

## **ANNEX A: TERMS OF REFERENCE**

### **PROVISION OF CLEANING AND GARDENING SERVICES FOR UNHCR OFFICES, GUEST HOUSES, COMPOUNDS AND OTHER FACILITIES, IN MELKADIDA SUB OFFICE, 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 must submit their bids fully for services requested by SOMEL Melkadida UNHCR office.

This request for cleaning service will cover the UNHCR offices, residences, and any other premises in SOMEL Melkadida operation (Melkadida compound and Camps, Refer to page 6).

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;
- 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.
- Cleaning / dusting of fixtures such as cupboards, shelves, picture frames, couches and chairs (Two times a week);
- Cleaning / dusting of windows, heaters, Air Conditioners, doors, glass partition (Once a week);
- Cleaning of cupboards, 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 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 Laundry and gym houses:**

- Daily cleaning of floor, furniture and emptying of waste bins.
- Dusting of gym equipment (twice a week);

### **2.5 Compound/Garden:**

- Taking care of garden in the UNHCR office compound maintaining indoor andoutdoor 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, monitor and maintain the health of plants
- General clean up including weeding, pruning, grooming, staking;
- Mow the lawns, prune the bushes and trees, edge the walkways, and give thegrounds a manicured look, Prune and trim trees and bushes.
- Litter, leaf, and branch collection
- Mow, trim and fertilize green spaces, keep gardens and green spaces clear of debris
- Maintain all gardening equipment and machinery, like mowers, trimmers, and leaf blowers
- Deal with pest problems that could damage plants

### **2.6 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, andmicrowaves should be cleaned when required.
- Other cleanings: Ensure all unreachable spots are dusted including ceilings, lightbulbs and high tops of file cabinets and closets.

## **3 FACILITIES PERSONNEL POSITIONS AND INDICATIVE WORKING HOURS BY LOCATION**

### **3.1 Melkadida:**

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

The above time provided is an indication of the work timings. The working hours may be changed as per the request of Admin and working arrangement at SOMEL. As indicated above, the personnel will be required to work 8 hours a day excluding lunch break. Distribution of personnel schedule is based on rotation 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	Cleaner	Gardener	General labor/ Car Washer	Total
Whole Sub Office Melkadida	01	02	51	05	03	62
<b>TOTAL</b>	<b>01</b>	<b>02</b>	<b>51</b>	<b>05</b>	<b>03</b>	<b>62</b>

General labor 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 1<sup>st</sup> 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, taxes due to government, 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.

UNHCR is an international organization with a core mandate to assist refugees. Therefore, it may reserve the right to request a successful Bidder to include certain quota of refugees to be absorbed as employees under the Contract. It is also expected that employment of personnel under the Contract will be coordinated and cleared by UNHCR.

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 gardening materials, 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. In addition, Bidder should confirm to have at least one vehicle for operation and management use.

## **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 detailed information provided by the bidders on the compensation package will be assessed in the technical evaluation stage and will form a key scoring criterion 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 labor 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 their 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 capacity and Qualifications	General company qualifications and work experience in general with Government, INGOs and UN-Agencies: Submission of evidence that the vendor has conducted similar work with Government agencies and UN, INGO, diplomats with a better understanding context of operations and all government regulations during the implementation of the projects. Below 3 contracts with Gov, INGOs, or UN Agencies: 0/10 3 to 5 contracts with Gov, INGOs, or UN Agencies: 6/10 Above 5 contracts with Gov, INGOs, or UN Agencies: 10/10	10
	Years of Work experience in provisioning cleaning and gardening services to clients including reference letters, Purchase orders. Track Records & Current Projects: Submission of evidence regarding executed similar projects, supported with copies of purchase orders/contracts or letter of references or work completion certificates. 1. Below 5 years of experience: 0/10 2. 5 to 8 years of experience: 6/10 3. Above 8 years of experience: 10/10	10
Understanding of the requirements for services, proposed approach, solutions, methodology and outputs	Compliance with the requirements stated in the TOR. Signed copy of ToRs.	5
	Proposed approach to the required services. Table scheduling services, number of staff allocated per site.	5
	<b>Relevant experience in the Somali region:</b> Proven minimum 3 years work experience in the remote border areas of the Somali region, with effective cooperation with relevant local authorities. <b>Physical presence in the Somali Region:</b> Have an existing office (provision of office address) or have a convincing plan to establish an office in the region (share evidence of the plan).	15
Proposed personnel and Qualifications required to carry out the assignment	Provision of a List of core staff, their education background, roles and responsibilities & years of experience. <ul style="list-style-type: none"> <li>Manager with minimum experience of 5 years (as Manager) with good writing, reading, speaking, and listening English and Somali communication skills or 3 years (as Manager) with a Diploma/ Certificate (0 point if below 5 years and below 3 years (as Manager) with diploma, 10 points if from 5 years or 3 years' experience with a diploma (as Manager)). CV enclosed.</li> <li>Supervisor minimum experience of 3 years (0 point if below 3 and no diploma, 5 points if from 3 years of experience, with a diploma)</li> </ul>	15
Total		60

The technical criteria will be subject to **minimum passing weighted score of 36 point 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.

Sub Office	Office	Cleaners & gardeners	Remarks
Melkadida	UNHCR SOMEL Compound	1	Manager
Melkadida	UNHCR SOMEL Compound	2	Supervisors
Melkadida	UNHCR SOMEL Compound	49	Cleaners and General labors
Melkadida	Bokolmanyoo Field Office	2	Cleaners
Melkadida	Kobe Field Office	2	Cleaners
Melkadida	Hellowein Field Office	2	Cleaners
Melkadida	Buramino Field office	2	Cleaners
Melkadida	Melkadida FO Office	2	Cleaners
	<b>Total</b>	<b>62</b>	