

**DATE: 21/11/2016**

**REQUEST FOR EXPRESSION OF INTEREST: No. UNHCR/PS/2016/SERVICES/FU  
EOI/004**

**TO BE INCLUDED IN A ROSTER OF VENDORS FOR THE PROVISION OF VARIOUS  
SERVICES IN SELECTED COUNTRIES**

**CLOSING DATE AND TIME: 15/01/2017 – 23:59 hrs CET**

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**ANNEX I: SHORT DESCRIPTION OF THE REQUIRED SERVICES**

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**All information provided herein is provided for indicative purposes only and must not be understood as mandatory requirements. Detailed and binding terms of reference for the services will be included in the solicitation documents, if and when a request of offers is shared with the pre-qualified vendors included in the roster.**

**Please be aware that this Expression of Interest is an initiative carried out by UNHCR at global level. It does not affect in any manner, existing contracts/frame agreements with UNHCR or ongoing tendering processes with UNHCR at a local level for the provision of the same requirements.**

## **1. INTERPRETATION AND TRANSLATION**

### ***Description:***

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- Timely **translation** of documents and publications maintaining the original format of the text.
- **Consecutive/ Simultaneous interpretation** of speeches, testimonies, declarations, etc. at UNHCR premises or as required.

### ***General Information:***

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A high work quality reflecting an accurate portrayal of the meaning of the source document/speech is required. Familiarity with different terminologies (e.g. medical, legal, diplomatic etc.) depending on the assignment may be required.

Effective and efficient provision of services must be ensured, while maintaining full confidentiality in all aspects of the assignment and the management of information.

The services shall be performed within set deadlines. UNHCR may require further comments and corrections.

## **2. CLEANING**

### ***Description:***

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General cleaning of office and/or accommodation spaces during working and non-working hours.

It may be required to provide the services based on a **predetermined schedule** - *daily, weekly, monthly, quarterly and yearly tasks* -, **additional services** beyond the standard cleaning (e.g. ad-hoc cleaning following an event organization) and also **urgent cleaning** due to exceptional unforeseen circumstances (e.g. weather conditions, fire, flood etc.).

The required services may include, but not be limited to:

- Dusting/wet-wiping office furniture and equipment, as well as windows and elevators,
- Bathroom cleaning and replenishment of toiletries,
- Wet mopping/ cleaning of stairs, corridors, floor of all traffic areas and offices,
- Polishing of marble floors and tiles,
- Cleaning of storage rooms, cafeteria, reception, security desk, etc.,
- Vacuum cleaning of carpeted areas,
- Cleaning of areas outside the office (courtyard, entry, verandas) and 'public' areas like parking lot, gym,
- Room cleaning,
- Exchanging bedding and linen,
- Bed making,
- Laundry washing, ironing and pressing,

### ***General Information:***

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The provision of cleaning materials and tools, as well as personal protective equipment used in the cleaning process may be required.

As not to be harmful to the environment and to all of those that are exposed to the products, all cleaning materials are not to contain toxic substances.

### 3. **GARDENING**

***Description:***

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Gardening and complete maintenance of all gardening areas and verges within UNHCR premises. It may also include garden design and landscaping.

***General Information:***

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The required services may include, but not be limited to:

- General cleaning of the garden,
- Watering of the garden including trees, lawns, bushes, flowers,
- Cutting and maintaining all grass areas, including fertilizing,
- Seasonal cultivation of flowers, planting or transplanting various plants and flowers,
- Trimming and pruning of the bushes/shrubs,
- Landscaping – design and planting outdoor and indoor -.

#### 4. **PRINTING**

##### ***Description:***

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Paper reproduction of text and images, which may include the design and layout of material in accordance with UNHCR guidelines.

##### ***General Information:***

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Publications may include different formats and languages in the form of brochures, leaflets, reports, training materials and practical guides, posters, postcards, calendars, books and specialized publications designed for different target groups. Frequently, the items shall bear UNHCR logo.

Whenever possible, all products shall be produced from [environmentally friendly material](#).

The required services may include, but not be limited to:

- Print production,
- Formatting and setting,
- Correcting and Proof-reading,
- Binding and finishing,
- Packaging,
- Ad-hoc print related services: e.g. CD/DVD engraving, CD cover

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Haut Commissariat des Nations Unies pour les réfugiés

## 5. **MESSENGER SERVICES**

### ***Description:***

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Picking up and carrying messages and/or packages, as well as distributing documents and packages within and outside UNHCR premises in a **timely, safe and confidential manner**. Ability to speak read and write in English in addition to the local language may be required.

Packages and documents must be handled with special care, especially those marked as “fragile”.

### ***General Information:***

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The required services may include, but not be limited to:

- Timely and efficiently delivering packages/ messages to and from different destinations as required,
- Collecting letters and parcels from and to the post office,
- Maintaining records of daily visits,
- Loading and unloading goods from trucks and delivery vans.

## 6. ROAD CARGO TRANSPORTATION

### ***Description:***

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Transportation by truck of diverse core relief items, materials and other equipment, inter alia, blankets, plastic sheets, kitchen sets, foam mattresses, water jerry-cans, sleeping mats, clothes, plastic rolls, tents, rechargeable fans, solar lamps, prefabricated warehouse, generators, sleeping bags, shelter kits, livelihood kits, carpets, stoves, children kits etc. to and from UNHCR's and partner's warehouses.

### ***General Information:***

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Services shall be provided to and from various destinations inclusive of fuel and drivers based on truck size. The service provider may be requested to perform the services regularly or urgently on a priority basis to UNHCR, availing properly equipped and maintained trucks as well as competent and qualified personnel; and assuming full responsibility of UNHCR Cargo from the collection point to the final delivery point.

In addition to the country road networks, familiarity with national customs law and conventions on carriage of goods may be required. Compliance with national transportation laws, registration and insurance of staff and cargo shall be ensured.

Access to remote locations may be requested. Unless otherwise indicated, each transportation service is **exclusively** for UNHCR goods, thus no other commercial cargo will be accepted.

## 7. PASSENGER TRANSPORT

### ***Description:***

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Inland transport services, generally by bus. Beneficiaries of the services could include single women, children, disabled person, people with serious medical problems, elderly etc.

### ***General Information:***

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Services shall be provided to and from various destinations inclusive of fuel and drivers. The service provider may be requested to perform the services regularly or urgently on a priority basis to UNHCR, availing properly equipped and maintained vehicles as well as competent and qualified personnel.

Compliance with national transportation laws, registration and insurance as applicable must be ensured. Access to remote locations may be requested. Unless otherwise indicated, each transportation service is [exclusively](#) for UNHCR.

## 8. CUSTOMS CLEARANCE

### ***Description:***

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Custom clearance of shipments at the point(s) of entry, ensuring that cargo is cleared correctly and in a timely manner while avoiding any actions that may result in potential delays or increased costs. The service provider will be required to prepare all necessary customs documentation based on UNHCR standard instructions, particulars on the shipping documents and all laws and regulations applicable as dictated by the nature of the goods.

The service provider shall perform all coordination duties related to the customs clearance and the handling and movement of cargo between the point, customs' representatives, UNHCR's representative and freight operational units.

### ***General Information:***

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The service provider should be knowledgeable and familiar with relevant [customs regulations](#), especially those applicable to Humanitarian Aid and International Organizations, and hold an [official authority permits](#) for Customs Clearance and Transport Services, if required. The services must be performed in accordance with best commercial practices.

The commodities to be customs cleared may include, but will not be limited to:

- Emergency shelter items, e.g. blankets, plastic sheeting, buckets, family tents etc.
- Water and sanitation supplies and equipment,
- IT equipment e.g. computers and printers,
- Hygiene Kits,
- Clothes,
- Assembled housing units,
- Dry food