

TERMS OF REFERENCE (TOR)

Office Building and Equipment Maintenance Services

Identification

Description of the services: Provision of Office Building and Equipment Maintenance Services

Expected start date: 01 January 2024

Expected completion date: 31 December 2024 renewable for additional year subject to satisfactory performance.

UNICEF Section to supervise the contract: Admin Section

Office Building and Equipment Maintenance

Background

UNICEF – Jerusalem Office - requires an effective provision of office building and equipment maintenance services for Jerusalem office.

Objective UNICEF is looking for a contractor to provide a handyman upon request for the provision of office and equipment maintenance as well as internal construction works to its offices at UNICEF 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 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:

- 1) Handle routine and/or emergency repairs and building maintenance related, but not limited to mechanical equipment, electric/lighting, HV Air Conditioning, carpentry and aluminum works;
- 2) Ensure preventive maintenance of all mechanical, electrical/lighting, HV Air Conditioning, and plumbing equipment and repair of such equipment as required;
- 3) Ensure painting and installation of appliances;
- 4) Relocate, move, assemble/dismantle and adjust office furniture as necessary;

- 5) Relocate, move, sensitive items;
- 6) Adjust locks and latches on doors, windows and lockers;
- 7) Unload/load and placed in a designated location, delivered/sent UNICEF equipment;
- 8) Undertake any other duties as may be required by UNICEF;
- 9) Small fixing (Plumber work, electricity work, carpenter work, and Aluminum work);
- 10) Small paintings and Wall repairs.

More Details on service are provided below:

HV Air Conditioning:

Biweekly checkup on a monthly basis including cleaning and changing filter when needed, fixing any damaged parts and changing it and refill gas when needed.

Electrical Services:

- Monthly checkup of electricity and internet socket points in the hall building as well as electricity main cabinet, and lights.
- Fixing electricity and internet socket points whenever and as needed.
- Add electric and internet points in any place needed in the offices as requested.

Plumbing Services:

- Monthly plumbing checkup by
- looking for any signs of water damage on the walls or near cupboards as well as Inspecting the pipes and plumbing for signs of damage or rust as well as conducting a pressure test which will detect any small hairline cracks or leaks in the pipes once a month.
- Checking the toilets to make sure they aren't leaking and that they flush properly.
- Verifying that the faucets in the bathroom, kitchen and other rooms in the offices have the proper water pressure and identifying any potential clogs if any.
- Inspecting the garbage disposal and water heater for damage or leaks
- Performing a drain cleaning on all drains
- Water tank cleaning service on quarterly basis.

Requesting a service for small carpentry, aluminum, and construction work:

- Repairing and fixing small things damage in doors, desks, chairs, office cabinets and any related of office furniture
- Painting of the needed office furniture.
- Construction of partitions and dividers within the office based on request. Partitions could be made from aluminum, wood, glass, as well as gypsum boards or a combination of the materials.
- Tiling including office false ceiling, floors, toilet walls and floors,....etc.

Costing for this service could be based on hour and response time should be provided.

Elevator - An approved company with a guarantee - Checking the safety and security of the elevator by ensuring lights in, cleaning, air circulation, and buttons are well maintained and in place.

Emergency staircase: Well maintained and secured staircase as well as well painted when needed.

Maintenance services should include providing **a handy specialized person for UNICEF Office upon request** who should be available at UNICEF office in Jerusalem as per work schedule detailed below and requested starting time (During working hours, after working hours, and during weekends time (Saturdays and Sundays)). The staff deployed should follow UNICEF code of conduct and demonstrate ethical values as per UNICEF 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. It is preferable that the contractor provide the offer based on each service hour cost and urgency.
 - Cost per hour per service.
 - Cost per hour in case of ad-hoc service.
 - Cost of regular checkup for each one of the services on monthly and quarterly basis.

- **Supplies and equipment**

UNICEF will provide all materials, as well as environmentally friendly supplies required for carrying out the work. This comprises of, but is not limited to, all the supplies for construction, painting,...etc. – UNICEF might request 3 offers from Contractor to be provided in case the contractor is asked to provide the materials.

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.

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:

Every 4 months in coordination with the relevant parties.

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. 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 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 is 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.

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

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