**ANNEX A**

**TERMS OF REFERENCE (TOR)**

**RFP/HCR/CXB/2021/014**

**FOR CLEANING, GARDENING AND JANITORIAL SERVICES**

**Background**

Provision of Cleaning, Gardening, and Janitorial Services to premises of UNHCR representation Office in Dhaka – Gulshan -2 and Cox’s Bazar whose premises are at Motel Road.

The contractor is expected to provide sufficient manpower to carry out the cleaning functions during the agreed timing without interference with the operations of the office

**Daily Cleaning**

* General cleaning services of the offices, conference facilities, libraries and other existing facilities and surroundings.
* Cleaning the inner and outer vehicle parking yards including canopies and pavements.
* Cleaning internal drainage channel and water collecting points on regular basis.
* Sweeping and mopping all floors including Staircase, Corridors and open areas. Cleaning and dusting all furniture and fixtures.
* Emptying all types of office solid wastes, including wastepaper baskets, shredders and washing or wiping them. Remove garbage from office dust bins and dispose of it appropriately recycling of wastepaper is preferred option.
* Refill the toilet soap dispensers on daily basis as per need.
* Removing cobwebs.
* Dusting, cleaning, washing, disinfecting all areas, including offices, toilets, bathrooms, tea rooms, floors, carpets, fixtures, curtains, corridors and grills, etc.
* Sweeping, dusting and vacuum cleaning all types of floors, carpeting and floor mats etc. in the designated areas.
* Dusting and cleaning all furniture (including desks, chairs, computer tables, telephone tables, bookshelves with or without glass doors, coat racks, framed pictures, maps, posters, telephones, lamps and other common items found in an office environment).
* Thorough cleaning of all types of toilet facilities including toilets, sinks, baths, shower pans, taps, faucets, mirrors and all types of tiles.
* Cleaning all offices/rooms and making sure to maintain hygienic environment.
* Removing any grease marks or fingerprints from walls, doors, door frames, windows and window frames, glass desk protector, reception booths and partitions.
* Collecting and cleaning cups, saucers; crockery, cutlery, flasks, kettles and related equipment.
* Cleaning UNHCR vehicles in the office compound.
* All cleaners /support staff must take COVID precaution measure such as using masks, gloves while working.

**Weekly cleaning**

* Cleaning the windows and frames.
* Scrubbing staircases, corridors, cottages pathway, Gazebo and outside pathway.
* Cleaning lights, fittings and fans.
* Polishing all surfaces, such as brass surfaces including doors and furniture.
* Dusting tops of tall furniture, tops of picture frames, lights, fittings and fans.
* Spot cleaning boards and walls.
* Spot waxing, polishing and disinfecting telephones.
* Dusting windowsills, blinds and canopies from outside.
* Cleaning shutters as required.
* Cleaning canopies from outside.

**Monthly Cleaning**

* Cleaning major appliances inside and outside including cleaning and dusting fans and ceiling units.
* Wiping window blinds with a damp cloth to ensure that all smudges are removed.
* Cleaning inside window glass and sash (frames).
* Cleaning and polishing floors under furniture.
* Wiping window blinds with a damp cloth.

**Quarterly Cleaning**

* General washing, cleaning, steaming chairs, removing stains from carpets and sofa sets and chairs.

**Garden, indoor and outdoor plant maintenance Watering grass and plants, daily**

* Replacement of indoor/outdoor plants as and where required
* Putting fertilizer in plants/flowers, once every three months
* Shortening the grass and pruning trees, daily
* Watering indoor plants, daily
* Maintaining i.e., pruning and fertilizing indoor plants
* Weeding the compound weekly
* Sweeping and cleaning around the compound daily
* Providing disinfectants, detergents and other cleaning supplies and materials except toilet papers, toilet soap and aerosol insecticide and disposable hand drying paper rolls, which will be provided by UNHCR.

**Other Related Services**

In addition to the services specified above, the cleaning and gardening company has to provide personnel to carry the following duties under the cleaning contract:

* Handy men and women, when required to carry out relocation of equipment and furniture within and outside the office.
* Assist in moving of stationery and other items from/to Stores/archives.
* Distribution and photocopy of documents.
* Assist in minor works for office maintenance and improvement
* Assist in the distribution and set-up of ICT equipment and supplies
* Maintain stock of office supplies and distribute them to staff upon request

**Type of machinery and equipment to be deployed**

FSN **Scope/Services**

* Scrubbing, Cleaning, Polishing and buffing wooden, ceramic, terrazzo floors
* Carpet cleaning and shampooing
* Window/glass cleaning
* Floor cleaning, damping and wet mopping
* Sweeping soft floors inside
* Sweeping of rough floor outside
* Squeezing of water
* Window and glass cleaning

**Equipment to use**

* Window cleaning kit
* Wheeler mopping units
* Soft brushes and dust pans
* Scrubbing machine.
* Sweeping of rough floor outside
* Squeezers
* Spray bottles and window cleaning kit
* Cobweb cleaning Cobweb brushes and baby brushes
* Dusting and cleaning of railings, telephone sets, I Duster clothes cup boards, furniture etc.
* Cleaning of toilets, sinks, urinals etc. Toilet brushes, gloves, boots, mops, normal small/big buckets

**Materials, detergents, disinfectants to be expended to provide requisite services daily includes.**

* All-purpose highly concentrated, Heavy duty cleaning for the grouting, floors (all versatile heavy duty cleaner surfaces) carpets, upholstery and fabrics.
* Floor polish (a modern water- Floor polish to impart a durable and enduring based polymer emulsion imparting a durable long lustre on tiles, linoleum, vinyl, marble, stone lasting lustre floor and sealed wood.
* Concentrated disinfectant which Toilet germs and bacteria disinfectant disinfects and deodorizes.
* Disinfectant liquid toilet cleaner (cleans, Toilet germs and bacteria disinfectant freshens and kills germs).
* Lemon fresh, all-purpose cleaner, (kills 99% Toilet germs and bacteria disinfectant of household germs).
* Glass cleaner concentrate\* (the dynamic glass Window and glass cleaning detergent cleaner solution).
* Room freshener (a collection of Room air freshener beautiful, long lasting, natural forest pine fragrances designed to freshen any room).

**Materials**

* **Cleaning Materials will be provided by UNHCR.**

**Handling of Waste**

**Liquid Waste**

* Liquid waste should be directed to the central sewer system daily.

**Solid Waste**

* Solid waste (shredded papers, cans, plastic bags, containers etc.) collected in bins should be taken to the designated waste disposal site. Whereas paper products are to be taken during times that are convenient and non-combustible materials to be collected in trash bags then handed over to garbage collectors as appropriate.

**Job description**

**Supervisor:**

* Liaise between UNHCR Administration and Company on staff related matters.
* Assigning day to day duties to the janitorial and support staff by making schedules, rosters.
* Recording Daily Attendance, leaves/absences, overtimes of staff and share the monthly status for processing salaries.
* Monitoring cleaning works as well as Janitor Works.
* Ensuring the punctuality of the staff (in and out timings).
* Keeping time record of staff and submit the details.
* Monitor Shifting, Fixing of Furniture.
* Prepare request for replenishment, record issuance of such material.
* Ensure the garbage disposal on daily basis.
* Any other duties assigned by the supervisor.

**Storekeeper:**

* Maintain receipts, records, and withdrawals of the stockroom as per approval of Supervisor.
* Receive, unload, and Load supplies.
* Update stock register manually & electronic daily basis.
* Update Bin Card, stock card daily basis.
* Perform other stock-related duties, including returning, packing, pricing, and labelling supplies.
* Inspect deliveries for damage or discrepancies; report those to accounting for reimbursements and record keeping.
* Rotate stock and coordinate the disposal of surpluses.
* Ensure adequate record keeping and manage all documentation to confirm proper stock levels and maintain inventory control.
* Coordinate the handling of freight, the movement of equipment, and necessary minor repairs as per instructed by Supervisor.
* Any other duties assigned by the supervisor.

**Senior Janitor (Office/Male):**

* Assist in minor works for office maintenance and improvement
* Assist in the distribution and set-up of ICT equipment and supplies
* Maintain stock of office supplies and distribute them to staff upon request
* Assist in the photocopying and scanning of non-confidential documents
* Perform day to day cleaning duties as assigned by the supervisor.
* Move furniture and equipment within offices, to and from the store as and when required.
* Rearrange the Meeting Room for different events.
* Collection of disposals of garbage on daily basis.
* Any other duties assigned by the supervisor.

**Janitor (Office/Male):**

* Perform day to day cleaning duties as assigned by the supervisor.
* Move furniture and equipment within offices, to and from the store as and when required.
* Rearrange the Meeting Room for different events.
* Collection of disposals of garbage on daily basis.
* Any other duties assigned by the supervisor.

**Janitor (Office/Female):**

* Perform day to day cleaning duties as assigned by the supervisor.
* Always maintain the female washrooms in clean and hygienic condition.
* Always ensure the availability of toiletries in the washrooms.
* Any other duties assigned by the supervisor.

**Car cleaner:**

* Cleaning vehicles during the afternoon (from 12-2.00 pm until 8-10 pm). Washing cars shall not interfere with UNHCR staff members using the vehicles.

**Gardener:**

* Always maintain internal and external lawn areas in clean and presentable condition and dispose the garbage on daily basis.
* Carry out timely plantation, watering and trimming of all indoor and outdoor plants.
* Maintain the gardening tools and machines in always working condition.
* Move furniture and equipment within offices, to and from the store as and when required.
* Any other duties assigned by the supervisor.

**Electrician (Duties in both Sub and Field Offices as and when required):**

* Maintain and monitor working condition of all electrical appliances in Office including but not limited to switchgears, controls, alarms, protection and auxiliary equipment, air-conditioning, heating, etc.
* Implement and manage safety when carrying out works on the electrical plants and equipment.
* Undertake any major electrical maintenance works, including cabling.
* Under direct supervision of ICT team, perform basic electrical work in the office such as minor wiring, fixing sockets, electrical points and other similar work.

**Plumber (Duties in both Sub and Field Offices as and when required)**

* Undertake regular check of all pipes, drainage systems, etc. in the guestrooms as well as common areas in both UNHCR Sub Office and UNHCR Field Office.
* Clean and maintain all plumbing facilities and sewage systems.
* Undertake repair works as required, make proposals including cost estimations for prior approval.

**Manpower Requirements - (UNHCR-Cox’s Bazar)**

* Proposed Supervisors- 2, Storekeeper-01, General Cleaners-27, Car Washer-04, Gardeners-2, Electrician- 02, Plumbers- 02= **40 Nos.**

**Manpower Requirements - (UNHCR-Dhaka)**

* Senior Janitor – 2, Janitor – 2, Gardener/Vehicle Cleaner – 1 = **05 Nos.**

**Other Requirements**

* Uniform = 04 Sets (Cotton Fabrics for summer)
* Winter Uniform = 01 Set
* VEST = 01 Set (For two supervisor)
* Raincoat = (Yearly 01 Set)
* Gumboot = 01 Set
* Umbrella = 01 Set
* Regular Working Shoes = 02 Set
* Car Washers Uniform = 02 Set

**Working Hours for Cleaners:**

1. Sunday – Thursday: 07.00 - 16.00 Hours (Including Lunch Break)
2. Saturday: 09.00 - 13.00 Hours

**Working Hours for Car Washers:**

1. Sunday –Thursday day: 14.00 – 22.00 Hours
2. Saturday: 15.00 - 20.00 Hours (Can be fixed as per need)

* In the event cleaners are required on public holidays or beyond scheduled timeframe stated above sufficient notice will be provided by UNHCR and compensations will be agreed upon between the UNHCR and contractor prior to the start of the service.
* Contractor will abide by all legislation and labour laws as Stipulated by the Bangladesh government and the UN COMPACT.
* UNHCR will reserve the right of final approval of the cleaners selected. All cleaners selected (replacements inclusive) must be:

1. Nationals of Bangladesh. Contractor will be required to provide Proof of nationality of each Cleaner and copies of valid identification cards.
2. Free from all communicable diseases and in good general Health without any ailments that would interfere with the performance of any Cleaning/Gardening duties.
3. Able to perform physical tasks associated with the Cleaning/gardening duties to which he/she is assigned.
4. The contractor needs to have the Social Insurance policy for staffs.
5. Trained and conversant with the standard cleaning/gardening techniques/procedures.

* Cleaners will be expected to exercise diligent and due care whilst performing their cleaning duties.
* The selected contractor will ensure replacement of staff who is on annual /sick leave or for any other reason cannot attend to his/her duties as per this TOR.
* The UN entity can veto any cleaner/gardener and contractor will replace him/her within 48 hours.
* (vii) The selected contractor will provide telephone number for contact purposes in case of an emergency, all days including public holidays.
* Take home salary for Cox’s Bazar: Office/Vehicle Cleaner /Janitor, Gardener, Electrician, Plumber and Storekeeper should not be less than **18,400 BDT**/month; Office Cleaner Supervisor and Compound Supervisor should not be less than **23,000 BDT**/month. Each year starting 2023, a 5% salary increment is to be affected.
* Take home salary for Dhaka: Senior Janitor should not be less than **27,489 BDT**/month; Janitor/Vehicle Cleaner should not be less than **20,325 BDT**/month. Each year starting 2023, a 6% salary increment is to be affected.
* For festival allowance and social insurance, should be as per Bangladeshi Government labour law.