are fitted with a bin liner and regularly emptied and cleaned.
- 12 All glass surfaces and window frames are thoroughly clean and are free of dust, fingerprints, smudges, and stains.
- 13 All internal window mullions are clean and free of dust.
- 14 All wood surfaces are polished.
- 15 All painted surfaces are thoroughly clean.
- 16 All metallic surfaces are thoroughly clean and polished.
- 17 Seating is arranged to proper position and upholstery is dust and stain free
- 18 Seating areas are free from litter.
- 19 Carpet surfaces are thoroughly spot cleaned (by pre-treating and shampooing) and all stains are removed
- 20 Skirting boards, doors, glazing, kick, and push plates are clean and free of dust.
- 21 Ledges, pipes, handrails, skirting, light fittings, air grilles and diffusers, electrical sockets, Digi pads, mouldings, and other low reach areas are free of dust and cobwebs.
- 22 Door saddles are thoroughly cleaned and vacuumed.
- 23 Public telephones are free from dirt, dust and smudges and are sanitized.
- 24 Drinking fountains are washed, cleaned, and sanitized.
- 25 Public screens and displays are cleaned and dusted.
- 26 All unauthorized stickers/notices are removed.
- 27 All high level vertical and horizontal surfaces are thoroughly clean and free from dust, dirt, smudges, and stains.
- 28 All ceiling tiles are free from dust and stains.
- 29 All refuse and foreign matters are removed and segregated in accordance with statutory and local environmental standards and regulations.
- 30 Any hydraulic spillages are thoroughly clean and dry.
- 31 Crash barriers and the sides of all carousels are dusted and polished once a month.
- 32 All floors are machine washed with a ride on scrubber dryer on a nightly basis.

2.5.5 FOH Entrances, Exits and Corridors

The Service Provider must ensure that:

- 1 All relevant safety signage is in place prior to service commencement.
- 2 Areas are free from odours.
- 3 Lobbies, door wells and porches at entrances are swept and free of litter.
- 4 Floor areas of all internal lobbies are thoroughly clean.
- 5 Mats in lobbies are vacuumed and free of all stains.
- 6 Carpet surfaces are thoroughly cleaned and free of all stains.
- 7 All glass surfaces and window frames are free of dust, fingerprints, smudges, and stains
- 8 All vertical and horizontal surfaces are free from dust, dirt, stains, and smudges
- 9 All fixtures, fittings, window ledges, window frames and exposed surfaces are free of dust and cobwebs.

2.5.6 FOH Elevators, Escalators, Stairwells, Travelators and Moving Walkways

The Service Provider must ensure that:

- 1 All relevant safety signage is in place prior to service commencement.
- 2 Areas are free from odours.
- 3 Areas are free from litter.
- 4 All spillages have been cleared.
- 5 Areas are free from stains and chewing gum.
- 6 Stairs, including risers, are thoroughly cleaned and polished.
- 7 Handrails and metalwork are clean and dust-free.
- 8 Floor areas of stairwells/corridors are thoroughly clean.
- 9 Elevators including sills and tracks are free from litter/debris.
- 10 Elevators are thoroughly clean.
- 11 Floor area has been swept and is free of dust, dirt and litter.
- 12 All glass surfaces and window frames are free of dust, fingerprints, smudges, and stains.
- 13 All mirrors are free of dust, fingerprints, smudges, and stains.
- 14 All unauthorized stickers/notices are removed.
- 15 Fixtures, fittings, window ledges, window frames and exposed surfaces are free of dust and cobwebs.
- 16 Escalators, moving walkways side panels are thoroughly machine cleaned according to manufacturer's guidelines.
- 17 Escalator and Moving Walkway steps, balustrades and handrails are thoroughly cleaned according to manufacturer's guidelines.

2.5.7 FOH Check-in Desks and Common User Areas

The Service Provider must ensure that:

- 1 Desks are dusted, polished, and cleaned.
- 2 All gum and stickers are removed, and the area is free of litter.
- 3 Common user equipment is wiped and sanitized.

2.5.8 FOH Toilets and Ablution Areas

The Service Provider must ensure that for all FOH toilets, including PRM (passengers with reduced mobility), baby changing and ablution facilities:

- 1 Sufficient supplies of soap, toilet paper, paper towels and cleaning materials are always maintained. All cleaning tools, equipment and supplies are to be stored out of public view.
- 2 All relevant safety signage is in place prior to service commencement.
- 3 Areas are free from odors.
- 4 All toilets are checked on a regular basis when operational and activity sign-off sheets are maintained and displayed in all toilet areas.
- 5 Toilet floors are to be monitored and kept clean and dry.
- 6 Toilet areas are cleaned and sanitized in accordance with statutory and local environmental standards and regulations.
- 7 Cubicles and common areas are free from litter.
- 8 Washing hand basins are thoroughly clean.

- 9 Urinals and toilet bowls including all interior legs, exterior pipes, channels, flushometers, seat hinges and all metal trim are free of stains, rinsed and disinfected.
- 10 Sinks and cisterns are thoroughly clean and disinfected.
- 11 All surfaces are free from lime scale.
- 12 All taps and other metallic equipment are thoroughly clean.
- 13 All handrails in disabled toilets are dusted.
- 14 Mirrors, walls, and window ledges are clean, free of smudges or stains and polished.
- 15 All tiled areas, partitions and doors are thoroughly clean.
- 16 Floors are swept, washed, rinsed, and disinfected.
- 17 All toilet seats are washed, disinfected, and rinsed and left in an up – position free of water marks on both sides.
- 18 All cubby-hole areas are thoroughly clean and free from dust.
- 19 Walls from floor to ceiling are thoroughly cleaned by sanitizing using a foaming machine or equivalent.
- 20 All walls are descaled of lime scale where required using a chemical approved by the Contracting Authority, see Section 2.2 Equipment, Materials and Consumables.
- 21 All bins are fitted with a bin liner and are emptied and cleaned.
- 22 Fixtures, fittings, window ledges, window frames and exposed surfaces are free of dust and cobwebs.
- 23 All metallic surfaces are free of stains and polished to a shine.
- 24 All unauthorized stickers/notices are removed.
- 25 Appropriate out of service signage is displayed on all unserviceable facilities.
- 26 All high-level surfaces are free of dust and dirt.
- 27 First response is provided to clearing of blocked toilets. If the blockage requires the services of a technician, then the toilet cubicle should be closed/locked, and this matter should be immediately reported to the Contracting Authority authorized representative.
- 28 Toilets or washrooms unavailable for use shall be signed and temporarily closed so restrict access by non-authorized people. Signage and methodology to be approved by the Contracting Authority.
- 29 For multi-toilet public washrooms, there will be an attendant during terminal opening hours.
- 30 Female washrooms shall be cleaned and attended by female staff only.

2.5.9 FOH Outdoor Areas

The Service Provider must ensure that for kerbs and Forecourts (including smoking areas):

- 1 All relevant safety signage is in place prior to service commencement.
- 2 Areas are free from odors.
- 3 Areas are free from litter including roads and all pedestrian areas for example, but not limited to, foot paths, kerbs, traffic islands, and smoking areas.
- 4 Floor areas are free of dust, dirt, stains and chewing gum.
- 5 All spillages have been cleared.
- 6 All bins are no more than half full.
- 7 All bins are thoroughly cleaned inside and out.
- 8 All signage is thoroughly clean and polished as applicable.
- 9 Cigarette butts have been cleared from ashtrays and other areas.

- 10 All metalwork and stainless steel are clean and free from dust, fingerprints, smudges, and stains
- 11 All glass surfaces and window frames are free of dust, fingerprints, smudges, and stains
- 12 Fixtures, fittings, window ledges, window frames and exposed surfaces are free of dust and cobwebs.
- 13 Road surfaces, paths and marble edges of buildings are regularly power washed.
- 14 All walls are regularly power washed.
- 15 All kerbs and road surfaces are cleaned using a mechanized road sweeper.
- 16 All glazed walkways are thoroughly clean and polished.
- 17 No graffiti is present.
- 18 All signs, lamp posts and traffic light poles are thoroughly clean.
- 19 All crash barriers, railings and trolley return bays are thoroughly clean.
- 20 All bin storage areas are thoroughly clean.
- 21 All elevators, escalators, travelators, moving walkways and stairs are thoroughly cleaned to the standards outlined above.
- 22 Terminal facade and gables are thoroughly clean and free of dust, fingerprints, smudges, and stains.
- 23 Terminal glazing is thoroughly clean and free of dust, fingerprints, smudges, and stains to top of first glazed panel.

2.6 Non-Public / Back-of-House (BOH) Areas

2.6.1 For the avoidance of doubt, Back-of-House (BOH) includes all non-public areas and non-public ancillary buildings.

2.6.2 The Service Provider shall be responsible for providing cleaning Services in the following BOH areas (both Landside and Airside except where stated otherwise), including, but not limited to:

- 1 All Toilets
- 2 Ablution Areas
- 3 Prayer Rooms
- 4 Staff Screening Areas
- 5 Common User Breakrooms
- 6 Common User Accommodation Areas
- 7 Common User Locker Rooms
- 8 Office Areas
- 9 Ticket Sales Desks and associated Office Accommodation in Check-in Hall
- 10 Back of House Corridors.
- 11 Workshops
- 12 Plant rooms.
- 13 Storage areas
- 14 Guard posts.
- 15 Stairwells

2.6.3 Components and sub-components in scope for BOH Areas

Components and sub-components in scope for BOH area cleaning are expected to include, but are not limited to, the items set out in the table below:

Main Component	Sub-Components
Floors	Hard surfaces, carpets, rubber surfaces, mats, mat-wells
Vertical Surfaces	Panelling, doors, stainless steel / aluminum (i.e., panels, edging protectors, impact protectors), pillars, glass, skirting boards, radiators, telephones; wall switches, buttons
Ceilings	Panels, grids, vents, slatted ceilings, light fittings, and high signage
Stairs	Internal and external steps / risers, ramps handrails, glass, stainless steel
Elevators	Glass panelling, door frames, door runners, stainless steel / aluminium, floors / walls / ceiling, operating panels, emergency phone / intercom
Waste Bins	Interior general and recycling
Drinking Fountains	Metal surfaces, cabinet, drains
Signage	All signage
Fixtures & Fittings	Seats, tables, desks, telephones
Machinery (Staff Security Screening)	Baggage carousel belts, baggage belt frame and surrounds, X-Ray machines and belts, Walk Through Metal Detectors (WTMD), rollers, security trays and any other security equipment in the area
Glass	Windows / frames, internal / external glass up to 2.5m, glass above 2.5m, elevators
Stainless Steel	Stainless Steel
Handrails	Handrails and balustrades
Toilet Facilities	Toilet bowls, toilet seats, toilet flushing unit, cubicles, coat hooks, toilet roll holders, sanitary units, Urinals, wash basins, wash basin units, vanity units, mirrors, rubbish bins, hand dryers, sockets, ceilings, vending machines
Ablution Areas	Bowls, seats, footrests, foot washer units, coat hooks, tissue dispensers, mirrors, matting
Sanitary Services	Sanitary bins, Sharp Units
Offices / Ticket Sales Desks	Office desks, seating, IT equipment, fixtures and fittings, floors (hard / soft), slatted ceilings, bins
Breakrooms/ Locker Rooms	Bins, floors, sinks

2.6.4 General Cleaning Requirements

- 2.6.4.1 The Service Provider shall ensure that all areas Back-of-House (BOH) are presented and maintained in a clean condition and in line with all the standards and specifications outlined in this document.
- 2.6.4.2 The Cleaning Services includes all planned (Preventative) and all unplanned (Reactive) events. The Service Provider is obligated to report to the Contracting Authority any damage encountered to any main and sub-components within scope.

2.6.5 BOH Entrances, Exits and Corridors

The Service Provider must ensure that:

- 1 All relevant safety signage is in place prior to service commencement.
- 2 Areas are free from odours.
- 3 Lobbies, door wells and porches at entrances are swept and free of litter.
- 4 Floor areas of all internal lobbies are thoroughly clean.
- 5 Mats in lobbies are vacuumed and free of all stains.
- 6 Carpet surfaces are thoroughly cleaned and free of all stains.

- 7 All glass surfaces and window frames are free of dust, fingerprints, smudges, and stains.
- 8 All vertical and horizontal surfaces are free from dust, dirt, stains, and smudges.
- 9 All fixtures, fittings, window ledges, window frames and exposed surfaces are free of dust and cobwebs.
- 10 BOH Elevators and Stairwells and Corridors:
- 11 The Service Provider must ensure that:
- 12 All relevant safety signage is in place prior to service commencement.
- 13 Areas are free from odours.
- 14 Areas are free from litter.
- 15 Elevators, including sills and door tracks, are free from litter.
- 16 All spillages have been cleared.
- 17 Areas are free from stains and chewing gum.
- 18 Stairs are thoroughly cleaned and polished.
- 19 Handrails and metalwork are clean and dust-free.
- 20 Floor area of stairwells/corridors are thoroughly clean.
- 21 Elevators and control buttons are thoroughly clean and sanitised regularly.
- 22 Floor area of main corridor has been swept and is free of dust, dirt and litter.
- 23 Carpet surfaces have been thoroughly cleaned and all stains removed.
- 24 All glass surfaces and window frames are free of dust, fingerprints, smudges, and stains.
- 25 Fixtures, fittings, window ledges, window frames and exposed surfaces are free of dust and cobwebs.
- 26 Door handles and push plates are sanitized regularly.

2.6.6 BOH Office and Meeting Rooms

The Service Provider must ensure that:

- 1 All relevant safety signage is in place prior to service commencement
- 2 Area is free from odours
- 3 Floors are thoroughly washed, swept, or vacuumed as appropriate, and spot cleaned for stains and chewing gum.
- 4 Common areas are dust mopped, swept, vacuumed and or buffeted as required
- 5 Carpet surfaces are thoroughly spot cleaned (by pre-treating and shampooing) and all stains are removed
- 6 Walls and doors are free from smudges and finger marks
- 7 Radiators, furniture, and business equipment (for example, but not limited to, computers, printers, cabinets, desks, chairs, and pictures) are free from dust and debris
- 8 Skirting boards, doors, glazing, kick, and push plates are clean and free of dust
- 9 Ledges, pipes, handrails, skirting, light fittings, electrical sockets and surrounds, and other low reach areas are free of dust and cobwebs
- 10 All horizontal and vertical surfaces are free of fingerprints, smudges, stains, gum, and stickers and are polished
- 11 All waste bins are fitted with a bin liner and regularly emptied and cleaned
- 12 All glass surfaces and window frames are thoroughly cleaned and are free of dust, fingerprints, smudges, and stains

- 13 All internal window mullions are clean and free of dust
- 14 All refuse and foreign matter are removed and segregated in accordance with statutory and local environmental standards and regulations
- 15 All cubby-hole areas are thoroughly clean and dust free

2.6.7 BOH Break Rooms, Locker Rooms and Prayer Rooms

The Service Provider must ensure that:

- 1 All relevant safety signage is in place prior to service commencement.
- 2 Area is free from odours.
- 3 All bright metal work is thoroughly cleaned and polished.
- 4 Floors are free of dust and dirt, are dry and have been disinfected.
- 5 Hand basins/sinks are thoroughly clean and free of dirt and dust.
- 6 Area is free of litter.
- 7 All waste bins are fitted with a bin liner, no more than half full and are clean. All waste bins must be emptied daily.
- 8 All metallic surfaces are thoroughly cleaned and polished.
- 9 Walls are free of finger marks and smudges.
- 10 All mirrors are clean and, in a streak-free condition.
- 11 Tops of all tables and window ledges are free of litter, dust, and dirt.
- 12 All glass surfaces and window frames are thoroughly clean and free of dust, fingerprints, smudges, and stains.
- 13 All fixtures, fittings, window ledges, window frames and exposed surfaces are free of dust and cobwebs.
- 14 All sinks, countertops, presses, and cookers are thoroughly clean and dirt free and sanitised as required.
- 15 Dishwashers are filled and run regularly, and all clean items are returned to their correct storage location.

2.6.8 BOH Kitchens

The Service Provider must ensure that:

- 1 Areas are free from odours.
- 2 Sink and work surfaces are thoroughly clean.
- 3 Kitchen floor is thoroughly clean and dry.
- 4 All vertical and horizontal surfaces are free from dust, dirt, stains, and smudges.
- 5 All appliances are thoroughly clean and free from dust, dirt, and smudges.
- 6 Dishwashers are filled and run regularly, and all clean items are returned to their correct storage location.
- 7 Waste bins are no more than half full at any time.
- 8 All surfaces are disinfected and sanitised regularly.
- 9 All Equipment, Materials and Consumables is reconciled and stored upon delivery
- 10 Storeroom assigned to the Service Provider is thoroughly clean and tidy
- 11 All refuse and foreign matter are removed and segregated in accordance with statutory and local environmental standards and regulations.

2.6.9 BOH Toilets and Ablution Areas

The Service Provider must ensure that:

- 1 All relevant safety signage is in place prior to service commencement.
- 2 Area is free from odours.
- 3 Wash hand basins are thoroughly clean.
- 4 Sufficient supplies of soap, toilet paper and cleaning materials shall be always maintained. Cleaning materials shall be safely stored in line with manufacturers recommendations.
- 5 Urinals and toilet bowls including all interior legs, exterior pipes, channels, flushometers, seat hinges and all metal trim are free of stains, rinsed and disinfected.
- 6 Mirrors, walls, and window ledges are clean, free of smudges or stains and polished.
- 7 All tiled areas, partitions and doors are thoroughly clean.
- 8 Walls from floor to ceiling are clean.
- 9 Toilets are in a clean and serviceable state at all times.
- 10 Floors are swept, washed, rinsed, and disinfected.
- 11 All toilet seats are washed, disinfected, and rinsed and left in an up – position free of water marks both sides.
- 12 Walls from floor to ceiling are thoroughly cleaned regularly by sanitising using a foaming machine or equivalent.
- 13 All waste bins are fitted with a bin liner and are emptied and cleaned.
- 14 Fixtures, fittings, window ledges, window frames and exposed surfaces are free of dust and cobwebs.

2.7 Glazed Areas, Façade, and High Architectural Features Cleaning Services

- 2.7.1** The service Provider is responsible for cleaning all glazed and façade surfaces.
- 2.7.2** High façades requiring lift and or scaffold access mean the parts of the building, walls, or glass windows that are more than 3 meters high above the ground or the surface of the floor, up to the inner ceiling and the roof, or the highest part of the balcony walls in the outer ceiling of the passenger terminal.
- 2.7.3** The high façades in the halls include all glass such as walls, windows, glass panels, other panels, walls of all types, horizontal be Provider, columns, and existing structures of whatever nature, which includes connections and curves, as well as all side areas of multi-facade structures such as horizontal beProvider, columns, etc. that exceed the height. All constructions, such as connecting bridges and passenger carriage bridges, are part of the high fronts.
- 2.7.4** The scope of work includes external and internal cleaning of all the elements mentioned in the previous definition that require a high personnel lift to perform the services. The Service Provider shall provide cleaning materials, manpower, supervision, tools, additional equipment, consumables, supplies, and any other materials that are necessary to implement glass cleaning services in all facilities and buildings without exception.
- 2.7.5** Services for high facades in the passenger terminals must be implemented continuously to ensure that the level of service provided is maintained.
- 2.7.6** The Service Provider shall use its discretion to provide and deploy suitable and safe height access equipment and platforms to reach building hight façades with a joint arm for the external cleaning and suitable height platforms with a joint arm working with battery operated equipment for internal cleaning.
- 2.7.7** The Service Provider is responsible for the cleaning of exterior of ATC towers, including glazed and non-glazed tower cladding.

- 2.7.8** As the service Provider executes the services, he shall also inspect all of the building and architectural elements, glazing, cladding and support systems, and will report any anomalies, deficiencies, or broken items. All inspections shall be logged in the CMMS/CAFM.

2.8 Sanitary Services

- 2.8.1** The Service Provider shall be responsible for the provision of Sanitary Services in all female toilets, Persons with Restricted Mobility (PRM) toilets and baby changing facilities.
- 2.8.2** Each Sanitary Services visit shall be signed off by the Service Provider supervisory staff.
- 2.8.3** The Service Provider shall provide a 24 hour/7 days per week/365-day Sanitary Services emergency response service.

2.9 Window Cleaning Service

The Service Provider shall provide a low-height window Cleaning Service to common interior areas and all external surfaces of windows that should be carried out with trained staff especially at high levels. This includes windows in Airside and Ramp areas. Security access to these areas will be facilitated by the Contracting Authority.

2.10 Specialist Cleaning Services

Provide trained cleaning specialists for specialist Cleaning Services such as internal tile cleaning and polishing, marble polishing, upholstery cleaning, water features cleaning, scheduled deep cleaning events, façade cleaning, etc.

2.11 Reactive Cleaning

- 2.11.1** In addition to routine and scheduled cleaning services, the service Provider shall provide a reactive Cleaning Service for spills and other incidents ensuring all occurrences such as spills; breakages etc. in the terminal facilities are responded to with minimal delay.
- 2.11.2** The service Provider shall ensure availability of a fast response call management procedure available with supervisors and key staff responding with haste to meet the required SLAs.
- 2.11.3** The duties for Reactive Cleaning are, but not limited to:
- 1 Ensuring the safety of people and the affected area.
 - 2 Removal and disposal of spills.
 - 3 Returning of the area to operation if possible.
 - 4 Ensuring the area is dry.
 - 5 Sanitising of the area, if required.
 - 6 Ensuring minimal impact on normal airport operations.
- 2.11.4** The Service Provider shall respond immediately to reported events, with a maximum acceptable response time of 10 minutes to the affected area. The response time to events requiring prior approval by the Contracting Authority i.e., responses to third party unscheduled events, shall be calculated from the time approval is granted.
- 2.11.5** The minimum acceptable cleaning standards for BOH areas outlined in this document are also applicable for Reactive Cleaning according to the location of the incident.
- 2.11.6** The Service Provider shall record the incident appropriately as soon as it is notified, ensuring it is logged and recorded in the CAFM system.

- 2.11.7** The Service Provider shall record up to date information in relation to Reactive Cleaning events in a timely fashion and ensure resolution in a timely manner.

2.12 Waste Collection and Removal

- 2.12.1** The Service Provider shall be responsible for the collection and removal of waste from all areas cleaned by the Service Provider to designated waste disposal points which will be defined by the Contracting Authority during mobilization.
- 2.12.2** The Service Provider shall ensure that waste collected from waste bins is promptly removed from the buildings to the designated waste collection areas. Waste shall not be stored within any FOH areas.
Waste collection schedules and frequencies
- 2.12.3** The Service Provider shall implement a cleaning and replacement program for end-user collection devices (e.g. cannisters, banks)
- 2.12.4** The Service Provider shall be responsible for sharps and biohazards containment, removal and disposal.

2.13 Cleaning Services Performance Criteria

- 2.13.1** The following schedules are provided to indicate minimum performance criteria; however, it must be noted that the below tables are for guideline purposes only.
- 2.13.2** The Service Provider shall provide a full list of cleaning tasks and associated frequencies as part of their submission, with final list and associated frequencies to be approved during the mobilization period by the Contracting Authority or their representative.
- 2.13.3** All output cleaning requirements shall be based strictly in accordance with the SLA and KPIs set out within this document.

Passenger Terminals – Passenger FOH Circulation Areas

Task Description	Daily	Weekly	Monthly	Quarterly	Annually
Floors	✓				
Bathrooms/Sanitaryware	✓				
Waste					
Empty waste bins	✓				
Replace waste bin liners	✓				
Wipe waste bins inside and out with antibacterial sanitizer		✓			
Replenish consumables	✓				
Windows (internal and façades)		✓		✓	

- 2.13.4** Achieving and exceeding the following targets is essential to the success of the Cleaning Services
- 2.13.5** The Contracting Authority and Cluster² airports will be participating in the Airports Council International (ACI) Airport Service Quality (ASQ) programmed, as well as operating in line with GACA Service Quality Standards (SQS) and Skytrax guidelines.

- 2.13.6** This ACI and GACA service quality regimes cover all areas of the airport operation. A key performance indicator in both systems refers specifically to cleaning standards in public areas (FOH). Therefore, the following KPIs will be in place, and the Service Provider will ensure the CSDP, operational oversight, and regular reporting will meet and continuously improve on these targets.
- 2.13.7** KPIs being monitored is the cleanliness of the terminal facilities and washrooms. Therefore, it is imperative that the standards outlined in this SLA are achieved.

2.14 Cleanliness Standards

	Measure	Minimum	Baseline	Stretch
ACI ASQ Airport Environment	Cleanliness of airport terminal	ACI ASQ score of ≥ 3.90	ACI ASQ score of ≥ 4.00	ACI ASQ score of ≥ 4.10
ACI ASQ Cleanliness of the airport terminal(s)	Cleanliness of washrooms / toilets	ACI ASQ score of ≥ 3.60	ACI ASQ score of ≥ 3.70	ACI ASQ score of ≥ 3.80
GACA SQS	PE-2		Target score:	
Satisfaction with airport cleanliness	Cleanliness of this airport terminal		Minimum 2.50 – Stretch 4.60	
GACA SQS	PE-2		Target score:	
Satisfaction with airport cleanliness	Cleanliness of the airport washrooms		Minimum 2.50 – Stretch 4.60	
GACA SQS	PE-2		Target score:	
Satisfaction with airport cleanliness	Cleanliness of this airport prayer rooms		Minimum 2.50 – Stretch 4.60	
GACA SQS	PE-2		Target score:	
Satisfaction with airport cleanliness	Cleanliness of the airport smoking areas		Minimum 2.50 – Stretch 4.60	
<i>Refer to GACA SQS Standards for Passenger Experience (Service Quality element PE-2 Satisfaction with airport cleanliness). Passenger Survey Score (Poor (1) – Excellent (5))</i> <i>Level of satisfaction expressed by passengers on cleanliness in the airport, assessing issues of cleanliness of the terminal building, facilities, and public toilets.</i>				

- 2.14.1** The following SLA descriptions will apply for reactive/remedial call outs:

For illustrative purposes, set out below are some examples of reactive repairs which may be categorised as emergency, urgent and routine	
Emergency	Spillage which poses a slip and trip hazard
	Biological waste such as vomiting or faces
Urgent	Inappropriate waste or excessive litter resulting in an H&S or fire risk
	Unexpected event which has left an area unusable due to the poor state of cleanliness
	Clear up of main entrance and surrounding areas after sandstorm should be completed within 2 hours. The compound needs to be brought back to its normal functioning state within 24-48 hours.
Routine	Any request for reactive cleaning which is not classified as an emergency or Urgent in nature

- 2.14.2** It should be noted that all stages (Attend/Isolate/repair) will run concurrently, and each commence at the moment that the (failure) event first comes to the attention of the Help Desk.
- 2.14.3** For the purposes of SLA performance measurement, the time allowed will commence as set out above and the job will be deemed to have been completed at the date/time stated on the job card though the latter may be subject to challenge or verification through collection of a customer signature or other confirmation mechanism.

2.15 Minimum Elements

2.15.1 General Cleaning Services

The Service Provider shall implement general cleaning services that include, but are not limited to:

- 2.15.1.1** Cleaning services for all areas of facilities within the Scope of Work, excluding the areas as mentioned explicitly in the Exclusions.
- 2.15.1.2** Daily general cleaning – sweeping and removing dust in all facilities mentioned by using all automatic and manual methods.
- 2.15.1.3** Daily general cleaning, sweeping, washing, scraping, abolishing outside all buildings and facilities including, but not limited to, all fixtures, stair railings, stairs, accessories, and / or all surrounding side corridors.
- 2.15.1.4** Cleaning, washing, scraping, and polishing floors to the extent that they ensure that all airport facilities are clean all the time.
- 2.15.1.5** Cleaning all internal walls up to ceiling from inside including windows, curtains, doors, and their frames to the extent that they ensure that all airport facilities are clean all the time.
- 2.15.1.6** Cleaning all tiles, marble, bricks and concrete blocks outside the buildings, facilities and walls coated with minerals up to the ceiling to the extent that they ensure that all airport facilities are clean all the time.
- 2.15.1.7** Cleaning all internal and external windows, glass walls, domes, doors, and the frames attached thereto, including high window frames and walls, and the Service Provider shall carry out inspections to determine the impact of weather conditions and implement the services necessary to restore the situation to what it was.
- 2.15.1.8** Cleaning, washing, scraping, and polishing stairway walls, public stairs, and prohibited stairs and service stairs.
- 2.15.1.9** Daily cleaning, washing and polishing escalators, electric elevators and elevators related to the transport of small items and conveyors.
- 2.15.1.10** Removing stains of carpets with vacuum cleaners, washing them with detergents and steam, and protecting them as necessary.
- 2.15.1.11** Cleaning all interior wall dividers of all kinds.
- 2.15.1.12** Cleaning all internal and external ceilings and roof tiles to remove dust, dirt, smoke, and fumes stuck to them.
- 2.15.1.13** Cleaning and polishing furniture, doors, interior signs, luggage handling equipment, security equipment, tables, flight information display boards, fire hose cabinets, decorative partitions, stainless handrails, and all other furniture.
- 2.15.1.14** Cleaning the seats and benches at least once a day, or as required.
- 2.15.1.15** Dry cleaning of all blinds and upholstered covers and industrial fixtures for walls, sheets and bushings as determined by the inspectors or at the request of the employer.

2.15.2 Dining Halls / Public Food Areas

The Service Provider shall provide general cleaning services for the circulation areas within F&B areas in the passenger terminal building and maintain the cleanliness of the service tables, as well as the area designated for seating in F&B areas, with the exception of the preparation area and the kitchen.

2.15.3 Empty Facilities

The Service Provider must include within the CSDP a schedule of activities to ensure the cleanliness of empty buildings and facilities. General Cleaning Services on these sites should be limited to inspections carried out by the Service Provider on buildings and / or facilities on a monthly basis. This includes the unused area of the Terminals Buildings.

Empty buildings shall be secured by Cluster², with access at planned times for provision of cleaning services.

2.15.4 Other Cleaning Services Requirements

In addition to the cleaning services provided for in this section, the Service Provider shall be obligated to:

- 2.15.4.1 Provide, upon the request of the employer, all the manpower and equipment necessary for the transportation of furniture, office equipment, documents, office supplies, etc. within the Contracting Authority and government offices.
- 2.15.4.2 Provide, based on the instructions of the Contracting Authority, the manpower and cleaning equipment necessary to assist in special occasions at the non-scheduled times and in different locations.
- 2.15.4.3 Assist the Contracting Authority authorized representative in formulating, reviewing, and updating the standards of airport cleaning services.
- 2.15.4.4 Prepare, collect, and maintain statistical information related to Cleaning Services for some parts of the airport, which the Contracting Authority may request from time to time.
- 2.15.4.5 Research any complaints related to Cleaning Services and prepare an appropriate response to the Contracting Authority authorized representative.
- 2.15.4.6 The Service Provider should note during the period of mobilisation of the Cleaning Services the loss or damage of any liquid soap containers or deodorants of the type that are installed on the walls, water hoses, towel holders, ashtrays of cigarettes, waste containers or any other installations and notify the representative so accredited.
- 2.15.4.7 All Service Provider material, equipment and tools should be asset tagged in line with Contracting Authority guidelines.

2.15.5 Extraordinary Events – Public Health Emergency - Pandemic events

- 2.15.5.1 In the event of extraordinary public health events, similar to Covid-19 Pandemic/ outbreaks of other contagious diseases (e.g., Measles), the Service Provider should provide planning, capabilities, and resources for such events.
- 2.15.5.2 A detailed response and action plan focussed on additional cleaning and sanitisation regimes with documented procedures should:
 - 1 Be specific regarding the immediate steps that are to be taken during a disruption.
 - 2 Be flexible to respond to the changing internal and external conditions of a disruption.
 - 3 Focus on the impact of incidents that potentially lead to disruption.
 - 4 Be effective in minimizing the impact through the implementation of appropriate solutions.
 - 5 Assign roles and responsibilities for tasks within them.
 - 6 Introduce and implement appropriate cleaning measures/practices.

- 7 Develop performance indicators and evaluate the effectiveness of all COVID-19 measures implemented by the Service Provider.
 - 8 Assist the Contracting Authority with the recovery to normal operations, including:
 - a) Restore potentially contaminated facilities.
 - b) Obtain additional people to support the recovery effort.
 - c) Assist Cluster2 in selecting options for restoring and returning to business as usual.
 - d) Communicate with relevant interested parties at appropriate frequencies.
 - e) Assist Cluster2 to normalize operations at the restored facilities.
 - f) Conduct a post-recovery review.
- 2.15.5.3 The service Provider will coordinate in full with the Contracting Authority or its representative to ensure appropriate service delivery during these public health emergency events.
- 2.15.5.4 This service request will be in addition to the contracted cleaning services. In response to a Covid-19 event or major public health emergency event and where specifically requested, the Service Provider will be required to submit rates for carrying out deep-cleaning of areas at the site locations. This may be, but will not be limited to, cases where there is a suspected or confirmed case of Covid-19 or similar public health threat identified.

3 Pest Control and Fumigation

3.1 Overview

- 3.1.1** The Service Provider shall deliver a fully integrated pest control and fumigation service for all types of rodents (rats, mice), birds, dogs, cats, stray animals, mosquitoes, flies, bees, wasps, ants, cockroaches, silverfish, bed bugs and all other crawling/flying insects which is to be carried out at the whole Site. The aim is to ensure that there are no sudden outbreaks/infestations of pests, to ensure a healthy environment for all personnel.
- 3.1.2** The Service Provider shall maintain extremely effective control of Insect, Rodent and Bird Public Health Pests through means of implementing a Pest Control and Fumigation Program (PCF Program) which is effective, efficient, predictive, systematic, comprehensive, and sustainable, and that this program is integrated with and complimentary to the airport's Wildlife Management Plan.
- 3.1.3** This PCF Program will include the implementation of Integrated Pest Management (IPM) techniques such as Assessment (inspection, identification, and evaluation), Implementation (treatment) and Monitoring program, use of environmentally sustainable pesticides and application methods, which present minimal toxicological or environmental hazards where possible. The PCF Program will be supported on an ongoing basis by the submittal of detailed performance and service delivery reports with recommendations.
- 3.1.4** The Pest Control and Fumigation Services includes all planned (Preventative Maintenance) and all unplanned (Remedial Maintenance) call outs for any infestations that may occur across the whole Site, it's buildings (internal and external), and all perimeters.
- 3.1.5** The Service Provider will also develop annual and seasonal integrated pest control progrProvider and plans of action and follow up their implementation to ensure that they are carried out as envisaged by the Ministry of Environment Water and Agriculture.
- 3.1.6** A comprehensive list of the Site including a 'Schedule of Buildings and Assets', and primary Work Package requirements are outlined in **Section 20 of 'Total Facilities Management Requirements' document, 'Facilities Management Services Package Interfacing'**.

3.2 Compliance and Standards

- 3.2.1** The Service Provider must facilitate, amend, and deliver the Services accordingly, and, as appropriate in order to continue to meet all pest control and fumigation standards regardless of any changes, (expected or otherwise), to environmental and climatic conditions as well as any operational changes and fluctuations such as increasing passenger numbers, that may be expected in a dynamic airport facility.
- 3.2.2** The Service Provider shall be obliged to implement pest control and fumigation Services in accordance with the instructions and standards issued by the Ministry of Agriculture in the Kingdom. These Services must be performed at the airport in a manner that provides a healthy environment free of pest related diseases and in an organized manner that is fully compliant with all health and safety standards.
- 3.2.3** The Service Provider must keep complete and up to date records of all pest control activities. These records must include the latest relevant regulations and laws issued by the Ministry of Agriculture, alongside details of any additional Contracting Authority requirements.
- 3.2.4** The Contracting Authority strictly regulates the use of weapons on Sites and the Service Provider must obtain the prior written consent of the Contracting Authority before using lethal pest control measures. Any special conditions imposed as part of the Contracting Authority approval must be strictly adhered to.
- 3.2.5** All pesticides used at the airport must comply with the World Health Organization standards.
- 3.2.6** The Service Provider will be expected to support in their services the airport's objective in maintaining a high ranking of the Airport Council International (ACI) Airport Service Quality program. (ASQ).

3.2.7 Service Provider Staff

- 3.2.7.1 The Service Provider shall provide sufficient and appropriately trained, qualified professional permanent on-site field technician to conduct daily activity of pest control services and periodical back-office staff for management, oversight, and reporting of the Services.
- 3.2.7.2 The Service Provider shall provide details of service delivery team, structure, training and transportation in the Pest Control and Fumigation Service Delivery Plan (PCFSDP).
- 3.2.7.3 The Service Provider must ensure that all safety measures implemented in the Services delivery for the Contracting Authority and the recommendations of the manufacturers regarding the use and handling of materials and chemicals for pest control are adhered to. The Service Provider is obliged to provide all the necessary protective clothing, masks, shoes, and safety equipment to all staff engaged in the use of materials and chemicals for pest control.
- 3.2.7.4 The Service Provider shall be obligated to make the appropriate arrangements to provide the necessary health care services for staff engaged in pest control activities. The Service Provider must provide details of their company policies related specifically to the Safety & Health of their staff engaged in pest control activities on site.

3.2.8 Equipment, Materials and Consumables

- 3.2.8.1 The Service Provider must provide the Contracting Authority with material samples, safety data sheets, specifications, and manufacturers usage instructions for all equipment, materials and consumables for review and approval by the Contracting Authority during the mobilisation period.
- 3.2.8.2 The Service Provider shall be familiar with and adhere to all the Kingdom of Saudi Arabia's laws and regulations for purchasing, importing, and certifying chemicals for pest control. Services.

3.3 Pest Control and Fumigation – Specific Requirements

- 3.3.1 The Service Provider services include, but are not limited to, the following:
 - 1 Risk Assessments for the delivery of services, including services in public areas.
 - 2 Thorough inspection for assessment inside and outside the buildings identified and listed within the Facilities Appendix.
 - 3 Comprehensive and effective rodent baiting and trapping program, subject to approval by the Contracting Authority.
 - 4 Bird control measures including preventative netting, bird-spikes, cage trapping of pigeons and other birds inside the airport.
 - 5 Extensive spray treatment for crawling insects and breeding sites of flying insects on the whole of the Sites, it's buildings (internal and external), and all perimeters and drainage.
 - 6 Spray treatment for cockroaches will be conducted in toilets and drains inside the buildings wherever required.
 - 7 Utilisation of mobile/fixed technology to deter wildlife including Audible alarms and ultra-sonic devices.
 - 8 ULV spray inside and outside in breeding areas if required.
 - 9 External fogging treatment for flying insects including but not limited to all buildings and drainage throughout the Sites.
 - 10 Inspection and trapping of snakes and lizards will be conducted by using trapping measures.
 - 11 Inspection, cage trapping and baiting and removal of cats and dogs and animal carcasses throughout the Sites, it's buildings (internal and external), and all perimeters.

3.3.2 Pest control works should be implemented during each Site's operational hours and at times that result in the least possible conflict with the use of the building, facility or area being treated and so that timing allows the application of the most effective means of control.

3.3.3 Pest Control with Long-Acting Pesticides

In accordance with a schedule prepared in advance, the Service Provider shall spray (residual) insecticides on the internal and external walls of the buildings and facilities, including manholes and drain-pits. The technical methods used should be appropriate and effective to the place to be sprayed and the pesticides used.

3.3.4 Rodent Control Services

In accordance with a schedule prepared in advance, the Service Provider shall provide and install toxic baits and mechanical devices needed to exterminate mice and rats from all buildings and facilities. These devices must be secured continuously in places where the presence of rodents is a high risk and where the use of these devices permanently is effective in protecting the building from its reproduction. All other places must be examined. and the necessary Services shall be performed to eliminate any rodents in them. In the event that effective access to the rodent sites in any building or facility is restricted due to security protocols or a defect in the engineering design or maintenance, the authorized representative of the Contracting Authority must be informed accordingly.

3.3.5 Fighting Flying Insects

The Service Provider shall be obliged to spray the "non-residual" pesticides on the outer walls of the buildings and facilities shown in addition to trees and crops in all areas of the Site. It must be sprayed periodically for a period of five days alternating every ten days, and the process of spraying shall be repeated every (30) thirty days by means of pesticide spraying equipment in the form of vapor or mist. In the case of flying insects multiplying and spreading in large numbers inside the buildings, "non-residual" insecticides shall be sprayed in the form of vapor or (aerosol) smoke, and the Service Provider shall also sprinkle "residual" insecticides weekly on the breeding sites of flies such as boxes and garbage containers etc. The "residual" insecticides must be immediately sprayed anywhere the reproduction of insects is noticed or reported.

3.3.6 Dogs and Cats Control

The Service Provider shall use the necessary tools and devices to keep away and trap non-domesticated dogs and cats in or around the buildings and facilities. The authorized Contracting Authority representative must be notified of the locations of these traps. The Service Provider must monitor the locations of the mentioned bait or traps on a regular and immediately dispose of any captured dogs or cats.

3.3.7 Animals Other than Dogs and Cats

In the event that stray animals such as donkeys or camels are reported, the Service Provider shall seize them and remove the reported animals from the Site to the pest control section of the Riyadh Municipality.

3.3.8 Birds and Other Pests (excluding insects)

The Service Provider shall use the means necessary to remove birds from the passenger terminal buildings, as this core factor directly affecting passenger comfort within the terminals. Therefore, effective measures must be taken to control birds near the terminal buildings. These measures include, but are not limited to, preventative netting, stopping the reproduction of birds by removing their nests and catching them regularly.

3.3.9 Pest and Animal Removal

The Service Provider is responsible for the removal and disposal of all birds, wildlife or animals entering the terminal or any public buildings on the Site. A removal / disposal report should be prepared on a weekly basis.

3.3.10 Termites

The Service Provider shall be obliged, in the course of the implementation of the Services, to observe and verify any trace indicating the presence of termites/ants in large numbers, if any evidence is found, the Service Provider must take appropriate remedial action.

3.3.11 Pests of Textiles and Stored Materials

The Service Provider shall be obliged to observe, verify, and potentially remedy any reports or indications relating to the presence of pests in textiles and or stored materials on Site at any time.

3.3.12 Additional Pest Control Services

All reports and requests for the provision of additional Services shall be received by the airport's maintenance monitoring center and shall be transferred to the Service Provider to take the necessary action in their response. The additional Services must be provided as soon as possible and in a timely manner that does not in any case exceed two hours from the time the request is received by the Service Provider. In the case of receiving the request to provide Services in the mosque, the first priority will be given to this request, and the Service Provider must implement it within one hour only.

3.4 Agricultural Pest Control Services

3.4.1 The Service Provider shall provide all agricultural pest control Services in any afforested areas across the Campus. The Contracting Authority may, at any time, identify other external areas of the Site, for inclusion of some of the activities included in the Services program. The Service Provider shall perform these Services in accordance with the best practice safety procedures applied in spraying insecticides "agricultural pest control services program Provider".

3.4.2 Agricultural Pest Control Services Program Provider:

The Service Provider shall implement and perform agricultural pest control Services program Provider including, but not limited to:

- 3.4.2.1** Worm and mite control program. The insecticides should not have any toxic effects on agricultural materials or human beings.
- 3.4.2.2** Plant disease control program. Fungicides or germicides must be effective chemicals and should not have any toxic effect on plant materials or human beings.
- 3.4.2.3** Weed control program. The herbicides used must be effective chemicals and should not have any toxic effect on wooded areas, natural crops, or human beings. Other measures may be used as necessary to effectively control weeds. Implementation of a weed control program may also be required in other areas of the Site. Such areas will be directed by the Contracting Authority on an 'as required' basis.

3.4.3 Pest Control and Fumigation - Reactive/Remedial Call Outs

- 3.4.3.1** The Service Provider will be required to undertake reactive/remedial call outs as required. Reactive/remedial call outs mean the response by the Service Provider to requests or any other instruction from the Contracting Authority to carry out the following, including, but not limited to:
- 3.4.3.2** Investigate and eradicate any sudden outbreak of pests
- 3.4.3.3** Locate and trap/destroy feral dogs, cats, snakes, scorpions, and the likes

- 3.4.3.4 Ensure that any emergency attendance (call outs) shall be undertaken within the times prescribed within the SLA.
- 3.4.3.5 Ensure that the treatment of pests is satisfactory dealt with to prevent re-occurrence.
- 3.4.3.6 Reactive/Remedial call outs mean the response by the Service Provider to request or any other instruction from the Contracting Authority to:
 - 1 Attend
 - 2 Provide a pest control service

3.5 Reporting Requirements

In a form approved by the Contracting Authority, the Service Provider shall submit to the authorized representative the following monthly reports, and schedules, including, but not limited to:

- 3.5.1 The monthly schedule for spraying insecticides indicates the number of staff assigned to work and pesticide spraying program Provider during the following month, in addition to the weekly spraying program for pesticides.
- 3.5.2 A monthly report on pest control operations indicating the number of staff assigned to work, the location and type of pesticide spraying work that was completed during the past month.
- 3.5.3 A list of all pesticides and products used during the past month, including the following information about each pesticide or product:
 - 3.5.4 Brand name and part number
 - 3.5.5 Recommended usage rates
 - 3.5.6 Dates, times and amount of pesticides used in the agricultural pest control program during the month
 - 3.5.7 The type of pests that pesticides have been used to control
 - 3.5.8 Weather conditions at the time of use of the pesticide
 - 3.5.9 All baiting stations to be identified with performance results on a per station basis.

3.6 Reactive Call Out KPI's

The following SLA will apply for reactive call outs:

For illustrative purposes, set out below are some examples of reactive repairs which may be categorised as emergency, urgent and routine	
Emergency	Major sudden infestation in customer or VIP area
	Wasp nest, presence of rodents, or similar
Urgent	Major sudden infestation
	Outbreak of flies inside a location
Routine	Any request for reactive pest control which is not classified as an emergency or Urgent in nature

4 Waste Management and Segregation - Services

4.1 Overview

- 4.1.1** The Service Provider shall deliver fully integrated Waste Management Services for the collection, transportation, and disposal of waste.
- 4.1.2** This section sets out the requirements, standards and specifications of the Services required by the Contracting Authority at the airport, facilities, premises, and locations.
- 4.1.3** The Services includes all planned (Preventative Maintenance) and all unplanned (Remedial Maintenance) for Waste Services across the Site.
- 4.1.4** During the Mobilization Period the Service Provider will work with the Contracting Authority in order to determine the appropriate locations to create Designated Waste Collection Points at the airport.

4.2 Compliance and Standards

- 4.2.1** The Service Provider is required to collect, segregate, transport, treat and dispose of waste in an environmentally sustainable manner and in accordance with the regulations of the relevant local authorities and national regulations for licensed sites.
- 4.2.2** The Waste Management Services are to be performed in accordance with the industry standards and procedures applied for waste collection segregation and disposal and shall be conducted in a safe manner ensuring collection, segregation, and disposal of all material, from general waste to toxic waste through the correct handling procedures.
- 4.2.3** All Waste Management Services are to be carried out in accordance with security requirements, applicable risk assessments, and Safe Work Method Statements (SWMS). In addition, the following compliance is required:
 - 4.2.3.1** Alignment with relevant KSA Environmental and Waste Management regulations
 - 4.2.3.2** Alignment with Cluster² Environmental Policy objectives
 - 4.2.3.3** Quality Assurance in compliance with ISO 9001 (2015 & 2016) or equivalent relevant standards.
 - 4.2.3.4** Operate waste management and services delivery within ISO 14001 (2015) or similar relevant standards.
- 4.2.4** Waste collection bins must follow color coding/ labelling of waste receptacles and containers at waste collection area for consistency and to avoid confusion when source separating, transferring the waste and disposing the waste into designated Waste Collection Points.

4.3 Equipment, Materials and Consumables

- 4.3.1** The Service Provider must provide the Contracting Authority with material samples, safety data sheets, specifications and manufacturers usage instructions for all equipment, materials, and consumables for approval by the Contracting Authority or it's appointed representative during the mobilization period. The Service Provider should also be familiar with and adhere to the Kingdom of Saudi Arabia's rules and regulations for purchasing, importing, and certifying chemicals for Waste Management Services. The Contracting Authority's consent to their purchase may not be explained by the fact that the Service Provider is not obligated to comply with the laws and regulations of the Kingdom of Saudi Arabia, compliance with the laws and regulations of the Kingdom of Saudi Arabia is a mandatory requirement.
- 4.3.2** The Service Provider shall provide waste receptacles (skips, bins etc.) to enable and ensure service delivery.

- 4.3.3** The Service Provider shall ensure that all waste collection bins and skips provided for the Services are lockable.

4.4 Waste Management Services

- 4.4.1** The Service Provider shall be responsible for providing a comprehensive and high-performance Waste Management Service, including but not limited to collection from the various facilities and transportation off site to reduce the effect of waste on the health and aesthetics of the facilities.
- 4.4.2** The Service Provider shall provide detailed waste removal services information along the following lines:
- 4.4.2.1 from waste receptacle to the main waste bin, compactor, or collection point.
 - 4.4.2.2 main waste, bin compactor, or collection point to approved garbage disposal facility.
 - 4.4.2.3 Disposal of waste by Contracting Authority approved method.
- 4.4.3** The waste management practices shall follow GACA regulations and requirements as well as the SARPs documented in the ICAO Waste Management at Airport environmental publications, ICAO Doc 9184 Airport Planning Manual, Part 2, Land Use and Environmental Management, and ACI guidance and standards as laid out in the ASQ Surveys.

4.4.4 Specific Requirements

- 4.4.4.1 The Service Provider shall ensure that all waste is removed from the Site in a timely manner, and as required to avoid any waste receptacles from overflowing, being malodorous, attracting pests or infestation and generally being unsightly.
- 4.4.4.2 The Service Provider shall provide Waste Management Services on Sites that include, but are not limited to, the following:
 - 1 Waste collection within the Site
 - 2 Waste transport within the Site
 - 3 Facilitate recyclable materials identification, segregation and collection by the provision of the appropriate receptacles at the Designated Waste Collection Points within an approved Waste Management Strategy.
 - 4 Non-hazardous materials waste removal to the Designated Waste Collection Points
 - 5 Waste segregation in line with policies for recycling of waste
 - 6 Hazardous materials waste removal and disposal
 - 7 Cleaning and tidying of Designated Waste Collection Points
 - 8 Recording and reporting of quantities and frequency of waste collected
- 4.4.4.3 The Service Provider shall submit a planned schedule in a template provided within 30 days of the Service Commencement date. The schedule shall be prepared in accordance with the Contracting Authority's Standard Operating Procedure.
- 4.4.4.4 Should the Service Provider or the proposed schedule be insufficient and not reflect the Contracting Authority requirement (i.e., to have an output-based contract where sufficient waste receptacles are provided that are not overflowing or unnecessarily dirty etc.), it shall be the responsibility of the Service Provider at his own cost to remedy by either providing additional receptacles or increasing the frequency of waste removal services.

4.4.5 Solid Waste Collection, Segregation and Disposal

- 4.4.5.1 The Service Provider shall deliver, operate, and maintain a waste collection system into storage containers/compactors which shall be placed at designated points to be agreed by the Contracting Authority.

- 4.4.5.2 The Service Provider shall operate and maintain the solid waste collection system into storage containers in all areas of the airport.
- 4.4.5.3 The Service Provider shall collect, transport, and deliver all waste to the Designated Waste Collection Points.
- 4.4.5.4 At the Designated Waste Collection Points the Service Provider shall correctly segregate the waste in line with industry best practice and any Contracting Authority guidelines.
- 4.4.5.5 The Service Provider shall Transporting and disposing of all solid and segregated waste to the waste disposal area.
- 4.4.5.6 The Service Provider shall Ensuring waste is correctly segregated at the designated waste collection points, ensuring to report where 3rd Parties are failing to segregate at source and working with the Contracting Authority to resolve failure to segregate.
- 4.4.5.7 Clean, repair and paint all storage containers on a regular basis and keep the containers in good condition and the areas that constitute the waste collection points in good condition.
- 4.4.5.8 The Contracting Authority reserves the right to request the Service Provider to transport, place or move Waste Services storage containers anywhere on Sites at any time.

4.4.6 Transport Services of Liquid Materials by Truck

To implement transport services of liquid materials by trucks, the Service Provider is obligated to do the following, without limitation:

- 4.4.6.1 Collecting all liquid waste from sewage and sludge collection tanks, oil storage and disposal sites in airport locations designated by the Contracting Authority.
- 4.4.6.2 Delivery of drinking water from the airport water facilities to the places specified by the Contracting Authority.
- 4.4.6.3 Delivery of diesel fuel to diesel backup firefighting pumps.
- 4.4.6.4 Delivery of diesel fuel to the firefighting pit
- 4.4.6.5 Delivery of diesel fuel to standby diesel generators
- 4.4.6.6 Collection and Transport of Waste
- 4.4.6.7 The Service Provider is committed, at a minimum daily, to carry out the work of collecting and removing litter/waste as required and ensuring to inspect all areas within the Contracted areas.
- 4.4.6.8 Waste Management Service Delivery

4.4.7 Hazardous Material Disposal Services

- 4.4.7.1 Hazardous materials and/or dangerous goods (e.g.: transformers or capacitors containing PCB, radioactive smoke detectors, batteries, etc.) shall be prepared for disposal and disposed of by MEPA approved Hazardous Waste Service Providers. The Service Provider shall be responsible for all costs associated with the disposal of hazardous materials and/or dangerous goods related to its services and as directed by the Contracting Authority.
- 4.4.7.2 It is strictly prohibited to dispose of hazardous materials and/or dangerous goods, including waste oil and fuels, chemicals of any type, and materials of risk to health (regardless of the quantity) into any drain, storm systems and sewers, rivers, stre Provider, waterways or on the ground.

4.4.8 Reactive Waste Management Services

- 4.4.8.1 Over and above the scheduled Waste Management Services stipulated in this document, the Service Provider shall provide a reactive Waste Management Service should waste receptacles become full and require emptying or in the event of Waste Management incidents.

- 4.4.8.2 The Service Provider will be responsible to prepare and maintain a Site-specific waste management and segregation strategy (approved by the Contracting Authority), outlining innovation, promotional and educational program Provider, implementation, monitoring, and continuous improvements.

4.5 Reporting Requirements

- 4.5.1.1 Determine the modifications and improvements and provide relevant recommendations to the authorized representative of the Contracting Authority that he considers necessary or desirable to implement the WMSDP.
- 4.5.1.2 The Service Provider will be fully responsible to prepare a site-specific Waste Management Plan that must comply to the requirements and approval by the Contracting Authority.
- 4.5.1.3 The Service Provider will be responsible for preparing a waste management segregation plan for the facilities, premises, and locations under their responsibility. The plan should ensure capturing 100% of the waste generated within the facilities, premises, and locations (as a performance KPI) and should also maximize the segregation of waste at the sources (internal bins provided by the Service Provider). It must include continuous awareness and education program with clear messages aimed at all workers and staff. The plan should also include inspection, monitoring, auditing requirements and the plan should be reviewed and updated on regular basis. The plan should also include record keeping of the waste data on the volumes/ quantities of the waste collected, transferred to collection points, and disposed in bins and containers and make these records available to Cluster². The records should include daily weekly and monthly volume/ quantities from each land use within the camp.
- 4.5.1.4 A monthly report is to be provided to clearly record quantities of waste that has been removed (number of collections to each location and the KGs per month), and such information must also be clearly separated into the general waste and also into the various individual recyclables waste streProvider.
- 4.5.1.5 The Service Provider shall ensure that the following criteria are included in the service delivery plan:
- 1 All waste (General and Recyclable) is removed from the facilities and locations on Site in a timely manner (365 days per year) as required in order to avoid any waste receptacles from overflowing, having smells, attracting pests and generally being unsightly.
 - 2 Sufficient quantities of waste bins, skips and recyclable bins provided at the various facilities, premises, locations within the 'Scope of Work'. Note that the Contracting Authority wishes to implement a mechanism to separate the collection of plastics, aluminium cans, paper, and cardboard, so the Service Provider must ensure at all times to segregate and collect the waste in designated bins only. It will be responsibility of Service Provider to allocate the segregated recyclable waste into the separate large collection bins for such recyclable waste products in the waste collection area.

4.5.2 Planned Services Reporting

- 4.5.2.1 The Service Provider shall submit the following monthly reports and schedules to the authorized representative, according to the form approved by the Contracting Authority:
- 1 Performance and adherence to waste collection and removal schedules
 - 2 Percentage of hazardous material over total waste
 - 3 Percentage of reusable/recycled material
 - 4 Percentage of total waste diverted from landfill and other disposal options
 - 5 Percentage of waste recycled off Site / reused off Site / reused on Site
 - 6 Transport time efficiency.
 - 7 Waste generation (measured in kilograms Provider) per Site location / building.

8 Waste generation (measured in kilograms Provider) per square meter.

4.6 Innovation, Education and Promotion: Reduce, Reuse, Recycle

- 4.6.1** The principle of reducing waste, reusing, and recycling resources and products should form a core objective of the Waste Management Services provided at the Site.
- 4.6.2** Reducing means choosing to use things with care to reduce the amount of waste generated. Reusing involves the repeated use of items or parts of items which still have usable aspects. Recycling means the use of waste itself as resources. Waste minimization can be achieved in an efficient way by focusing primarily on the first of the 3Rs, "reduce," followed by "reuse" and then "recycle."
- 4.6.3** The Service Provider is required to develop education and promotional initiatives to ensure all airport users are encouraged to reduce waste generation, optimise reuse of materials, and to maximise recycling opportunities. All education and promotional initiatives are to be approved by the Contracting Authority prior to implementation.
- 4.6.4** The successful Service Provider will be expected to complete regular waste and waste management audits and present the Contracting Authority with innovative, value for money solutions to improve its environmental performance in relation to its waste management practices.

5 Landscaping Scope of Work.

5.1 General

- 5.1.1** The Service Provider shall provide all necessary horticultural and irrigation operations both on a scheduled or unscheduled basis, including any remedial, replacement or improvement work.
- 5.1.2** The Service Provider is responsible for all grassed areas, flower beds, ground covers, hedges, trees, palms, shrubs, all indoor plants, pots/containers and all outdoor sporting facilities such as football fields. It also includes monuments, welcome gates at the entrance to Airport, fountains, irrigation systems, irrigation pumps and tanks, lawn sprinkler systems, weed control, erosion control and general grading of areas of the airport/site including dirt or unpaved roads and undeveloped areas within the airport perimeter fence.
- 5.1.3** The Service Provider is responsible for the removal of undesired trees, bushes, litter and trash within the airport/site boundary and dispose it off the airport/site premise in a designated waste disposal area by the local authority of the Municipality.
- 5.1.4** The Service Provider shall ensure that all work necessary to maintain the landscaped areas on Jazan Airport in a healthy, clean, and attractive condition.
- 5.1.5** The Service Provider shall provide Services within the scope of this contract to include, but not limited to:
- 1 Airport/Area Landscaping
 - 2 Agricultural/Horticultural/Plant Pest Control
 - 3 Irrigation System
 - 4 Operation and Maintenance of Irrigation System.
 - 5 Stock replacement.
- 5.1.6** The Service Provider will, in conjunction with the Contracting Authority, during mobilization and transition of this Contract, perform a stock take of existing the plants, including their disposition, and recommend a rationalization programme that enhances presentation and improves quality. The Service Provider will implement the program after obtaining the approval of the Contracting Authority.
- 5.1.7 Changes and Improvements**
- 5.1.7.1** The Contracting Authority reserves the right to make improvements, modifications and reshape the landscaping areas at any of the airport.
- 5.1.7.2** This improvement may include modification of any of the existing landscaped area, planting of new trees, shrubs, palms, hedges, flowers borders/beds and ground cover beds.
- 5.1.7.3** The Service Provider is obligated to provide all the required raw materials, and execute the changes and improvements.

5.2 Landscaping

5.2.1 Airport Landscaping Service Program Provider

- 5.2.1.1** The scope of the Landscaping Services shall include a proactive inspection and specific Planned Maintenance Landscaping Service Program that shall be developed by the Service Provider . All Landscaping program Provider shall be submitted to the Contracting Authority for approval.
- 5.2.1.2** The Landscaping Services shall be performed in accordance with these specified Landscaping Program Provider and in accordance with 'world class's standards of horticultural performance and additional works as may be required from time to time due to weather conditions or other works that may be directed by the Contracting Authority.

- 5.2.1.3 All existing plantings in each building and facility in the Airport, whether identified in the appropriate Contract Drawings or not, shall be the responsibility of the Service Provider.
- 5.2.1.4 Airport Landscaping Services ProgrProvider identify the general criteria of each landscaping program. The tasks, frequencies and descriptions of the Landscaping Service ProgrProvider specified herein are the minimum specification to maintain the Airport.
- 5.2.1.5 The Service Provider must maintain to the Contracting Authority's satisfaction, the plant nurseries at Airport.
- 5.2.1.6 The Service Provider will provide all necessary materials to produce plants, trees and shrubs as specified by the Contracting Authority (which may include some species not readily available in the local market) and to produce sufficient flowering plants to maintain all flower beds and borders in peak display condition throughout the contract period.
- 5.2.1.7 The Service Provider will supply seasonal flower plants either from its nurseries or from external nurseries as part of its responsibilities.
- 5.2.1.8 The Service Provider will submit a plan for the flowerbeds / basins to be submitted for the Contracting Authority's approval.
- 5.2.1.9 The Service Provider will replant/replace all flower beds/borders at each airport/site with seasonal flowering plants during different seasons of the year to maintain the entire flower beds/basins of the airport/site in peak display condition throughout the year.

5.2.2 Landscaping Equipment Maintenance Program Provider

- 5.2.2.1 The Service Provider shall ensure that all landscaping mechanical, Electrical and Plumbing (MEP) systems are maintained in accordance with the respective system manufacturers O&M Manuals recommended maintenance and work is carried out by technically trained and experienced personnel as per Good Industry Practice, Airport Protocols and requirements of relevant international codes of practices and standards, regulations, Applicable Laws.
- 5.2.2.2 Asset inspection, maintenance and corrective repair activities shall be managed and recorded through the CAFM/CMMS System.
- 5.2.2.3 The Service Provider shall be responsible for managing, programming and accomplishing all landscape related mechanical and electrical equipment inspections, maintenance and repair works to ensure the continued operation of the water and irrigation systems.
- 5.2.2.4 All MEP and vehicle PPM program Provider shall be submitted to the Contracting Authority for approval.

5.2.3 Planned Maintenance Program Provider

- 5.2.3.1 The Service Provider shall provide Planned Preventive Maintenance (PPM) including provision of a complete O&M regime for the landscape responsible systems and shall provide the facilities, resources , processes, tools, power tools, access equipment, test equipment , and vehicles required to conscientiously and consistently maintain and optimize the key functionality of the relevant systems and to achieve the required performances levels by strictly adhering to pre - planned task schedules stipulated in the O&M manuals and/or Good Industry Practice.
- 5.2.3.2 The Service Provider shall inform the Contracting Authority of the program of maintenance activities and coordinate all PPM actions with other stakeholders as required.
- 5.2.3.3 The PPM shall be scheduled to be carried out at convenient hours, however as a matter of priority, ensure the availability of the systems and inform stakeholders of action and outages as and when required.

- 5.2.3.4 The Service Provider shall initiate alternate action/processes and procedures when urgent reactive maintenance is required to shut down portions of the relevant system which shall, as far as reasonably practical, shall not interfere with landscape irrigation functions.
- 5.2.3.5 Any deviation from the landscaping maintenance schedules included in Annex IV Maintenance Manual must be approved by the Contracting Authority.
- 5.2.3.6 All grassed areas must be fertilized monthly with prilled urea, NPK 20:20:20 and chelated micronutrients without fail and at least twelve (12) times per 12-month period. A selective weed killer (herbicide) such as Bromox, 2,4-D, MCPA must also be applied at least eight (8) times per 12 months to ensure that all grassed area is completely free of weeds. Additional applications of fertilizers/weed killers may be directed by the Contracting Authority.
- 5.2.3.7 The Service Provider is responsible and required to make all necessary arrangements to ensure that all the grassed areas and ground cover beds at the airport are fully and adequately irrigated daily without fail. All trees, shrubs and hedges are to be irrigated at the appropriate rates and frequencies and maintained, as a minimum in accordance with Cluster 2 Airports Company's requirements as stipulated in Annex IV - Maintenance Manual.
- 5.2.3.8 **Fertilizing and Pest Control**
An effective pest and disease spraying programme is to be implemented at every airport/site. The Service Provider is required to submit for the Contracting Authority's review and approval a detailed spraying programme (including plant species and their location, in term of LA#, date of spray and name of chemicals such as Drago Combi, Malathion, Cypertrethrin, Amidol, Temic 5G, Carbofuran 10G, Furydol 10G, Mancozeb 50 WP, Benomyl, Carbendazim, Brasicol, Dithene M45, Phosgard, etc.) within one month of the start of the Contract. It is essential that the routine spraying will be carried out at least on a bi-weekly basis throughout the Contract period.

5.2.4 Corrective / Reactive Maintenance and Services

- 5.2.4.1 The Service Provider shall undertake proactive and on-call corrective maintenance actions including breakdown repairs and emergency support to any fault on landscape relevant systems, including providing any temporary solutions required to minimize the impact of the breakdown to the landscaping irrigation functions. Such operation shall be informed to and coordinated with the Employer's Representatives.
- 5.2.4.2 The Service Provider shall provide, manage and undertake reactive and corrective maintenance operations for Landscape relevant equipment and systems and deliver appropriate response and resolution and reinstatement of services.
- 5.2.4.3 The Service Provider shall ensure effective delivery of landscape operations and maintenance services using a Corrective Work Order coordinated effort to intake, process, assign, manage, account and report corrective service activities.
- 5.2.4.4 The Service Provider is expected to provide a rapid, effective, efficient and responsive service at all times and shall be expected to comply with the following Response and Resolution table, referring to Book 4 Appendix A Section 7.

5.2.5 Emergency Services Requirements

The Service Provider shall provide a Landscape rapid response team at the Airport which will be responsible for monitoring the landscaped areas and identify any emergency situation or hazardous areas and respond accordingly and make good in not more than one hour.

5.2.6 Airport Landscaping Inspection and Reporting Procedures

- 5.2.6.1 The Service Provider shall proactively visually inspect daily the area landscaping horticultural plant growth and appearance. All daily inspections shall be summarized in a weekly area landscaping report and submitted to Contracting Authority.
- 5.2.6.2 The weekly report summaries shall be in a format approved by Contracting Authority or their Representative and shall include, but not be limited to, the following information:
- 1 Areas inspected.
 - 2 General condition of horticultural materials.

5.3 Pest and Disease Control Services

5.3.1 Plant Pest Control Services

- 5.3.1.1 The Service Provider shall provide Landscape pest Control Services under and in accordance with the directions given for product use by the Kingdom's Ministry of Agriculture, and under the local Municipality Rules and Regulations governing pest control activities. These services are to be designed to provide a safe, disease and interference free environment at all sites and are to be carried out in a humane, safe and environmentally approved fashion.

5.3.2 Agriculture Pest & Disease Control Program

- 5.3.2.1 On appointment, the Service Provider shall prepare a proactive landscape pest control inspection and treatment program that shall cover, in general without limitation, an 'Agriculture, Pest and Disease Control Service' that shall include, but limited to, the following:
- 1 Insect and Mite Control Program carried out on a weekly schedule. The insecticide or miticide used shall be an effective selected chemical and should not have any undue toxic effects on the landscaping plant materials or personnel.
 - 2 On a weekly schedule, the fungicide or bactericide used shall be an effective chemical and should not have any undue toxic effect on landscaping plant materials or personnel.
 - 3 Weed Control Program carried out on a weekly schedule. The herbicide used shall be an effective chemical and should not have any undue toxic effects on the landscaping or natural vegetation or personnel. Other control measures may be utilized as necessary for effective weed control. From time to time as directed by Contracting Authority, weed control program Provider shall be performed on areas other than those which are landscaped.
 - 4 Nematode Control Program carried out as needed for nematicide applications or disposal of infested soil media or plant material. The techniques or control measures applied shall be the most effective for the control of the nematode population.
 - 5 Program Provider that are related to the local airport environment.
- 5.3.2.2 The landscape Pest Control program shall be submitted to the Contracting Authority for approval.

5.3.3 Agriculture Pest & Disease Control Products

- 5.3.3.1 The Service Provider shall submit product and material samples, manufacturers specifications and application instructions with accompanying Material Safety Data Sheets (MSDS) to the Contracting Authority for approval.
- 5.3.3.2 The Service Provider shall be familiar with and comply with all laws and regulations of the Kingdom of Saudi Arabia as to the purchase, certification, and importation of pest and disease control chemicals. Approval by Employers Representative shall not be interpreted or considered as release of the Service Provider towards abiding with/compliance with the purchase, certification and importation laws and Regulation of the Kingdom of Saudi Arabia.

5.3.4 Inspection and Reporting Procedures

- 5.3.4.1 The Service Provider shall visually inspect, on a daily basis, for pest infestation of plant material and soil media to ensure the early detection of such infestation.
- 5.3.4.2 Daily inspections and pesticide applications shall be summarized in a weekly Pest Control report and submitted to Contracting Authority.
- 5.3.4.3 A weekly report shall be in a format approved by Contracting Authority and shall contain, but not be limited to, a summation of the following data:
- 1 Location inspected.
 - 2 Description of infestation or infection of pest/disease discovered.
 - 3 Extent of infestation/infection.
 - 4 Recommended corrective action.
 - 5 Corrective actions taken.
 - 6 Details of treatment undertaken.

5.3.4.4 Monthly Pest Control and Treatment Reports

The Service Provider shall submit the following monthly reports and schedules to the Contracting Authority approved format:

- 1 Monthly Pesticide Schedule indicating assigned personnel and pesticide treatments for the coming month. This schedule shall also contain the planned schedule of weekly pesticide treatments.
- 2 Monthly Pest Control and Disease Operations Report indicating assigned personnel, the location and type of pesticide treatments performed during the prior month.
- 3 A list of all pesticides and products used during the prior month. This list shall contain as a minimum the following information for each pesticide and product:
 - Brand name and lot number.
 - Recommended application rates.
 - Dates, times, and amount of pesticide used in the Pest Control Program during the month.
 - Specific pest(s) that the product was used to control.
 - Ambient weather conditions at the time of application.
- 4 Service Provider shall inform the Contracting Authority of the program of maintenance activities and coordinate all PPM actions with other stakeholders as required.

5.4 Horticultural Plant Material

- 5.4.1 All horticultural plant material requiring replacement due to theft, disappearance, damage, destruction, discontinued growth, poor adaptation, death, disease, pest infestation, or for reasons of aesthetics, safety or public health shall be replaced as soon as possible but within thirty (30) days if so, directed by the Contracting Authority, from the date of discovery by the Service Provider or notification from the Contracting Authority. The procedure for installation and planting of replacements shall be in accordance with the Service Provider provided Landscaping proposal.
- 5.4.2 The Contracting Authority shall determine the cause necessitating the replacement of the plant material and will require from the Service Provider any material samples, inspections, documentation, or operations necessary for use in making such determination. If it is determined by the Contracting Authority that the replacement is the result of causes not related to the Service Provider's actions, compensation for the replacement of plant material will be made in accordance with the Contracting Authority.

5.4.3 Plant Provision

- 5.4.3.1 The Service Provider will provide 30 natural (live) Ficus Benjamina "Exotica" plants per airport as well as 30 containers incorporated with capillary watering systems as part of the maintenance SOW responsibility. The size of the containers will not be less than Ø 500x40 (cm.), 50/50x40 (cm.) and made of polyethylene, stainless steel or in oxidable metal (Golden-Bronze). Cluster 2 Airports Company reserve the right to transfer the quantity of new indoor plants to any airport/site.
- 5.4.3.2 The Service Provider shall provide twice during the Contract period at appropriate intervals, 30 natural (live) Ficus Benjamina "Exotica" plants per airport as well as 30 containers incorporated with capillary watering systems as part of the maintenance SOW responsibility. The size of the container shall not be less than Ø 50x40 (cm.), 50x50x40 (cm.) and made of polyethylene, stainless steel or in oxidable metal (Golden-Bronze). Cluster 2 Airports Company shall notify the schedule for the provision of these plants. Cluster 2 Airports Company reserve the right to transfer the quantity of new indoor plants to any airport/site.
- 5.4.3.3 As a guide, the minimum height of replacement plants (including artificial plants) shall be in accordance with the following table.

	Minimum Height
Ficus Benjamina "Exotica"	2.5 meters
Ficus Benjamina "Starlight"	2.5 meters
Dracaena fragrans "Massangeana"	1.5 meters
Dracaena marginata "Bicolour"	1.0 meters
Dracaena deremensis "White Stripe"	1.0 meters
Dieffenbachia sequine "Tropic Sun"	1.0 meters
Codiaeum variegatum "Normal"	1.0 meters
Asplenium nidus	0.5 meters
Aglaonema commutatum "Silver"	0.5 meters
Syngonium "Whit Butterfly Queen"	0.5 meters

- 5.4.3.4 The Service Provider will provide at the airport 25 each tree as specified by the contracting authority. Each tree will have a minimum height of 1.5 metres. The Contracting Authority shall provide the delivery and planting schedule for the trees.
- 5.4.3.5 Seasonal Plants

The Service Provider will propagate/provide during the first year of the Contract 2500 each of any 5 seasonal flowering plants. This propagation cycle should be repeated every 6 months throughout the contract. The Contractor will annually submit the propagation and provisioning plan to Cluster 2 Airports Company for approval.

SUMMER SEASONALS:	WINTER SEASONALS
Celosia	Petunia
Cosmos	Dianthus
Zinnia	Geranium
Amaranth	Verbena
Gaillardia	Calendula

5.4.4 Plant Disposal

The Service Provider shall exercise maximum care in the removal and disposal of all plants which require replacement. These plants shall be removed and disposed of, so no plant diseases or pests can contaminate any area of Jazan airport.

5.4.5 Artificial Grass and Hardscape

The Service Provider shall clean, wash, maintain and replace if required all artificial grass and hardscape in all areas as per the Contracting Authority's request.

5.4.6 Monthly Reports

The Service Provider shall submit the following reports and schedules to the Contracting Authority in an approved format as follows:

- 5.4.6.1 Weekly Operations Schedule indicating assigned personnel and plant care for the coming week that shall contain a schedule of the week's plan and shall contain all service program tasks for each landscaped area by dates and times and manpower allocation.
- 5.4.6.2 Monthly Operations Report indicating the location and type of plant care performed during the previous month. This report shall also indicate which planned operations have not been accomplished as well as actions taken to correct deficiencies.
- 5.4.6.3 A high-level forecast of the next month's activities.

5.5 Irrigation Systems

- 5.5.1 The Service Provider will provide the required and necessary quantities of water for irrigation all the time without interruption as part of the Service Provider's responsibility and obligation. Shortage of irrigation water will not be accepted.
- 5.5.2 The Service Provider shall provide the required and necessary quantities of water for irrigation all the time without interruption as part of the service Provider's responsibility and obligation (refer to **Book 4, Appendix A, Section 11** for indicative irrigation water requirements).
- 5.5.3 Maintenance of Irrigation systems, including supply lines, drippers/emitters, sprinkler heads, pumps, filters, valves etc. are to be maintained whenever required in accordance with the manufacturer's recommendations and Cluster 2 Airports Company's requirements to ensure that the systems are free of blockages and are operating at peak efficiency, provided that the site have spare parts sufficient for six months.

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- 5.6.3 Maintenance of Irrigation systems, including supply lines, drippers/emitters, sprinkler heads, pumps, filters, valves etc. are to be maintained whenever required in accordance with the manufacturer's recommendations and Cluster 2 Airports Company's requirements to ensure that the systems are free of blockages and are operating at peak efficiency, provided that the site have spare parts sufficient for six months.

- 5.6.4** The Service Provider shall be responsible for the management, supervision, operation, maintenance and delivery of irrigation services. The Service Provider, in performing maintenance services for the Irrigation Systems, shall co-ordinate daily with the Contracting Authority's department responsible for the operation of the Irrigation Systems to determine all irrigation water and maintenance requirements.
- 5.6.5** The Service Provider shall be responsible for but not limited to:
- 1 Daily and weekly inspections and operational testing of the irrigation water system and their associated components to ensure the watertight integrity of the irrigation systems infrastructure.
 - 2 Ensure all elements are sound, secure, appropriated labelled and pipework is free from corrosion, leaks and all above ground location markers are in place.
 - 3 Carry out a visual check to ensure no damage to pipework and that all operating controls and components are properly set and undamaged.
- 5.6.6** The Service Provider shall exercise all valves routinely to ensure correct operation, condition, and position.
- 5.6.7** In the event of damages to the Irrigation Systems during planting, weeding and cultivation activities, the Service Provider shall carry out all repairs as necessary to return the system to normal operation.
- 5.6.8** All program Provider of maintenance shall be provided to the Contracting Authority for approval prior to executing works.
- 5.6.9** The Service Provider shall provide all the required vehicles, power tools, hand tools, access equipment, test equipment, predictive test equipment, consumables and spares as required to carry out all the maintenance and repair activities.
- 5.6.10** All water systems test equipment and electrical test equipment shall be calibrated as per manufacturer or regulatory requirements.
- 5.6.11** Water system testing must be carried out by and certified by a registered laboratory and all test certificates must be compliant and recorded in the CAFM system.
- 5.6.12** The Service Provider shall carry out, including but not limited to:
- 1 operation and maintenance services of the irrigation control systems which includes the irrigation computer programmer, annunciator, field control modules, field switching terminals, electrical wiring, electric solenoid control valves and other associated equipment and distribution systems.
 - 2 operation and maintenance of the irrigation distribution systems which includes all irrigation main pipelines, lateral pipelines, and valves.
 - 3 operation and maintenance of the drip, bubbler, sprinkler, and Tek line irrigation systems which includes maintenance of all drip emitters, bubblers, sprinkler heads, flush valves, zone isolation valves, and all lateral piping.
 - 4 operation and maintenance of the manual watering irrigation systems quick coupling valves and hose pip valves utilized as primary or secondary irrigation systems for each landscaped area.
 - 5 operational maintenance of all landscaping-related interior and exterior drainage piping systems which includes all exterior drainage piping systems to the point of discharge into storm drainage ditches and all interior drainage piping systems from interior planters to the point of discharge into storm drains or running ditches of storm drain.

5.6.13 System Repairs

The Contract shall repair all irrigation system pipes or fittings which break downstream from the interface points shown above. These repairs shall in most cases be considered emergencies especially if a large volume of water is involved. In any event, high priority should be given to any repairs of an unscheduled nature. If a break occurs beneath a street or any paved area permits must be obtained from the

Contracting Authority and the Cluster2 Permits Section as soon as possible. Upon completion of the repair, back filling of the excavation shall be carried out by the Service Provider and the fill surface compacted up to the underside of the pavement. All pavements will be surfaced or patched in conformity with the design specifications.

5.6.14 BCP-Emergency Irrigation Procedure

Within thirty (30) days from contract award of contract, the Service Provider shall submit for approval by the Contracting Authority an emergency irrigation procedure and program for implementation in the event the irrigation water supply is disrupted. This should include transport of emergency water from a predetermined source to sustain all affected irrigated areas until the normal irrigation supply is reactivated.

5.6.15 Manual Watering

- 5.6.15.1 The Service Provider shall provide all labor, supervision, equipment, vehicles, materials, safety equipment, spare parts, consumable supplies, and any other items necessary to provide manual watering to landscaped areas which do not have established or have failed irrigation systems.
- 5.6.15.2 These areas are usually common landscaped areas which have been provided with 'Quick Coupling Valve ' (QVC) connections.
- 5.6.15.3 Manual watering shall be carried out either by hose through QCV or by water tanker which is suitable and beneficial to the landscaped area.
- 5.6.15.4 The Service Provider shall carry out an assessment of all landscape areas and ensure there are enough available QVC in the field for immediate manual supplementary watering, otherwise, additional QCV's must be installed immediately wherever required.

5.6.16 Irrigation System Inspecting and Reporting Procedures

- 5.6.16.1 The Service Provider shall inspect all irrigation systems, equipment, and facilities on a weekly basis and shall report to the Contracting Authority the findings of such inspections. The Service Provider shall prepare the weekly inspection report, in the format approved by the Contracting Authority, and submit the same to the Contracting Authority.
- 5.6.16.2 The inspection reports shall contain, but not be limited to, the following data:
 - 1 System and location inspected and maintained.
 - 2 System operation data.
 - 3 Any deficiencies and recommended corrective action.
 - 4 Maintenance and repairs scheduled for the current and coming week.
- 5.6.16.3 The Service Provider shall submit the following monthly reports and schedules to the Contracting Authority in a Contracting Authority approved format to contain, but not limited to, the following details:
 - 1 System improvements and deficiencies.
 - 2 Water consumption analysis
 - 3 Manual watering operations.
 - 4 Monthly Irrigation Schedule indicating all assigned operations personnel.
 - 5 Daily irrigation system flow readings.
 - 6 Irrigation control valve schedule.
 - 7 Schedule changes in fertilizer inject ion rates.
 - 8 All water meter readings for the current month, the previous month, and the same month for the previous year.
 - 9 Water usage data for the previous month.

- 10 Consolidated water usage data for the year.
- 11 Monthly Irrigation System Report.
- 12 Equipment and Vehicle Maintenance Report.
- 13 Attendance personnel for the previous month.
- 14 Assigned personnel for the coming month.
- 15 Preventive maintenance carried out.
- 16 Corrective maintenance carried out.
- 17 Repairs and replacements carried out; and
- 18 Spare parts used.