

Annex A - Terms of Reference

Provision of Cleaning, Janitorial, Gardening, Pest Control and Minor Maintenance Services

1. Background and Objective

UNHCR Jordan invites proposals from reputable, self-contained and duly registered service providers for the establishment of a frame agreement for cleaning, janitorial, gardening, pest control and minor maintenance support services for UNHCR premises in Jordan. The contractor shall provide efficient, reliable, hygienic and responsive services during official working hours and, where requested and approved in advance by UNHCR, after working hours, on Saturdays, Fridays or official UNHCR holidays.

2. Covered Locations

The services under this RFP shall cover the following locations only:

No.	Official Location Name
1	UNHCR Registration Center in Khalda, Amman
2	UNHCR RB MENA and CO Amman, Abdoun, Amman
3	Sub Office Mafraq (Zaatari Camp)
4	Field Office Azraq Camp

3. Regular Working Days and Overtime

- **Regular working days:** Sunday through Thursday.
- **Regular daily working time:** Eight (8) hours per day, unless otherwise agreed in writing by UNHCR.
- **Saturday:** Saturday is not a regular working day and shall be treated as overtime/support day when services are requested and approved by UNHCR.
- **Friday and official UNHCR holidays:** Services may be requested only on the basis of prior written approval by UNHCR and shall be paid at the applicable overtime/support rates quoted in Annex C Financial Offer Form.
- **Overtime approval:** Any overtime, weekend, holiday or after-hours work shall require prior written approval by UNHCR Administration.

4. Minimum Staffing and Eligibility Requirements

- The bidder shall have at least forty-five (45) cleaners currently employed on a full-time basis under the bidder company name, with supporting social security records showing the bidder as employer/sponsor.
- All personnel assigned to UNHCR shall have the required governmental papers under the bidder/successful contractor name, including valid work permits where applicable, social security enrolment, medical insurance and non-conviction certificates.
- A minimum of one messenger/supervisor shall be available for each location, with two supervisors/messengers for UNHCR Registration Center in Khalda, Amman, if required by operational needs.
- The contractor shall designate one project manager to supervise and manage the overall operation across all covered locations, including regular quality control visits.

- The bidder shall have at least five (5) years of relevant experience in the cleaning services business, preferably with UN agencies, embassies, international organizations, NGOs, hospitals, banks or similarly complex facilities.
- All personnel must be at least 18 years of age, physically fit to perform the duties, free from communicable diseases, properly trained, appropriately uniformed and able to comply with UNHCR security and conduct requirements.
- Female bathrooms and sanitary units shall be maintained by female cleaning staff only.

5. Scope of Services

The contractor shall provide the services listed below as required by UNHCR. Services shall be delivered in a manner that keeps all premises clean, hygienic, safe, presentable and fully operational during working hours.

Service Area	Main Requirements
Office cleaning and janitorial services	Cleaning of offices, stairways, elevators, corridors, toilets, meeting rooms, kitchens, inbound yards, entrances, parking areas, rooftops, open areas and compounds; regular dusting and cleaning of furniture, equipment and common areas; washing dishes and cups in kitchens/offices and meeting rooms, excluding catering service tools.
Registration center cleaning	Frequent cleaning and disinfection of toilets and areas used by refugees and visitors, including assembly areas and high-traffic spaces. Toilets in public/high-use areas shall be checked and cleaned at least every two hours or more frequently if required.
Carrying and messenger support	Carrying pouches, office supplies, stationery, water bottles, furniture and files; distributing A4 paper to shared photocopiers; escorting visitors or deliveries from the main gate; assisting with small repairs and movement of furniture/files as requested.
Gardening and landscaping	Watering trees/gardens, cultivating seasonal trees/flowers as appropriate, pruning trees/gardens twice per year around the rainy season, and maintaining outdoor landscaped areas.
Minor maintenance support	General handyman support, small repairs, support for hanging boards/pictures, assistance during office events or bazaars, and emergency support where requested.
Water and consumables support	Changing water cooler bottles, supporting stock/inventory control of consumables and cleaning materials, and reporting shortages or issues to the UNHCR focal point.
Cafeteria/back kitchen support	Support to back-kitchen and pantry-related tasks as requested, excluding outsourced catering services unless specifically requested by UNHCR.

6. Cleaning Frequencies

No.	Activity	Minimum Frequency / Timing	Remarks
1	Cleaning offices, stairways, elevators, corridors, toilets, meeting rooms, kitchens, entrances and common areas	Twice daily during regular working days and as needed throughout the day	Toilets, corridors and high-use areas shall be monitored during lunch time and peak periods.
2	Cleaning parking areas, pavements, yards and open	Daily	Areas shall remain clean at all times.

	areas inside the compound		
3	Cleaning windows and doors	Weekly	Preferably during non-working hours or weekends to avoid disruption.
4	Washing curtains	Monthly	Curtains shall be cleaned and disinfected to maintain hygiene.
5	Garbage collection and disposal from offices and corridors	Twice daily or as needed	Waste shall be separated and disposed of in line with UNHCR environmental instructions, including paper, hazardous waste, e-waste and batteries.
6	Cleaning rooftop areas	Monthly	Or more frequently if requested by UNHCR.
7	Washing carpets/floor mats	Monthly	Location and timing to be agreed with UNHCR.
8	Switching lights on/off as required	Daily	Support energy-saving practices as instructed by UNHCR.
9	Deep cleaning and event/bazaar support	As and when required	Subject to prior written approval; may be outside regular working hours or on Saturdays.

7. Pest Control Services

Pest control is not included in the fixed monthly cleaning service. It shall be quoted and charged separately on a per-visit basis under Additional Services in Annex C Financial Offer Form. Pest control services shall be provided for any of the four covered locations when requested and approved by UNHCR.

- Pest control services may include treatment for crawling insects, rodents, flying insects, snakes, scorpions, spiders and other pests as required by UNHCR.
- Services shall be provided after working hours, on Saturdays, Fridays or weekends when necessary, subject to prior UNHCR approval and health and safety requirements.
- Only chemicals approved by the competent Jordanian authorities shall be used. The contractor shall provide Safety Data Sheets (SDS/MSDS) for all products used.
- Environmentally friendly methods and products are strongly encouraged whenever possible.
- The contractor shall ensure that trained pest control technicians, appropriate protective equipment, safe application methods, proper signage and post-treatment instructions are used.
- Where treatment is rendered, the contractor shall provide one follow-up/additional service within thirty (30) days free of charge if the treatment is not effective or if the infestation remains linked to the treated case.
- The contractor shall immediately respond to sudden outbreaks or infestations upon UNHCR request, subject to the quoted call-out/visit rates and prior approval.

8. Equipment, Materials and Supplies

- The contractor shall provide all cleaning equipment, tools, machines, vehicles, uniforms, personal protective equipment and cleaning materials required for proper service delivery.
- Equipment shall be serviceable, safe, sufficient for the scale of services and replaced promptly if faulty.

- Cleaning materials shall be good quality and, whenever available, eco-friendly. Products shall not create hazards to UNHCR personnel, visitors or contractor staff.
- The contractor shall submit, as part of the technical offer, a list of equipment, tools, cleaning supplies and brands intended for use, including specifications and SDS/MSDS where applicable.
- UNHCR may provide storage space for contractor stock/equipment at its premises; such stock/equipment shall remain under the custody and responsibility of the contractor.

9. Contractor Responsibilities

- The contractor shall remain fully responsible for its personnel, including supervision, salaries, uniforms, insurance, social security, medical insurance, work permits and compliance with Jordanian labour laws.
- The contractor shall provide proof of compliance with national regulations and employment/sponsorship requirements upon request by UNHCR.
- UNHCR shall not be responsible for any injury, damage, losses or claims relating to contractor personnel or contractor performance, and the contractor shall hold UNHCR harmless from such claims.
- The contractor shall ensure punctuality, professional conduct, confidentiality, courtesy and respect toward UNHCR personnel, persons of concern and visitors.
- Any contractor employee considered unsatisfactory by UNHCR shall be replaced upon notification.
- The contractor shall ensure all workspaces are ready, clean and operational by 8:00 a.m. each regular working day.
- In case of error, deficiency or malfunction in the services, the contractor shall correct the service promptly and to the satisfaction of UNHCR.

10. UNHCR Responsibilities

- UNHCR shall provide entry permissions to approved contractor personnel, subject to security procedures.
- UNHCR may provide a storage area for contractor equipment and materials, subject to availability and UNHCR internal arrangements.
- UNHCR shall provide guidance on waste disposal, recycling, environmental practices, security access and any special operational requirements.
- UNHCR official holidays shall be communicated to the contractor. Contractor staff shall not be required to report on official holidays unless requested and approved by UNHCR in writing.

11. Performance Standards / Acceptable Performance Levels

Performance Standard	Acceptable Performance Level
Compliance with sanitary requirements specified in the contract and satisfactory health/hygiene inspections	100%
Timely service delivered by courteous and professional employees	98%
Availability of required supplies, materials and equipment	100%
Adherence to agreed days, times and UNHCR-approved service schedules	100%
Submission of complete invoices and supporting reports on time	98%
Adherence to UNHCR security instructions	100%
Maintaining updated attendance sheets and supporting documents	98%
Clean uniforms and hygiene of contractor staff during working hours	98%
Timely payment of salaries and benefits to contractor employees	100%

UNHCR may formally notify the contractor of performance deficiencies and require correction within the timeframe determined by UNHCR. Repeated or serious deficiencies may lead to contractual remedies in accordance with the contract terms.

12. Mobilization

Upon award, the successful bidder shall be given one (1) month to regularize personnel, complete employment/sponsorship formalities under the company name, and provide evidence to UNHCR before contract signature or commencement, as applicable.

13. Invoicing and Supporting Documents

- The contractor shall submit an original monthly invoice within five (5) working days after the end of each month.
- Invoices shall be issued in the offer currency and shall clearly separate fixed monthly service costs from overtime, pest control and any additional services approved by UNHCR.
- Each invoice shall include, at minimum, a monthly attendance report for contractor personnel and a monthly report on consumables/materials used.
- Additional services shall only be invoiced where supported by prior written UNHCR approval and evidence of actual service delivery.

14. Financial Offer Linkage

Bidders shall quote their financial offer using Annex C Financial Offer Form. The location names, monthly fees, overtime rates, salary breakdown and Additional Services rates in Annex C shall apply to the four official locations listed in Section 2 of this TOR.