

TERMS OF REFERENCE (ToR)

Office Cleaning including Office Disinfection

Identification

Description of the services: Provision of Office Cleaning Services and Disinfection

Expected start date: 01 August 2021

Expected completion date: 31 July 2022 renewable for additional year subject to satisfactory performance

UNICEF Section to supervise the contract: Admin Section

Office Cleaning and Disinfection

Background

UNICEF – Jerusalem Office - requires an effective provision of cleaning services for the office premises. In addition to office disinfection including 7 office vehicles and 1 bus.

Objective UNICEF is looking for a contractor to provide 2 workers on daily basis for the provision of cleaning services to its office building. UNICEF is currently occupying 4 floors and a half with a total space area of 1071 m² including roof, external emergency stairs, and surrounding areas. UNICEF is an environment friendly organization and care about a clean well-maintained office using environment friendly cleaning materials.

Scope of work the contractor is expected to provide the below mentioned services according to UNICEF rules and guidelines all at once or based on request:

Regular Cleaning Services – Offer Price Separately

- 1) Perform cleaning functions as required, including washing, sweeping and polishing;
- 2) Cleans surfaces, including floors, furniture, walls, doors, windows,..etc.; (Windows external and internal cleaning can be conducted on a monthly basis)
- 3) General cleaning of each office during the requested day, The daily cleaning might be provided during or outside the working hours so as to cause no disturbance to the staff.
- 4) Collect office waste-paper, empties baskets, replace garbage sacks and remove full ones from UNICEF premises;
- 5) Keep office rooms, kitchens and toilets clean and hygienic throughout the day cleaning requested. In addition to ensuring hygiene materials, air fresheners, toilet paper,...etc. are available in place as requested and as per provided checklist.

- 6) Cleaning of shared areas such as reception area, meeting rooms, lunch room, stairs, corridors, elevator,...etc.; as well as watering indoor plants.
- 7) Clean and dust office equipment (photocopier etc.);
- 8) Clean and dust all electrical and mechanical external installations that are exposed to dust and dirt such as ventilation pipes, electric and internet sockets,....etc.
- 9) Maintains and cleans all office cleaning equipment utilized and return in place;
- 10) Clean office building surrounding area including car parking area and green areas.
- 11) Basic maintenance: as changing burnout light, desks and furniture fixing, etc.
- 12) Assist with carrying office supplies and loading/unloading/moving boxes/furniture from UNDP vehicles, parking and placing boxes in delivery/receiving area;
- 13) Providing a list of needed items of kitchen and cleaning materials and assist in procuring these items.
- 14) Prepare coffee and tea for visitors and official meetings as requested as well as changing water bottles on the coolers as needed.
- 15) To undertake any other duties as may be required by UNICEF;

Disinfection COVID-19 Related (If needed) – Offer Price separately

This task will include office building as well as 7 vehicles and 1 bus.

Disinfection - Pest Control Service (As needed) – Offer Price separately

Spray an insecticide in all the offices and around the building to avoid, bugs, spiders, mouse, ants or any kind of pests.

Cleaning services should include deploying **two cleaners per day for UNICEF Office on a full-time or Part time basis upon request** who should be available at UNICEF office in Jerusalem as per work schedule detailed below and requested starting time.

The cleaners deployed should follow UNICEF code of conduct and demonstrate ethical values as per UNICE core values and rules and regulations.

- **Premises:**

All invited parties will be welcome to make a visit to assess the premises prior to submitting an offer.

- **Working Schedule**

- The contractor is available upon request regardless of official holidays and will be provided with the UN official holidays for reference, which may not be coinciding with the Palestinian national holidays.
- Provision of service offer is to be provided in case requested on weekly basis, biweekly basis, and monthly basis during the requested period.
- UNICEF working day starts from 7:00 a.m. until 3:30 p.m. Cleaning day will be decided as per agreement with the company and UNICEF and it might require shifts after working hours 3-6 p.m. and weekends (Saturdays or Sundays). As such price quotation is requested as follows:
 - Cost per Worker/Day.
 - Cost per Worker/Hour.
- Disinfection of offices and vehicles is to be done on Saturdays and on Bi-Weekly basis If requested.

- **Supplies and equipment**
Two Options

1. UNICEF will provide all equipment, as well as environmentally friendly cleaning supplies required for carrying out the work. This comprises of, but is not limited to, all the supplies for toilets, kitchenettes, and desk cleaning including – toilet paper, paper towels, disinfectants, kitchen towels, kitchen paper towels, washing-up liquid, soap and replacement soap dispensers, detergents for the kitchenettes, dishwasher supplies, as well as hand sanitizer refills. There is a dedicated storage room in premises for keeping supplies and equipment.
2. Supplies and Consumables: All cleaning chemicals, toiletries and other supplies and consumables necessary for the proper execution of the contract will be procured and provided by the cleaning company (sample to be checked and approved by UNICEF admin staff and all the necessary equipment, such as vacuum cleaners, brooms, carpet shampoo machine, ladders, and cleaning equipment/tools for outdoor & inside glass windows/doors.

Duration of contract

The contract will be initially for 12 months with the possibility of extension, subject to the satisfactory performance of the contractor.

Qualifications of contractor

- Officially registered company with proven documentation.
- Three years' experience in the field.
- Proven track record in rendering satisfactory services to high-end premises.
- Financially sound and stable, evidenced by authentic financial statements for the past two years of operation.
- Abiding to National Work Labor Laws (minimum wage paid, health insurance provided, paid leaves and sick leaves), certificates will be requested to prove so.
- Background/Reference check for cleaners.
- UNICEF has the right to preapprove the workers nominated by the company.
- The workers Must have minimum five years related working experience.

Reporting lines:

Cleaners should have a supervisor who will prepare a work schedule for them on weekly basis and come three times a week for checking and monitoring purposes. Scheduled should be prepared based on UNICEF need and in coordination with Admin Assistant.

The Contractor shall report to UNICEF Admin Assistant/ or replacement, who will be UNICEF Supervisor/Focal Point. Based on the feedback, the Admin Assistant will contact the company to report any problem and update the Specialist accordingly.

Performance indicators for evaluation of results:

1. Working Experience
2. Past Performance
3. Capacity of the company
4. Registration and clearances by authorities

Frequency of Performance Review:

Semi Annually in coordination with the relevant parties.

Payment Schedule

Payment on monthly basis, upon receiving satisfactory services as per the agreed deliverables.

Call for Proposal:

The proposer shall submit the following as part of the technical proposal:

a. Company/Institution Profile

The proposer must provide the following background information about the institution:

- Registration and business license
- Date and country of incorporation
- Summary of corporate/institution business areas
- Corporate directions and experience
- Location of office(s) or agents relevant to this assignment
- Recommendations and testimonial from similar institutions (UN / INGO)

b. Cost Proposal

UNICEF expects to receive a detailed cost-effective proposal. Bidders will submit a proposed budget based on the following criteria:

- Cost of the entire contract with detailed quotation per items (cost breakdown including salary and entitlements) to be funded based on the terms of reference and other relevant documents;
- The cost proposal submitted shall be submitted separately from the rest of the proposal.

UNICEF recourse in case of unsatisfactory performance

The successful bidder is expected to arrange all logistics including transportation of workers and from and to the office premises as well as permits if in case needed. The accepted bidder should include all remuneration involved in the contract as per the expected deliverables described above. This includes, but not limited to, travel costs, salaries and per diem etc.

The incumbent shall confirm in writing in his offer the ability to mobilize and commence the work within 5 days from the date of signing the contract.

The Contractor shall ensure availability of replacement for continuous and uninterrupted service in case of inability of regular personnel to report for office.

The personnel, agents of the contractors shall not be considered in any respect or for any purposes whatsoever as being the employees or agents of UNICEF, nor shall any personnel, representatives or other affiliates of UNICEF be considered, for any purposes, as being employees or agents of the contractor.

The contractor shall be responsible and accountable to ensure that the behavior of its employees on site will be at all times in line with Palestinian and Israeli laws and agreed rules and regulations and are full compliance with UNICEF code of conducts.

The contractor shall provide appropriate protective clothing/coverings including, but not limited to, gloves, safety glasses, face masks, footwear and headgear to comply with UN and international requirements for health and safety at work whenever and as needed..

All contractor's personnel must be wearing the company's uniform in representable, clean and tidy shape. The site personnel must be using UNICEF assigned badges and must comply with UNICEF entry and exist procedures

Request for Proposal Evaluation and Weighting Criteria

60% technical

40% financial

100% total

1) Overall Response (5 points)

- General adherence to Terms of Reference and tender requirements
- Company's Adherence to Local Labor Laws & Regulations.

2) Company and Key Personnel (30 points)

- team member(s) meet qualifications/requirements
- company meets minimum years of experience

- company has previously conducted similar work
- Company is properly registered a/o has required certifications, memberships, etc.

3) Proposed methodology and approach (10 points)

- deliverables are addressed as per TOR
- proposed timelines are met

4) Health and Safety (based on the evidence provided) (15 points)

- Health and safety procedures of the company
- Staff member entitlements (Sick leave, annual leave, maternity and paternity leave compliance with the labor law)
- personal accident and medical insurance policy
- Minimum technical score: 70% of 60 points = 42 points