

**Provision of Cleaning, Janitorial and Gardening services  
for UNHCR Offices, Registration Centers in BO Amman, SO Mafrqa, RAS Base camp,  
FO Irbid, Ruwaished Office and UNHCR MENA Offices**

**Terms of Reference**

Based on operational needs, UNHCR Offices in Jordan, hereinafter referred to as "UN Agency" is inviting proposals for the award of contract to reputable, self-contained suppliers capable to meet UN Agencies requirements for cleaning, Janitorial & Gardening services during working hours or after, as required.

Note:

- The Official working hours of UN Agencies in Jordan for their staff is usually between 7 and 8 hours a day, Sunday through Thursday.
- Not less than 65 employees (i.e. cleaners) should be ready for deployment. the different office locations will advise the exact need and any projected increase to be absorbed within the 65.
- Company should provide clearance for each cleaner currently working under its name, clearance obtained from social security record under the company's name.
- Each worker should have all governmental papers under the name of the applying company, social security, medical insurance, worker permit and free criminal record.
- Minimum One messenger /supervisor will be needed in each location and two for Khalda Office, with at least two years of experience in embassies and / or United Nations.
- Minimum one project manager to supervise and manage overall operation around Jordan (i.e. weekly random spot check in each location).
- Company must at least have three years of experience with embassies and / or United Nations.
- The Contractor should be able to provide additional task force on short notices to deal with emergencies such as snow, deep cleaning task, sewage manholes, etc.

**1-SCOPE OF WORKS**

The selected contractor will be required to provide efficient Cleaning, Janitorial & Gardening Services to the following UNHCR Offices and Registration Centers:

- UNHCR Representation Office, Amman
- UNHCR Registration Center, Amman
- UNHCR MENA Office, Jandaweel, Amman
- UNHCR MENA Office 2, Marj Al-Hamam, (possibility to change in future)
- UNHCR Office in Irbid
- UNHCR Office in Mafrqa
- UNHCR Accommodation in Ruwaished
- UNHCR Raba Al Sarahan base Camp, (RAS)

Services which are required are:

1. Cleaning services in offices
2. Carrying services
3. Services in registration centers
4. Gardening services

The mentioned services are explained in more detail in the tables below.

### A plan should include

**Cleaning and disinfection;** **Cleaning** removes germs, dirt, and impurities from surfaces or objects. **Cleaning** works by using soap (or detergent) and water to physically remove germs from surfaces. **Disinfecting** kills germs on surfaces or objects. **Disinfecting** works by using chemicals to kill germs on surfaces or objects.

| No.                     | Details of Works  | Time/Period   | Remark   |
|-------------------------|---|---|--|
| <b>Works in Offices</b> |   |   |  |
| 1                       | Cleaning offices, stairs ways, elevators, corridors, toilets, meeting rooms, kitchen rooms, inbound yards, in-out entrances, washing dishes and cups in kitchens/offices and meetings rooms (accept the catering services tools). | Twice a day during the working days (Sunday-Thursday)             | Monitor & clean the toilet, corridors, etc during lunch time.  |
| 2                       | Cleaning the parking areas  | Once a day  | Parking should always be clean   |
| 3                       | Cleaning all windows & doors  | Once a week   | To avoid work interruption, the job needs to be done on the weekends (preferably Saturdays)  |
| 4                       | Washing the curtains and/or blinds  | Once a month  | It is recommended that all curtains will be cleaned and disinfected once a month to ensure hygiene   |
| 5                       | Disposing of garbage  | Garbage from the Offices, Corridors are to be removed twice a day | Contractor will receive instruction on the disposal of solid waste in line with the Environmental Management System of UNHCR.<br><br>Paper, hazardous waste, e-waste, batteries, etc. are to be separated from the general waste and disposed of in a specific manner or recycled. |
| 6                       | The Compounds are properly cleaned  | Once a day  | The compound should always remain clean.   |
| 7                       | Cleaning the roof top   | Once a month  |  |
| 8                       | Washing Carpets or floor mats   | Once a month  | At the Outside back yard area  |
| 9                       | Switching on/off Lights   | Daily   | If need, the cleaners switch on/off all the lights as required (energy saving system)  |

|    |  |                      |  |
|----|--|----------------------|--|
| 10 | <p><b>a)</b> Cleaning toilets, bathrooms, mirrors, shower facilities using suitable, non-abrasive cleaning products and disinfectants. Replacement of paper towels, toilet paper, soap in all bathrooms and sanitary units to ensure hygiene in bathrooms throughout the day.</p> <p><b>b)</b> Emptying all wastepaper baskets, ashtrays, trash cans at least three times a day and whenever required.</p> <p><b>c)</b> Regular cleaning of pavements, yards, parking lots, and all open areas inside the compound. Dusting, cleaning, and shining (when applicable) of all furniture and equipment including, but not limited to desks, chairs, computer tables, telephones, fax machines, printers, scanners, computers and computer monitors, lamps, frames, bookshelves, maps, and all kitchen equipment. Marble polishing</p>   | Daily                |  |
| 11 | The Contractor should be able to provide work force after office hours and Saturdays to deep clean the building or support in events and bazar.  | As and when required |  |
| 12 | <p><b>Water management:</b></p> <p><b>a)</b> Daily check of water levels in (roof top water tanks in all offices) the 45 roof top water tanks and main reservoir of 120 m3, operation of water pumps daily to ensure sufficient water supply is available for both the office and the registration center, ensuring that the pumps are switched off after operation.</p> <p><b>b)</b> Monitoring flow of water supply distributed from municipality to the underground storage tank and distribution to the tanks, reporting any shortage in order to request for water tankers.</p> <p><b>d)</b> Changing water cooler bottles and manage inventory by the messengers as required.</p> <p><b>C)</b> Change of drinking water filters on the water coolers for refugees in the registration area, ensuring sufficient water is available in the coolers for the refugee consumption.</p> | Daily                |  |

**Carrying Services (Admin)**

The bidder is requested to quote prices for the below mentioned activities separately and provide loaders daily to undertake the following duties:

| No. | Details of Works  | Time/Period                   | Remark |
|-----|---|-------------------------------|--------|
| 1   | <p><b>a)</b> Carrying pouch from drivers' room to Admin.</p> <p><b>b)</b> Distributing A4 papers to all photocopier shared machines as instructed by admin. manage and distribute the papers as directed by the concerned admin focal point, share statistics of paper distribution with Admin focal person for reports and record.</p> <p><b>c)</b> Carrying office supplies and stationery (on daily bases) between offices or from Admin store to offices.</p> <p><b>d)</b> Offloading incoming supplies such as water bottles, furniture, and stationery and external relations supplies, cleaning materials and store it as required etc.</p> <p><b>e)</b> Distribution/placing of labels on walls (directions for staff meetings) as requested by Admin or other units.</p> <p><b>f)</b> Escorting visitors or pouch delivery from the main gate to reach their end destination as required by some of the offices.</p> <p><b>g)</b> Assist with small repairs, hanging of white boards and cork boards on the walls, all office pictures and paintings.</p> <p><b>h)</b> Carrying and moving the furniture within the main office and registration area whenever requested. Offloading, uploading and distribution furniture shipments as well as almost daily moving of furniture (cabinets, desks, meeting tables, drawers and chairs) whenever required or requested by staff.</p> <p><b>i)</b> Collecting rubbish, carton boxes resulting from unpacking of supplies, stationary, supply samples, as well as collecting all broken furniture to assemble in the back-yard area (awaiting decision of disposal according to instructions regarding disposal and recycling.</p> <p><b>j)</b> Arranging and re-arranging six storage areas in Khalda building and as well as in all other office premises</p> <p><b>k)</b> enhance the recycle process and divide the items into categories (Plastic, paper and others)</p> | Routine/ as and when required |        |

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| Works at Registrations Center |  |  |        |
|-------------------------------|--|--|--------|
| No.                           | Details of Works   | Time/Period  | Remark |
| 1                             | Cleaning the toilets used by the Refugees in the Assembly area using special equipment and materials to ensure toilets are clean, hygiene and disinfected all the time.  | Every 2 hours due to heavy use, (the toilets are used by an average of 500 to 700 refugees in Irbid center and around 2500 refugees in Khalda every day) |        |
| 2                             | <p><b>a)</b> Carrying boxes of refugee files from and to processing room in the registration area</p> <p><b>b)</b> Filing room (registration) – carrying files from the filing room to registration center and vice versa</p> <p><b>c)</b> Assisting in arranging files in the refugee filing room</p> <p><b>d)</b> Carrying refugee files received from the field from drivers' room to filing room</p> <p><b>e)</b> Assistance with filing for some requesting units (Filing IRD reports and move files and boxes from/to Field stores and filing for Finance/HR and Admin). Tea/coffee catering service for VIP guests for executive office (one cleaner on standby the whole day and in the shift B)</p> | As and when required   |        |

### Details of Gardening Services

| No | Work to be accomplished            | Time/period                                    |
|----|------------------------------------|--|
| 1  | Watering trees/garden              | Twice a week                                   |
| 2  | Cultivating seasonal trees/flowers | As appropriate                                 |
| 3  | Pruning the trees/garden           | Twice in a year during eve of the rainy season |
| 4  | Watering of Hydroponic plants      | Twice a day                                    |

## 2- Responsibilities

### **1- Responsibilities of Contractor:**

- The Contractor shall be responsible for his personnel who will remain totally under the supervision of the Contractor. The Contractor shall be responsible for the payment of salaries, uniform, contributions, and insurance of their service personnel. The contractor should provide proof of compliance with national regulations regarding labor law. **All the required work force under this**

**RFP must be primarily employed (Sponsored) by the prospective Company (with work permits under the name of the bidder). The successful bidder will be given a one-month notice to provide UNHCR with evidence of all personnel being employed (sponsored) under the name of the Company.**

- UNHCR shall not be responsible for any injury, damages or eventual losses to the Contractor's personnel whilst performing services under this contract and the Contractor shall relieve UNHCR of any liability as consequence of such injury, damage or loss to the Contractor's service personnel.

**A. Provision of Equipment, Materials and Supplies.**

- The Contractor must be responsible for providing all specialized equipment in a serviceable condition (i.e. floor buffing machines), vehicles, and personnel with standard uniforms (Winter & Summer) with the contractor's name boldly written on the uniforms. The Contractor must provide full details of equipment intended for use in the contract as part of their submission as part of the technical offer.
  - The Contractor is responsible for the provision of replacements to the faulty equipment and spare parts under its possession.
  - The supplier is responsible to provide adequate number of personnel to keep the whole compound spotlessly clean and fully serviced during hours of operation to keep the places clean, hygienic and without damage.
  - The Supervisor of the service staff must be fluent in English language, which will ease communication between both, the service provider and receiver.
  - The supplier is responsible for the provision of the required good quality Eco Friendly cleaning materials to execute the cleaning and disinfection service.
  - The supplier will provide Material Safety Data Sheets (MSDS), or other relevant products literature available for soaps, hygiene and sanitizer products showing that materials or chemical substances detrimental to the environment (irritating substances, classified as likely human carcinogens or reproductive toxicants) are excluded or minimized.
  - Supplier will provide Products with clear labelling and preferably recyclable/reusable packaging, and refillable bottles.
  - The contractor should ensure that equipment; tools and cleaning materials are safe and does not cause any hazard to staff health or safety.
  - The Contractor shall guarantee:
    - That his/her staff are honest, friendly, collaborative, patient, committed, with a clean and proper appearance, being punctual and treating UN staff with courtesy and respect.
    - That his staff will refrain from any activity incompatible with the professional and scrupulous performance of their duties. If any of the employees undertaking the task is found unsatisfactory to the Client for any reason, upon notification, such an employee would be automatically replaced.
    - Contacting the contractor focal point to discuss the performance of the contractor employees.
    - That his/her staff will refrain from divulging or using for their advantage or that of a third party any information or documents which come to their knowledge during the performance to their duties.
    - The Contractor shall ensure that all its personnel employed and assigned to perform under the Contract meet or exceed the following minimum criteria.
- 1- Must be at least 20 years of age.
  - 2- Be physically able to perform all cleaning duties, functions, and activities.
  - 3- Free from all communicable diseases.
  - 4- In good general health, without physical defects or abnormalities which would interfere with the performance of duties.

- 5- Licensed for work in Jordan for non-Jordanian employees
  - 6- All personnel to be provided by the Contractor shall be fully qualified and experienced as cleaner, gardener. Workers preferable with experience in working in UN environments.
- The Contractor shall conduct pre-hire physical examinations at its own cost and expense, to ensure compliance with the above-mentioned requirements. It is the supplier responsibility to do the pre-hire examinations in accordance with the Jordanian normal laws.
  - All female bathrooms and sanitary units must be maintained by female cleaning services staff only. Males are not allowed in.
  - All cleaning services staff must be trained and wear the company uniform clearly stating the company name. The contractor shall provide summer and winter uniforms to the workers to suit the weather conditions such as trousers, blouse, jacket, winter boots, hand gloves and any appropriate clothing.
  - High personal hygiene for cleaning and gardening service staff, specially under the current circumstances – COVID-19, all cleaners must follow COVID-19 Preventive Measures
  - All workspaces must be ready and clean for the UN staff every morning at 8:00 am.
  - In the case of any error or malfunctioning in the contracted supplies, it shall be the responsibility of the supplier to carry out the service once more to the satisfaction

## 2. Contractor Performance/Quality Assurance

Performance Standards/Acceptable Performance Level (APL): All services performed by the contractor will be constantly reviewed by UNHCR against performance measurement criteria as set out below in this TOR. If the performance does not meet the standards required, the Contractor will be formally notified of deficiencies and, if appropriate, will be given the opportunity to rectify it within the timeframe as determined by UNHCR.

### Minimum Acceptable Performance Level (APL)

| Performance Standards   | Acceptable Performance Level (APL) |
|---|------------------------------------|
| Comply with all sanitary requirements specified in the contract resulting in satisfactory or better health inspections.   | 100% compliance                    |
| Timely service delivered by courteous employees   | 98% compliance.                    |
| Availability of supplies, materials, and equipment, wearing appropriate PPE (Personal protective equipment). change of bottled drinking water in dispensers is to be done with clean gloves | 100% compliance                    |
| Abiding to days available for the service expressly agreed is crucial   | 100% compliance                    |
| Submitting invoices on time   | 98% compliance                     |
| Adherence to security instructions  | 100% compliance                    |
| Maintaining updated attendance sheets and supporting documents  | 98% compliance                     |
| Ensure the hygiene of the staff and clean uniform during the working hours  | 98% compliance                     |
| Providing the Salaries to the employee on timely manner   | 100% compliance                    |

## 3. Responsibility of the UNHCR



- UNHCR will provide a storage area for the supplier stock of equipment and materials to be maintained under his/her custody.
- Permission of entry for the contractor staff to UNHCR premises.
- UNHCR has 10 working days as holidays and the contractor staff are not requested to come unless requested by UNHCR in writing and subject to overtime payment to the staff.

#### 4. Staffing & Working Hours

- The required number of staffing for each of the above-mentioned services will be mutually agreed by both parties depending on the size of the premises and actual requirement and as per the below table.

##### Cleaners per location

| Locations                            | No. Of Cleaners |
|--------------------------------------|-----------------|
| Amman Office                         | 25              |
| Mafraq                               | 8               |
| Ruwaished Accommodation              | 5               |
| Irbid Office and Registration Center | 9               |
| MENA                                 | 10              |
| RAS Base Camp                        | 3               |
| <b>Total</b>                         | <b>60</b>       |

- However, any overtime beyond the agreed period/time will be strictly subject to prior approval of the Administration of UNHCR. The working days/hours for the cleaners will be Sunday through Thursday from 07:00 to 16:00, where required the cleaners could work on a rotation shifting schedule for some of the office locations.
- The House-keeping personnel and cleaners allocated to the respective UN facilities shall receive salaries in line with Jordanian legislation and social security coverage.
- The House-Keeping personnel allocated to the respective UNHCR shall be covered by medical Insurance.
- The Contractor shall consider an annual increase of the House-Keeping personnel salaries.

#### 5. Mobilization

Mobilization: Upon award of the contract, the Contractor(s) shall be given a one-month notice to regularize all its personnel and complete the formalities in relation their official employment/sponsorship under the name of its Company prior to the signature of the Contract and provide UNHCR with evidence on the same.

#### 6. Invoicing

The Contractor shall provide UNHCR within five (5) working days after the end of each months, an original of a summary invoice for the preceding months. All the invoices delivered shall be stated in the offer currency. Separate lines in the invoice will be required for (a) Fixed Services Costs, (b) overtime if applicable, c) detailed breakdown. Further details may be applicable for each services package as indicated in the respective TOR. The Contractor shall, as a minimum requirement and as an attachment to support its monthly invoices provide the following reports: a) Monthly Report on consumables used for the services; b) Monthly Report on Contractor's personnel attendance for each of the offices as each office might have a different budget allocation for this services.

#### 7. Description of UN Facilities and Locations



## 8.1 UNHCR Jordan

### **A. Main Office, Opposite to Paradise Bakery Stores, Khalda, Amman**

| Description of Building   | Size   | Additional Information  |
|---|--|---|
| A three- story building   | 5,000 sqm  | Total area of the compound (10,000 m2 main office +5000 m2 parking) |
| Total size of the building  | 5,000 sqm  | The total size excludes the R.C.                                    |
| Parking lot   | 2,750 sqm + 240 sqm UNHCR vehicles + 2,150 sqm refugees parking area | Drivers' room (32 m2) located in the parking area                   |
| Registration Center   | 3,350 sqm  |   |
| Green Area  | 2,000 sqm  |   |
| A total of 37 toilets designated for refugees outside the building (In the registration Center) | N/A  | Prefab toilets  |
| External storage area   | 140 Sqm  |   |
| Prefab containers used as offices (62 rooms + 5 guards booths)                                  | 3m x 4m  |   |

### **B. Irbid Field Office, (Aouni Hijazi Street, Zabdat Farkouh, South District, Irbid)**

| Description of Building                      | Size               | Additional Information |
|--|--------------------|------------------------|
| A two- story building                        | 405 Sqm.           |                        |
| Parking lot                                  | 2900 Sqm           |                        |
| Green area                                   | N/A                |                        |
| Toilet facilities (Staff)                    | 2 Male<br>1 Female |                        |
| 3 Prefabs                                    |                    |                        |
| Total number of staff                        | 20 persons         |                        |
| One prefab container is used as storage room | 4 Prefabs          |                        |
| Prefab containers used as Offices            | 9 Prefabs          |                        |

### **C. Mafrag Office, (Mafrag, beside King Talal Military Hospital, Hai AL Iskan, opposite the Mafrag traffic police.)**

| Description of Building    | Size     | Additional Information                           |
|----------------------------|----------|--|
| Number of floors           | 4 floors | With a small arch area around the main building  |
| Total size of the building | 1500 m2  | The total size without Help desk area            |
| Size of parking area       | 615 m2   | Drives room (32m2) s located in the parking area |

|  |                                    |  |
|--|------------------------------------|--|
| Size of help desk area   | 2600 m2                            | Shaded areas are included, There is a queueing area outside of the compound (85m2)   |
| Size of plants/Garden area   | N/A                                |  |
| Number of toilets designated for staff   | 20                                 | 4 prefab toilets near the meeting area are included                                  |
| Number of toilets designated for refugees inside the building                      | N/A                                |  |
| Number of toilets designated for refugees outside the building (in Help desk area) | 12 toilets in 3 pre-fabs size 5x4m |  |
| Size of external storage area  | N/A                                |  |
| Number of prefabs used linked of the office building                               | 23 prefabs                         | Size of most pre-fabs is (3m4m) One meeting room 180 sqm (prefab). Two control rooms |

### D. Ruwaished Accommodation (North Badia- Land no.458).

| Description of Building                      | Size     | Additional Information                      |
|--|----------|---|
| One Story Building                           | 300 sqm  | 6 Rooms and 2 Reception and Operation Areas |
| Pre-fabs                                     | 400 sqm  | 24 Rooms                                    |
| Garden (surrounding)                         | 3500 sqm |   |
| 4 Toilets designated for staff               | 80 sqm   | Concrete (not including prefabs)            |
| 6 Toilets and 9 Showers designated for staff | 100 sqm  | In Pre-fabs                                 |

## 8.2 UNHCR Office of the Director MENA in Amman

### A. UNHCR MENA (Al-Jandaweel – Abdul Fattah Al-Ma'aytah Street, Bldg. (2) behind Manaseer Company, next to Larsa Hotel)

| Description of Building  | Size             | Additional Information              |
|--|------------------|-------------------------------------|
| 6-floor building   | 1,925 m2         | Offices and one floor are cafeteria |
| Parking & Garden lot   | 352 m2           |                                     |
| Total number of staff  | 70               |                                     |
| Security Booths  | 2                |                                     |
| One prefab container for the cleaners where cleaning material is also stored | 11,11 m2         |                                     |
| One prefab for security guards used as a changing room                       | 8,26 m2          |                                     |
| One prefab container is used as storage room                                 | 12,96 m2         |                                     |
| Ablution facility for security   | 2,56 m2 "Single" |                                     |

**B. UNHCR MENA Office in Amman 2, Marj AI-Hamam, (Lebanon Street - near Al-Shawabkeh Square).**

| Description of Building               | Size             | Additional Information |
|---------------------------------------|------------------|------------------------|
| Five- story building                  | 1,740 sqm        | Basement+GF+1=2+3      |
| Parking lot                           | 1,125 sqm        | Staff member parking   |
| Green area                            | 300 sqm          |                        |
| Eighteen Toilets designated for staff | Average: 5m x 7m |                        |