

ANNEX A: TERMS OF REFERENCE

PROVISION OF CLEANING AND GARDENING SERVICES OF UNHCR OFFICES, GUEST HOUSES, COMPOUNDS AND OTHER FACILITIES, IN ETHIOPIA

1. BACKGROUND

The Office of the United Nations High Commissioner for Refugees (UNHCR) intends to select qualified service provider(s) to make a firm offer for the establishment of Frame Agreement(s) for the provision of cleaning services.

Bidders can submit their bids partially for one UNHCR office only or for all requested offices. In your offer, please indicate clearly which office(s) your offer refer to.

This request for cleaning service will cover the UNHCR offices compounds and any other premises in their area of operation.

Service providers will have the ability to subcontract service providers closer to each location at the Frame Agreement(s) given price.

2. SCOPE OF WORK

Specific Duties and Responsibilities:

2.1 Offices, Meeting/Conference rooms

- Daily emptying of paper / waste bins;
- Vacuum cleaning of carpets (three times a week);
- Daily cleaning of the floor of all traffic areas, all the corridors, and offices, using the appropriate chemicals and equipment that will endure the termination of airborne dust, bacteria, viruses, etc.
- materials, chemicals, and equipment.
- Cleaning / dusting of fixtures such as cupboards, shelves, picture frames, couches and chairs (Two times a week);
- Cleaning / dusting of windows, heaters, doors, glass partition (Once a week);
- Cleaning of desks and desk equipment
- Daily emptying of waste bins, tabletops cleaned, arranging of furniture in meeting/conference rooms;
- Daily cleaning / dusting / vacuuming of floors, fixtures, window sides, heaters, doors and glass partitions in meeting/conference rooms;
- Spot Cleaning and Disinfecting: Ensure that all the areas touched or used by the staff members such as telephone, doors, doorknobs, door hinges, etc. are always wiped clean of any hand marks or dirt spots as well as being disinfected by using appropriate materials, chemicals, and equipment. Doorknobs should be wiped using disinfectant 3-4 times a day.

2.2 Toilet/Bathrooms:

- Daily cleaning of the toilets (closet pans and urinals), floor and fixtures, with toilet cleaning soap and disinfectant;
- Disinfect all fixtures (shelves, ledges, and mirrors) with appropriate detergents
- Washing and disinfecting of washing basins and seat cover, mirror, toilet floors, walls, doors, and pipes;

- Ensure that the toilets are always well equipped with tissue / toilet paper, air freshener, disinfectant balls for the urinals and hand washing soap and replenished timely;
- Check and report of any leakage, blockage and any maintenance concerns;

2.3 Guest or residential Houses:

- Cleaning of the rooms (includes organizing of beds) and toilets, which include: - cleaning of hand washing basins, toilet seats and bowls, clean / dust the furniture, fixtures, fittings, mirrors and window sill, cleaning of the floor, walls and emptying of waste bins;
- Keep buildings in clean and orderly condition
- Making beds, cleaning bathrooms, dusting and vacuuming
- Cleaning of the furniture in the accommodation;
- Loading/unloading dishwashers, washing machines, cleaning counter tops, cleaning coffee and tea equipment, cleaning up caterings, cleaning conference rooms;

2.4 Canteen, laundry and gym houses:

- Daily cleaning of floor, furniture and emptying of waste bins;
- Dusting of gym equipment (twice a week);
- Maintaining the kitchen and dining clean and dishware cleaning;

2.5 Cooking:

- 2.5.1 Breakfast preparation: Hot/Cold drinks, bread dish including butter, cheese, cold cuts (e.g. ham), marmalade/jam, pastry, fresh fruit, etc.
- 2.5.2 Lunch/Dinner: Shall be provided based on customer needs. At least two hot dishes, fish and meat dish to be provided based on the customer needs requirement.

2.6 Compound/Garden:

- Taking care of garden in the UNHCR office compound maintaining indoor and outdoor plants with seasonal varieties;
- Ensuring that compound, pathways, gutters and skirting walls including garden is kept in clean and tidy condition;
- Watering and trimming of the lawn and gardens;
- General clean up including weeding, pruning, grooming, staking;
- Mow the lawns, prune the bushes and trees, edge the walkways, and give the grounds a manicured look
- Litter, leaf, and branch collection
- Mow, trim and fertilize green spaces
- Mulch, edge and weed gardens
- Prune and trim trees and bushes
- Maintain all gardening equipment and machinery, like mowers, trimmers, and leaf blowers
- Monitor and maintain the health of plants
- Deal with pest problems that could damage plants

- Keep gardens and green spaces clear of debris and litter
- Maintain yard equipment and cleaning supplies

2.7 Periodic Cleaning:

- Clean and polish all the marble floors and tiles in a periodic schedule.
- Cleaning of windows from inside as and when needed.
- Fridge, heaters, and microwave cleaning: All fridges, water dispensers, and microwaves should be cleaned when required.
- Other cleanings: Ensure all unreachable spots are dusted including ceilings, light bulbs and high tops of file cabinets and closets.

2.8 Any other duty as may be required from time to time

3 FACILITIES PERSONNEL POSITIONS AND INDICATIVE WORKING HOURS BY LOCATION

3.1 Addis Ababa:

Cleaner –

- Half of the personnel from Monday – Friday, 7.00 a.m. – 4.00 p.m. and other half from Monday – Friday working hours 7.00 a.m. – 1.00 p.m.
- Saturday, 7.00 a.m. – 1.00 p.m.

Supervisor – Full time Monday – Saturday from 7.00 a.m. – 16.00 p.m.

Messenger – Full time Monday – Friday Business hours. 8.30 a.m. – 17.30 p.m.

(With the condition that the actual one should be a fit for the position candidate.

Considering the confidentiality of documents to be delivered among offices, the personnel must be able to speak English, should be trusted, reliable and punctual. The suitable candidate to be presented must have the approval of UNHCR prior to commencement of the assignment).

Other positions: Full time, Monday – Friday from 7.00 a.m. – 16.00 p.m.

3.2 Jijiga:

- Monday – Thursday, 7.00 – 10.00 a.m. and 1.30 – 4.00 p.m.
- Friday, 7.00 – 11.00 a.m.

3.3 Melkadida:

- Monday – Friday, 6.00 to 11.00 a.m. and 2.00 – 5.00 p.m.

The few locations provided above is an indication of the work timings. While the working hours may be different from location to location, in overall, the personnel will be required to work 8 hours a day excluding lunch break (except Jijiga where the daily work requirement is less than 8 hours). As indicated above, only in Addis Ababa location it is required to work in the weekend (Saturday). Distribution of personnel schedule is based on rotation in order to arrange full working hours for all and will be left to the company to manage.

4 CLEANING AND FACILITIES PERSONNEL REQUIREMENT

The numbers plotted on the Financial Offer Form (Annex B) is an indication of the need for personnel. There is no guarantee that the same positions and numbers will be required in the given locations.

Location	Manager	Supervisor	Receptionist	Messenger	Cleaner	Gardener	General labour	Cook	Total
Addis	0	1	0	1	10	1	1	0	14
Addis periphery	0	0	1	0	4	1	0	0	6
Jijiga	0	2	0	0	24	8	3	1	38
Assosa	0	4	0	0	36	12	0	1	53
Shire	1	4	0	0	42	11	0	2	60
Mekele	0	1	0	0	15	0	2	0	18
Amhara	0	5	0	0	23	0	0	0	28
Amhara periphery	0	0	0	0	15	0	0	0	15
TOTAL	1	17	1	1	169	33	6	4	232

General labour will do all types of work like cleaning vehicles, moving furniture/equipment, carrying items, running errands as instructed.

5 WORK CONDITIONS

- In an event that overtime is required, UNHCR will provide advance notice.
- All personnel are eligible to 10 days official holidays observed by UNHCR.
- All personnel should wear a unified uniform, arranged by the contracted company. The company shall make sure that all uniforms are clean and in good condition at all time.
- All personnel shall bear a photo identity card during the period of work duly signed by UNHCR.
- All personnel should perform their duties adhering to approved procedures.

6 RESPONSIBILITIES OF THE SERVICE PROVIDER

Personnel schedule should be shared with Admin UNHCR at each location every 1st day of the month. Any unexpected change on the schedule should be communicated ahead of action taken.

The service provider shall be responsible for its personnel who will remain totally under the supervision of the service provider. The service provider shall be responsible for the payment of salaries, uniform, retirement contributions, and insurance (medical and accidental) of their service personnel.

The service provider should depute a qualified and dedicated staff to manage the contract, who will coordinate activities and execution of work and be responsible for the supervision of the work.

The service provider is responsible for the selection and recruitment of candidates for the service. Cleaning staff on leave, sick leave, maternity leave should be replaced by the service provider. The service provider shall formally inform UNHCR and provide a copy of the identification of the replacement.

Any damage to UNHCR property due to mishandling, carelessness of the service provider or its personnel will be recoverable from the service provider's invoice and all materials

issued to service shall be the sole responsibility of the service provider during the period of the contract.

7 EQUIPMENT AND SUPPLIES

The service provider should list the cleaning products, tools, equipment and supplies to be used by the personnel to perform the services required. Cleaning and cooking materials, utensils and tools shall be provided by UNHCR. The extra stock of supplies and materials should be kept by the cleaners in the storage area provided by UNHCR.

8 OTHER REQUIREMENTS

Compensation Salary Scale:

The successful service provider must ensure that the take-home salary offered to its personnel is competitive in the market, according to the legislation of the country which will ensure a fair, acceptable, and decent living. The supporting documents and detail information provided by the bidders on the compensation package will be assessed in the technical evaluation stage and will form a key scoring criteria among others.

Health Safety and Environment (HSE):

Bidders should provide the details of their HSE policy technical proposal, their statement and policy on HSE as well as how they intend to use their HSE policy in the implementation of the contract. For example, cleaners should clean the high and hard-to-reach surfaces in a safe manner and contractor(s) should provide equipment that prevents harm to its personnel.

All personnel will have to be covered under insurance against any personal accident and UNHCR will not be liable for payment of any compensation on that account.

The service provider should provide proof of compliance with national regulations regarding labour law, accident, workmen compensation act, workmen insurance, etc. This will be the sole responsibility of the service provider, UNHCR will not be a party in any kind of dispute relating to the above. In case any liability arises due to non-performance by the service provider, under no circumstance UNHCR shall be liable for the same.

All personnel to be engaged by the company should be covered under the statutory government regulation framework updated as required in the country.

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

Quality Control, Hygiene and Risk Assessment and Mitigation:

Bidders should provide detailed information about your quality and hygiene mechanism put in place in the company and that will be put in place during the implementation of the contract.

Quality Assurance System:

The contractor(s) will be required to provide an effective method of monitoring and managing quality service.

Training and Development:

All personnel deployed by the contract(s) at UNHCR offices for various works as required above must be regularly trained for their various tasks. The training should cover environmental practices, occupational health and safety policies and implementation of the work instructions.

9 TECHNICAL EVALUATION

The **Technical offer** will be evaluated using inter alia the following criteria and percentage distribution: **60%** from the total score.

Preliminary/Prequalification/Mandatory evaluation criteria based on pass/fail basis

Criteria	Description	Pass/Fail
Mandatory Criteria	a. Evidence of permission to operate in the country/region(s) from the government/ regional authority(s)	Pass/Fail
	b. Tax and VAT registration ID including latest audit and tax clearance evidence	Pass/Fail
	c. Signed UNHCR's General Conditions of Contracts for the Provision of Services – 2018	Pass/Fail

For the bidder's proposal to be technically evaluated the above mandatory criteria must be a **Pass**.

Company Qualifications	<ul style="list-style-type: none"> General company qualifications experience including evidence of authorization by competent authority(s) to provide cleaning services and updated valid tax clearance/renewal certificates. 	2.5
	<ul style="list-style-type: none"> Work experience in provisioning cleaning, including facility services to clients including reference letters, contracts, contacts 	5
Proposed Services	<ul style="list-style-type: none"> Compliance with the requirements stated in the TOR 	15
	<ul style="list-style-type: none"> Proposed approach to the required services 	12.5
Personnel Qualifications	<ul style="list-style-type: none"> Experience of proposed team 	10
	<ul style="list-style-type: none"> Entitlement of the personnel, social security, liability, insurance, health schemes and human resources management 	15
Total		60

The technical criteria will be subject to **minimum passing weighted score of 36 out of 60**; if a bid does not meet these minimums, it will be deemed technically non-compliant and will not proceed to the financial evaluation.