

## Section II: Schedule of Requirements

### Terms of Reference

#### Provision of Financial Management Software

##### Background

Background and objective: In September 2011, UN Secretary-General Ban Ki-Moon launched the Sustainable Energy for All initiative as a global partnership platform that was to promote and support new collaborative approaches for governments, business and civil society to work together in making sustainable energy for all a reality by 2030. Set up as a multi-stakeholder platform, SEforALL aims to contribute towards three interlinked objectives: (i) ensure universal access to modern energy services; (ii) double the global rate of improvement in energy efficiency; and (iii) double the share of renewable energy in the global energy mix. In working towards these goals, SEforALL engages with leaders across the world, empowering them to broker the partnerships and to unlock the finance necessary for a radical energy transformation in their countries, sectors or regions. SEforALL works by marshalling the evidence about what works and what doesn't; benchmarking the progress made across countries, and pointing to it; amplifying the voices of the energy poor and others who need to be engaged for a global movement to emerge; telling the stories of success to offer motivation where inertia is settling; and connecting leaders with each other and the ideas and innovation they need to move forward.

UNOPS office in Geneva is providing project management services for the Sustainable Energy for All (SEforALL) Partnership including fund management and operational support services. UNOPS is now looking for suitably qualified and experienced Company to provide all technical and equipment necessary for the provision of Cleaning Services in Vienna, Austria, hereinafter referred to as 'Services').

The cleaning services is required for SEforALL office premises which staff approximately 35 people for the period of January 1, 2019 to December 31, 2019.

### Scope of work:

This is to provide cleaning services of high industry standards using environmentally friendly cleaning products and supplies, for premises of approximately 730m<sup>2</sup>. The layout is one floor comprising of office space, conference facilities and common areas.

**Office Location:** Sustainable Energy for All  
Andromeda Tower  
Donau City Strasse 6, 15<sup>th</sup> Floor  
1220, Vienna, Austria

### 1.1 General Office cleaning

The cleaning company would be required to clean: Entrance, Offices, kitchens, bathrooms, and open office space, daily, Monday through Friday, excluding official holidays.

1. Empty all trash bins, including recycling bins, replace plastic bags in rubbish bins, fold/tear and recycle cardboard boxes, and remove trash to the appropriate collection point in the basement of the building. See below
2. Clean both sides of internal glass doors and glass partitions removing prints and smudges; wipe frames.
3. Thoroughly dust all horizontal and vertical surfaces, including windowsills, ledges, telephones, pictures, office furniture.
4. Thoroughly vacuum all carpets.
5. Spot treat dirty carpet areas.
6. Complete all high dusting once a month.
7. Water the office plants on a weekly basis.

### 1.2 Desks and Desk equipment

Cleaning of the desks and equipment of the desks will not be part of this contract. Desk cleaning will be done by the people occupying the desks.

### 1.3 Kitchenette Areas (2 Kitchens)

1. Empty all trash bins, replace plastic bags in rubbish bins, and remove trash to a collection point in the garage of the building – see below.
2. Wipe clean fronts, tops, and sides of office trash bins.
3. Stock and wipe/polish dispensers as needed.
4. Damp wipe counters.
5. Clean and sanitize sink
6. Spot clean cabinets and exterior of appliances to present at neat appearance.

7. Clean interior of microwaves removing food particles and stains twice a month.
8. Clean once a month each refrigerator.
9. Wash kitchen cloth towels twice a month.
10. Dust mop hard surface floors.
11. Damp mop hard surface floors
12. Load and unload dishwasher
13. Dishwasher Soap, Hand wash soap, washing-up liquid refilled; paper towels replenished (Supplied by SEforAll)
14. Clean dirty dishes when dishwasher is in use or left over dishes in sink.

## **1.4 Restrooms (4 Rest Rooms)**

1. Empty all trash and sanitary napkin receptacles, replace liners, as needed and wipe receptacles clean. Remove trash to a collection point – see below.
2. Stock towels, tissue, and hand soap. Wipe/polish dispensers as needed.
3. Toilets and urinals to be cleaned and sanitized inside and outside.
4. Scour and sanitize all basins.
5. Dust horizontal surfaces and clean and polish mirrors.
6. Sweep or dust mop hard surface floor
15. Soap, washing-up liquid refilled; paper towels replenished. (Supplied by SEforAll)
7. Provide and refill hand sanitizer bottles when required. (Supplied by SEforAll)

## **1.5 Waste Management and Recycling**

The following types of recycling will be used – waste, plastic, glass, cans, paper and cardboard. The contractor must ensure correct disposal of the individual types into respective containers located in the garage. The contractor will provide containers on each floor for collecting plastic bottles, which will be stationed in the kitchenettes. Waste bins will be emptied according to the terms already outlined. Collection and disposal for the recycling stations, except for waste, will be done weekly.

## **1.6 Supplies and Equipment**

The contractor will provide all cleaning equipment, as well as environmentally friendly cleaning supplies required for carrying out the work. There is a dedicated storage room on the premises for keeping supplies and equipment.

## **Daily Work schedule**

The cleaning work will be carried out outside office working hours within the following timeframe – from 6:00 a.m. to 9:00 a.m. The contractor will be provided with the Sustainable Energy for ALL official holidays, which coincide with Austrian National holidays.

### **Duration of contract**

The contract is anticipated to start on January 1, 2019 to December 31, 2019.

### **Reporting**

The contractor will report to the Chief Administrative Office of Sustainable Energy for All.

### **Company Qualifications**

- Proven track record in rendering satisfactory services to high-end premises.
- Company has been in business for at least three years providing cleaning services.
- The personnel must have training and experience in similar environments; and
- Must not have criminal records or pending court cases against them.
- Company must be able to provide cleaning services in Vienna, Austria

### **Payment Schedule**

Payments will be done on a quarterly basis composed of 3 months. A total of 4 invoices will be submitted throughout the life of the contract.