



## **TERMS OF REFERENCE**

**FOR THE ESTABLISHMENT OF FRAME AGREEMENT FOR THE PROVISION OF  
MAINTENANCE AND MINOR CONSTRUCTION SERVICES**

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**UNHCR, MENA BUREAU**

## 1. INTRODUCTION

The purpose of this tender is to establish a Frame Agreement for maintenance and minor construction services for the UNHCR MENA Bureau. The chosen Contractor will be on standby to deliver these services upon receiving confirmation from UNHCR.

The selected Contractor will be required to provide maintenance and minor construction works to UNHCR MENA Bureau located in Princess Basmah Street, building no. 177, Amman, Jordan

### 1.1 General Rules:

During implementation of the works, the contractor shall avoid disrupting activities in and around buildings. The contractor shall have access to the building, which he/she shall always keep clean.

The contractor shall adequately protect the existing building from damage while performing the required works. The contractor shall repair or be responsible for costs of repairing all damage during the implementation of the project.

It is the contractor's responsibility to ensure the safety of all personnel (around and within the building) and contractor manpower at the building site.

***The Contractor will inspect the site prior to submitting an offer.*** No allowance will be made to contractors who fail to correctly assess site conditions, ground conditions or any other factors particular to this site not mentioned in this specification which have an impact on the conduct of the works.

The contractor shall show examples/samples of all materials to be used to the UNHCR representative and receive approval on the quality and color before using any materials.

## 2. SCOPE OF WORKS.

- General maintenance and minor construction services include, but are not limited to, minor construction, window and door repairs, painting, water and sanitation maintenance, electrical work, and renovation projects. Additionally, handyman tasks may involve replacing light bulbs, tightening cabinetry, fixing leaky pipes, cleaning drains, replacing windows, touching up painted surfaces, polishing floors, and assembling and disassembling office furniture.
- Electricity maintenance (fixing/replacement/laying) of electrical installations, replacement of light, bulbs and other electrical consumables dealing with electricity work required.

- Perform routine minor maintenance and light repairs at the office.
- Fix, repair, and install walls gypsum boards.
- Install, fix, replace, and repair of water and sewerage infrastructure. Also, maintenance of taps, flushing basins and toilet fittings accessories.
- Blacksmith and designed metal bars for windows and doors as security.
- Flooring works.
- Ceramic tiles installation/placement.
- Vinyl tiles installation/placement.
- Identify and report the need for major repairs.
- Identify the needs of rapid-consuming spare parts and consumables that will be required for the periodic maintenance of the office premises.
- A detailed monthly report for maintenance and repair of premises and equipment at office to be submitted to UNHCR Admin unit the cost of completed maintenance works and repairs.

The scope and specification of the work covered by this agreement is listed below:

A. CONSTRUCTION WORKS			
No	Description of the work/product	UoM	Annual Estimated Quantities
<b>1. ROAD WORKS</b>			
A.1.1	Supply and Applying of a face of M.C between (900-1000 KG) on each s.q m of base course including the single size at the top upon the instructions of the engineer on the site (according to the Jordanian specifications)	Ton	3.00
A.1.2	Supply and Apply a hot mixed asphalt wear course of the thickness of 5cm after compaction of 96%, upon the instructions of the engineer on the site (according to the Jordanian specifications).	m <sup>2</sup>	100.00
A.1.3	Supply and Apply 2 layers of seal coat, each layer will be covered with single size (limestone) as cover and then it will be compacted.	m <sup>2</sup>	10.00
<b>2. WALL ,CEILING &amp; FLOOR WORKS</b>			
A.2.1	Opening existing wall made of concrete blocks and/or gypsy board for the installation of new single or double door(s) or window with reinforced lintel in concrete or H beam.	m <sup>2</sup>	30.00
A.2.2	Supply and apply materials to execute wall plastering (rough coat and then soft coat) and repairing all the breaking and removing cracked or old plaster where needed and with all what is needed to complete the work from steel mesh .etc	m <sup>2</sup>	1,000.00
A.2.3	Provide and install gypsum board tiles false ceiling, of approved quality to match the existing, of size 60x60cm to replace damaged parts and to match the existing at corridors and offices, including reinforcing the steel frames where needed.	m <sup>2</sup>	60.00
A.2.4	Provide and install gypsum board partition, including reinforcing the steel frames where needed and excluding paint.	m <sup>2</sup>	45.00

A.2.5	Provide and install waterproof gypsum board partition, including reinforcing the steel frames where needed and excluding paint.	m <sup>2</sup>	20.00
A.2.6	Supply and install of ceramic tiles for floors or walls of approved quality with differed dimensions (30X30cm; 40x40cm; 30x60cm;60x60cm), including breaking and removing damaged parts and pointing the joints with white cement., with all needed cement, sand, mortar to complete the work.	m <sup>2</sup>	50.00
A.2.7	Ceramic skirting 120 mm x 10 mm thick, laid on 10 mm thick mortar backing, including removing damaged ones, and scratching the surface where necessary, with all needed cement, sand, mortar to complete the work.	LM	100.00
A.2.8	Supply and install of porcelain tiles for floors or walls of approved quality with differed dimensions , including breaking and removing damaged parts and pointing the joints with white cement., with all needed cement, sand, mortar to complete the work.	m <sup>2</sup>	100.00
A.2.9	Supply and install tartan flooring of approved quality with differed dimensions, including breaking and removing damaged parts and pointing the joints with white cement.	m <sup>2</sup>	30.00
A.2.10	Supply and install of the aluminum wall corner as connection of the ceramics.	pcs	40.00
A.2.11	Provide and lay local marble 3cm thick and, laid on mortar bed complete with polishing.	m <sup>2</sup>	20.00
A.2.12	Provide and lay local marble 3cm thick for skirting , laid on mortar bed complete with polishing.	m <sup>2</sup>	10.00
A.2.13	Provide and lay local marble 3cm thick - 30cm width- Thread , for indoor and outdoor stairs- skirting, laid on mortar bed complete with polishing.	m <sup>2</sup>	30.00
A.2.14	Supply and install vinyl floor carpet including skirting min. 120mm	m <sup>2</sup>	3,000.00
A.2.15	Supply and install 4mm bitumen rolls insulation of approved quality to waterproof defected areas i.e. flat roof. Work should include welding, one primer coat, cutting and overlapping as directed by the engineer	m <sup>2</sup>	50.00
A.2.16	Supply and install cement materials to close holes (size of 2 - 6 inches) in the concrete walls.	Each	10.00
<b>3. METAL &amp; STEEL WORKS</b>			
A.3.1	Repair for sliding steel gates of any size, including provision of all materials needed to replace damaged rolling gears.	pcs	8.00
A.3.2	Repair for sliding steel gates of any size, including provision of all materials needed to replace damaged steel rail with thickness of 5mm and different length.	pcs	2.00
A.3.3	Supply and install handrail mini. 90 cm made of stainless steel tube 5cm diameter.	LM	20.00
A.3.4	Supply and install handrail mini. 90 cm made of steel tube size of 8cmx4cmx1.7mm with all what is needed to complete the work	LM	20.00
A.3.5	Supply and install 2cm*2*2mm steel tubes of 3 m height, including all cutting, levelling and welding, to make skeleton for steel shades. Price should include painted with anti-rust painting and 2 coats oil painting.	LM	50.00

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A.3.6	Supply and install of steel horizontal gutter for prefab buildings or sheds, 0.7mm, with different size, including paint.	LM	10.00
A.3.7	Supply and install of steel vertical gutter for prefab buildings or sheds, 0.7mm, with different size ,including paint.	LM	10.00
<b>4. Shading &amp; Caravans</b>			
A.4.1	Full maintenance of the fabric sail shading (from the same existing fabric type), including all necessary material for full execution such as metal rods, dismantling, reinstallation, sewing, plates, screws, anchor bolts, etc....	m <sup>2</sup>	100.00
A.4.2	Full maintenance to the metal floor of the prefab including replacing the damaged and rusty parts, welding, etc....	m <sup>2</sup>	10.00

<b>B. WINDOWS &amp; DOORS WORK</b>			
No	Description of the work/product	UoM	Estimated Quantities
<b>1 .MAINTENANCE &amp; REPAIR WORKS</b>			
B.1.1	Provide and lay silicone sealant for the edges of the existing aluminum frames. Work includes removing the old silicone and cleaning the surface then laying new silicone	L.s	3.00
B.1.2	Repairs to steel doors, with steel frames of any kind and size, work to include all required materials, welding, screws, hinge, repair to frame and architrave, excluding lock, handle, glass and painting. Unit rate shall be including all associated works	pcs	11.00
B.1.3	Full maintenance to the revolving gates including the supply and install the all necessary accessories	pcs	1.00
B.1.4	Apply welding to different sections for doors, windows, hinges, grills, handrails, frames, all of any size complete with painting by antirust and oil paint two coats each together with complete finish. Price is per spot welding.	pcs	20.00
<b>2. SUPPLY &amp; INSTALLMENT</b>			
B.2.1	For safe-room; Maintenance of heavy metal shutter for window made of steel 5mm thickness with frame of any kind of size, including fixation to the wall with heavy duty hinges	m <sup>2</sup>	10.00
B.2.2	Supply and Replace wooden door frames up to 215cm*100cm.	pcs	10.00
B.2.3	Supply and install glass sticker -transparent and none transparent	m <sup>2</sup>	100.00
B.2.4	Supply and install glass sticker- blaster film	m <sup>2</sup>	100.00
B.2.5	Supply and install push to open handle for the emergency door, made of approved quality.	pcs	5.00
B.2.6	Supply and install heavy duty door closure made of approved quality with all accessories needed	pcs	25.00
B.2.7	Supply and install door handles for any kind of the doors, made of approved quality to match the existing.	pcs	50.00
B.2.8	Supply and install of Securit glass door accessories (closer)	pcs	10.00

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B.2.9	Supply and install of Securit glass door accessories (handles)	pcs	10.00
B.2.10	Supply and install of Securit glass door accessories (hinges)	pcs	10.00
B.2.11	Supply and install 10 mm glass (securit) made of approved quality.	m <sup>2</sup>	50.00
B.2.12	Supply and install pre-painted laminated wooden door, treated and waterproofed, leaves up to 100cm*210cm, all doors are complete with locks, frames, handles and hinges.	pcs	2.00
B.2.13	Supply and install motor for any kind handling a load exceeding 2 tons sliding steel doors/gates.	pcs	4.00
B.2.14	Provide and install cylinder lock with minimum 3 keys to doors to match the existing	pcs	15.00
B.2.15	Supply and install and replacement of all needed accessories such as rails. This also includes any adjustment or modification to the door.	each	10.00
B.2.16	Supply and install and replacement of all needed accessories such as wheels, this also includes any adjustment or modification to the door.	each	10.00
B.2.17	Supply and install and replacement of all needed accessories such as screws, This also includes any adjustment or modification to the door.	each	10.00
B.2.18	Supply and install and replacement of all needed accessories such as, handles, etc. This also includes any adjustment or modification to the door.	each	10.00

C.	PAINTING		
No	Description of the work/product	UoM	Estimated Quantities
<b>1. PAINTING WORKS</b>			
C.1.1	Supply and apply two coats of oil paint, gloss or matt finish, of approved quality, to walls, wooden or steel works with primer coats (All works to be executed after scrubbing the existing paint completely, filling holes and cracks by two coats of putty or plastering.	m <sup>2</sup>	150.00
C.1.2	Supply and apply two coats emulsion paint of approved quality, water or oil based as instructed to match the existing (All works to be executed after scrubbing the existing paint completely, filling holes and cracks by putty or plastering if needed.	m <sup>2</sup>	200.00
C.1.3	Supply and apply two coats special painting-hot applied 15cm wide markings lines for the cars parking area. Works to include, dusting and cleaning the asphalt properly then apply primer and two coats oil based white painting.	LM	100.00
C.1.4	Supply and apply 3 layers waterproofing paint, two are base and the third is the final on top. Price must include scrubbing the existing paint completely, filling holes and cracks by putty or plastering if needed.	m <sup>2</sup>	100.00
C.1.5	Supply and apply of the Eggshell Paint of approved quality.	m <sup>2</sup>	40.00

C.1.6	Supply and install good quality wall papers of approved design and material including scraping the old pain and make a good finish to install the new layer	m <sup>2</sup>	20.00
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D.	WAT-SAN		
No	Description of the work/product	UoM	Estimated Quantities
<b>1. CLEANING AND REPAIR</b>			
D.1.1	Carefully clean the underground concrete water tank about (minimum of 40m3) capacity works to include tank dewatering, cleaning the water tank up to engineer satisfaction, reinstating all the connections, testing, and then removing all wastes.	L.s	1.00
D.1.2	Cleaning all kinds and size of sewer pipes between manholes, including rodding, excavation etc.	L.s	1.00
D.1.3	Carefully cleaning the 2.25 m3 capacity plastic water tank, unfixing & refixing water connections if needed with provision of all accessories needed, works shall includes replacing the two screws of the tank cover by new stainless screws with nuts.	pcs	5.00
D.1.4	Cleaning and unblocking of all type and size of wash basins, sinks, bidets, urinals etc.	pcs	36.00
D.1.5	Repair for flushing cistern of a any type W.C. suite, including replacing flushing cistern accessories, as per instructions.	pcs	36.00
D.1.6	Treatment of water leakage from the edges of any type W.C. seat by pointing with white cement containing anti-leakage materials, filling and making good finish.	pcs	36.00
<b>2. SUPPLY &amp; INSTALLMENT</b>			
D.2.1	Supply & install stainless strainers of approved quality for the taps' outlets of water mixers or water taps to replace damaged ones.	pcs	8.00
D.2.2	Supply & install stainless strainers of approved quality for the sensor taps' outlets of water mixers or water taps to replace damaged ones.	pcs	36.00
D.2.3	Supply & install complete any type flushing cistern for western style WC suite including 10 bars pressure flushing valve O1" diameter, and to be similar to existing to replace the damaged one.	pcs	36.00
D.2.4	Supply and install 11/2" or 11/4" chrome plated wash basin outlet trap OK make or similar approved.	pcs	36.00
D.2.5	Supply and install hydraulic plastic seat cover for W.C. seat complete with all accessories needed.	pcs	36.00
D.2.6	Supply and lay 2"-3" diameter PVC pipes including excavation for depths up to 100 cm, in any kind of soil including concrete area. Works include concrete casing around the pipe, backfilling make good finish by concreting the surface area 10 cm thick.	LM	20.00
D.2.7	Supply and install sensor taps (hot/cold) of approved quality, flow rate 5 l/m at 3 bar, safety class at IP65, battery powered, with all associated accessories	pcs	36.00
D.2.8	Supply and install western style W.C. seat , approved to match the existing, all complete with flushing cistern, water and sewer connections, repair of damages due to unfixing and refixing.	pcs	10.00

D.2.9	Supply and install imported or similar quality made angle valves as water mixer accessories to replace the damaged ones.	pcs	50.00
D.2.10	Supply and install push to flush system for the urinal, imported or similar made and approved quality.	pcs	36.00
D.2.11	Supply and install plastic spray hose of approved quality, flexible, to replace the damaged ones.	pcs	100.00
D.2.12	Supply and install flexible tube 1/2" chrome of approved quality with all accessories needed with different lengths	pcs	100.00
D.2.13	Supply and install (1/2 HP) electrical water pump, of approved quality, including all fittings for connection but excluding electrical wires and circuit breaker.	pcs	1.00
D.2.14	Supply and install (3/4 HP) electrical water pump, of approved quality, including all fittings for connection but excluding electrical wires and circuit breaker.	pcs	1.00
D.2.15	Supply and install (1 HP) electrical water pump, of approved quality, including all fittings for connection but excluding electrical wires and circuit breaker.	pcs	2.00
D.2.16	Supply and install (2 HP) electrical water pump, of approved quality, complete with all fittings for connection but excluding electrical wires and circuit breaker.	pcs	2.00
D.2.17	Supply and install of the manhole steel cover size 50x50cm.	pcs	5.00
D.2.18	Supply and installation of plastic covers for water tanks with differed types and sizes.	pcs	10.00
D.2.19	Supply and install 10x10 cm plastic/ stainless steel drain grill of approved quality , price must include excavation, backfilling and good finish.	pcs	10.00
D.2.20	Supply and install imported or similar quality made water mixer of approved quality to replace the damaged ones.	pcs	7.00
D.2.21	Supply and install float valve 1/2'-3/4".	pcs	7.00

E. ELECTRICAL WORKS			
No	Description of the work/product	UoM	Estimated Quantities
<b>1. SUPPLY &amp; INSTALLMENT</b>			
E.1.1	Supply and install 5/10 Amp one gang switch, of approved quality to match the existing.	pcs	25.00
E.1.2	Supply and install 5/10 Amp socket outlet of approved quality with earthing similar to existing instead of damaged one.	pcs	25.00
E.1.3	Supply & install 3x2.5sqmm electrical cable internally or surface mounted , complete with PVC channels/tubes with PVC bends, connectors, fixings etc.	LM	250.00
E.1.4	Supply & install 3x4sqmm electrical cable internally or surface mounted , complete with PVC channels/tubes with PVC bends, connectors, fixings etc.	LM	10.00



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E.1.5	Supply & install 3x6sqmm electrical cable internally or surface mounted , complete with PVC channels/tubes with PVC bends, connectors, fixings etc.	LM	10.00
E.1.6	Supply & install 3x10sqmm electrical cable internally or surface mounted , complete with PVC channels/tubes with PVC bends, connectors, fixings etc.	Lm	10.00
E.1.7	Supply & install 5x12sqmm 3 phase electrical cable internally or surface mounted , complete with PVC channels/tubes with PVC bends, connectors, fixings etc.	Lm	10.00
E.1.8	Supply & install 5x16sqmm 3 phase electrical cable internally or surface mounted , complete with PVC channels/tubes with PVC bends, connectors, fixings etc.	Lm	10.00
E.1.9	Supply & install 5x20sqmm 3 phase electrical cable internally or surface mounted , complete with PVC channels/tubes with PVC bends, connectors, fixings etc.	Lm	10.00
E.1.10	Supply and install complete LED lighting fixture 60 x 60 cm of approved quality with complete electrical installations, Min IP65, CE, RoHS, min efficacy 100 lumens/watt, and 2+ years min warranty.	pcs	100.00
E.1.11	Supply and install motion sensor connected to LED lighting feature.	pcs	30.00
E.1.12	Supply and install LED light tube, 120 cm long 18W of approved quality, complete with electrical installations, CE, RoHS, min efficacy 100 lumens/watt, and 2+ years min warranty.	pcs	20.00
E.1.13	Supply & install spot light 6' up to 20watt LED - 220volt lamp of approved quality instead of damaged one, CE, RoHS, min efficacy 100 lumens/watt, and 2+ years min warranty.	pcs	50.00
E.1.14	Supply, install, test, put in operation and commission double schuko socket 2 pin 10/16 amp of approved quality complete with wiring, electrical connection to sub-main distribution board and accessories needed.	pcs	100.00
E.1.15	Supply & install 8-12 watt LED - 220volt bulb -of approved quality instead of damaged one, CE, RoHS, min efficacy 100 lumens/watt, and 2+ years min warranty. Price exclude cables or switches.	pcs	30.00
E.1.16	Supply & install SOLAR POWERED 50 watt LED - 220volt flood light- 3 pins- of approved quality instead of damaged one, with Lithium battery enough for 3 days (cloudy no sun), CE, RoHS, min efficacy 100 lumens/watt, and 3+ years min warranty. Price exclude cables or switches.	pcs	15.00
E.1.17	Supply and install MCB electric circuit breaker of approved quality, 10-25 Amp single phase.	pcs	10.00
E.1.18	Supply and install MCB electric circuit breaker of approved quality, 26-60 Amp single phase.	pcs	5.00
E.1.19	Supply and install MCB electric circuit breaker of approved quality, 61-100 Amp single phase.	pcs	5.00
E.1.20	Supply and install electric circuit breaker industrial, of approved quality, 3 phase, 30 to 60 Amp three phase instead of damaged one and making good finish due to unfixing & re-fixing.	pcs	5.00

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E.1.21	Supply and install schuko electric socket 3pin 10/16 Amp with earthing of approved quality including (3x2.5)mm wiring, pvc channels, testing and commissioning and connection to main distribution board.	pcs	25.00
E.1.22	Supply and install (1.6 to 2.5) cm diameter PVC conduit pipes or channels for surface mounted electrical wires including PVC bends etc.	LM	100.00
E.1.23	Supply and install joint box to match the existing of approved quality.	pcs	10.00
E.1.24	Supply and install 3 ton Italian motor for the sliding gate in compliance with the existing setup.	pcs	2.00
E.1.25	Supply and install outdoor LED round lighting panel 20 or 25cm diameter 18 Watts (+/- 2 watts), IP56, CE, RoHS, min efficacy 100 lumens/watt, and 2+ years min warranty. Color temp to be confirmed later.	pcs	50.00
E.1.26	Supply and install outdoor LED square panel 60X60 cm lighting fixture 36 Watts (+/- 2 watts), IP56, CE, RoHS, min efficacy 100 lumens/watt, and 2+ years min warranty. Color temp to be confirmed later.	pcs	100.00
E.1.27	Supply and install of 2x2.5 sqmm electrical cable	LM	200.00
E.1.28	Supply and install of Photocell for lighting control, including all parts needed, of good brand and minimum 2 years warranty	LM	1.00

F. SERVICE WORKS			
No	Description of the work/product	UoM	Estimated Quantities
<b>1. HANDYMEN</b>			
F.1.1	Hire labours to demolish concrete walls, tiles, taking off the doors, removal of sinks, toilets seats, carrying services, cutting steel, etc..., price must include the disposal of construction materials to designated dumping site (upon request)	Labor/day	1
F.1.2	Provide suitably qualified and equipped personnel to be in UNHCR premises to perform minor maintenance works as required by UNHCR as described in Annex-A (TOR of the maintenance foreman). Price is for 1 personal per day and without spare parts and materials. (preventative and upon request)	Labor/day	1
F.1.3	Provide suitably qualified and equipped personnel to be in UNHCR premises to perform minor maintenance works as required by UNHCR as described in Annex-A (TOR of the maintenance foreman). Price is for 1 personal per day and without spare parts and materials. (preventative and upon request)	Labor/hour	12

### 3. SCHEDULE AND RESPONSE TIME

- Preventative Maintenance: The Contractor is requested to arrange for a monthly visit to for preventative maintenance, in particular for toilets/urinals/ bidets. These visits have to be arranged by the Contractor with UNHCR. UNHCR may decline/cancel such visits in case they are deemed not needed at the time.

- Ad-hoc/Urgent Requests: The Contractor should acknowledge the receipt of the request within one (1) working hour and be ready to address the request on site within four (4) working hours from the receipt of the request.
- Minor Works Projects: The Contractor should acknowledge the receipt of the request within one (1) working day and the proposed offer (based on fees in Annex B) should be submitted within three (3) working days of the receipt of the request (this may include a site visit and assessment). Unless otherwise agreed the Contractor should be ready to address the request on site within one week from the receipt of the request (subject to UNHCR's acceptance of the offer and handing over of the site).

#### **4. SUPERVISION AND REPORTING**

- Contractor Supervisor must have technical knowledge in the field of the above-mentioned works.
- During the periods of assigned work, the Supervisor should receive a daily report from his/her Assistant(s) and inform UNHCR on any issue which could have happen during the day.
- The working hours for the workers and supervisor will be from 8:30 A.M. to 16:30 Sunday through Thursday and during weekends if needed.
- The company should ensure that staff designated to work in UNHCR's premises speaking/writing English (basic).
- UNHCR expect entire contractual job to be done in professional, manner and in compliance with the technical standards applicable to each area of the intervention. In case of low quality of the performed work which is below customary and the agreed standard/specifications of the job, the contractor is obliged to redo the job without any additional payment for work and consumed material.
- All the job should be authorized before proceeding the action. Any emergency task may be ordered by UNHCR has to be confirmed by the authorized personnel of UNHCR in writing via e-mail next working day.

#### **5. CONTRACTOR'S RESSPONSSIBILITIES:**

- The Contractor shall be responsible for his personnel who will remain totally under the supervision of the Contractor. The Contractor shall be responsible for the payment of salaries, uniform, contributions, and insurance of their service personnel. The contractor should provide proof of compliance with national regulations regarding labor law.
- All employees 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 at any kind of dispute relating to the above. In case any liability arises due to non-performance by the service provider, under no circumstances UNHCR shall be liable for the same.
- All staff 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 Contractor's personnel whilst performing services under this contract and the Contractor shall relieve UNHCR of any liability as a consequence of such injury, damage or loss to the Contractor's service personnel.
- The supplier is responsible for providing the adequate number of personnel to keep the office spotless, and fully serviced during operational hours to keep the places and the site clean, without any damage after completion the maintenance.

#### **6. CONTRACTOR SHALL GUARANTEE:**

- That the work is delivered in timely manner and good quality. That his staff will refrain from divulging or using for their advantage or that of a third party any information or documents which come to their knowledge during the performance to their duties.
- The Contractor shall conduct pre-hire physical examinations at its own cost and expense, to ensure compliance with the above-mentioned requirements. It is the supplier responsibility to do the pre-hire examinations in accordance with Jordan laws.
- In the case of any error or malfunctioning in the contracted supplies, it shall be the responsibility of the supplier to carry out the service once more to the satisfaction of UNHCR.

#### **7. UNHCR'S RESSPONSSIBILITIES:**

- UNHCR will grant permission of entry for the service provider staff.
- UNHCR will request ID cards to be presented at main gaits and staff of service provider sign in and out on each entry.
- UNHCR will facilitate access for the service provider and its staff in all offices, and other work areas concerning each assignment.
- UNHCR may request the service provider to withdraw any of their workers from the UNHCR office without assigning any reason immediately.

#### **8. STAFFING & WORKING HOURS:**

The required number of staffing for each of the above-mentioned services will be mutually agreed by both parties (UNHCR & the contractor) depending on the size of the work location and actual requirement and as per the below table:

Agency	Days	Time
UNHCR	Sunday – Thursday (and Saturday if needed)	8:30 – 16:30