

Section II: Schedule of Requirements

eSourcing reference: RFQ/2019/9480

TERMS OF REFERENCES

PROVISION OF OFFICE CLEANING SERVICES FOR UNOPS MYANMAR

1. Introduction

UNOPS Myanmar office was set up in year 2010 to manage several projects in Myanmar, such as fund management of the multi-donor Three Diseases Fund, the Livelihoods and Food Security Trust Fund and Three Millennium Development Global Fund. In addition, UNOPS Myanmar has been appointed as the Principal Recipient of the Global Fund to Fight AIDS, Tuberculosis and Malaria grants to Myanmar. The offices of MMOH, PR-GFATM, LIFT and 3MDG projects are located in No.12 (O), Pyi Thu Street, 7 miles, Mayangone Tsp. Yangon. There are 6 buildings in this compound. To keep these buildings and compound clean, daily cleaning services are required.

2. Scope of Services

The identified services provider will be expected to provide cleaning services of high industry standards for premises consisting of office working area, reception area, car parking area, canteen, furniture, conference and meeting rooms, toilets and bathrooms and balconies.

3. Expected Deliverables

- a. The Service provider will be fully responsible for all work and services performed by its staff.
- b. Services will be provided from Monday to Friday from 7:30am and 5:00pm, except on UNOPS holidays. However, note that certain special services may be arranged on weekends.
- c. Execute everything necessary for the services in accordance with industry standards and norms in terms of the prevailing sectorial determination, and industry acceptable training levels, and any other relevant regulations, including, but not necessarily limited to:-
 - i. The provision of all the Service Providers' qualified, competent and well-trained personnel and supervision thereof, required for the servicing of the cleaning contract.
 - ii. The service provider shall at all times ensure that all staff is neatly clothed in uniforms (with the company logo) with necessary protective equipment which shall include but not limited to headgear, shoes and hand gloves.
 - iii. All areas of the office to be kept clean at all times and in all areas.
- d. Daily cleaning of office areas, meeting rooms, canteen, car parking and all other areas
- e. Replenish toilets supplies daily or as required.
- f. Ensuring cleanliness of all furniture and equipment, which will include but are not limited

to desks, computers, telephone sets, photocopiers and shredders, inside the offices at all times.

- g. Daily cleaning of toilets, washbasins, and other bathroom fixtures with appropriate soap/chemicals.
- h. Windows to be cleaned on a weekly basis
- i. Special cleaning to be as directed by the facility management in the required areas.
- j. Special cleaning shall be either weekly or monthly as directed by the facility management.
- k. Carrying and replacement of drinking water bottles from water dispensers
- l. Assist in office rooms relocating (moving office furniture, supplies and files) and other facility assistance if required.
- m. Service provider will always promptly replace any personnel whatever reason determine at the given time. A replacement personnel shall fulfil the qualification criteria established in this ToR and shall commence work not later 9:00am on the commencement date.
- n. Courtesy and conduct of company staff should be acceptable by UNOPS Office.

4. Premises

All applying parties may make a visit to assess UNOPS premises prior to submitting an offer.

5. Indemnity

The Service Provider shall indemnify UNOPS against any claim for compensation in terms of Workmen's Compensation legislation for any loss, which the Service Provider is liable; and any claim by any employee of the Service Provider for any loss or damage resulting from any bodily injury and/or damage to property caused by cleaning staff.

6. UNOPS Responsibilities

- i. UNOPS will provide all equipment, as well as environmentally friendly cleaning supplies required for carrying out the work provision for in depth quarterly cleaning
- ii. UNOPS admin unit will provide overall guidance and supervision to the cleaners; however, service provider is required to appoint one personnel to providing a leading role among the cleaners.

7. Qualifications of Service Provider

- 1. Proven record of accomplishment in rendering satisfactory services to high-end premises.
- 2. Financially sound and stable, evidenced by authentic financial statements for the past two years of operation
- 3. The personnel must have training and experience in similar environments and must not have criminal records or pending court cases against them. Those seconded to work at UNOPS will be required to submit a Certificate of Good Conduct.
- 4. The personnel shall also be required to provide certificate of fitness for the work from a qualified medical practitioner.
- 5. The personnel must have basic cleaning knowledge and at least, one year experience in

- a similar position.
- 6. The minimum age of the assigned cleaners should be 18 years old.
- 7. At least two male staffs to be proposed.

8. Submission of proposal to offer services

This will include:

- i. The organizations detailed profile
- ii. CV's of key personnel in the firm
- iii. A listing of organizations where similar service is being/ has been offered
- iv. Valid Certificate of Registration
- v. Financial proposal
 - (a) Clear breakdown of the financial proposal excluding taxes.

9. Duration

The contract is expected to run for a period of one year with the possibility extension for additional one year based on satisfactory performance.