TERMS OF REFERENCE (ToR)

FOR THE ESTABLISHMENT OF A FRAME AGREEMENT FOR PERIODIC FAÇADE, CARPET AND PHOTOVOLTAICS (PV) MODULES CLEANING SERVICES FOR MENA BUREAU

1. Introduction:

UNCHR, MENA Bureau invites qualified Supplier(s) to make a firm offer for the establishment of Frame Agreement(s) with an initial duration of one (1) year, potentially extendable for a further period of two (2) years for the provision of specialized periodic cleaning services of building external façade glass elevations, carpets and the Photovoltaics “PV” modules installed at its office in Amman, Jordan.

The purpose of this contract is to guarantee the cleanliness of the building façade, carpets and to ensure maximum power output of PV modules by preventing the formation of dirt and dust or accumulation of hard foreign matters (such as bird droppings, plant branches, leaves, etc.) closely attached to the glass surface of the modules. Thus, the awarded Service provider(s) shall provide all required equipment and pure water for carrying out the work with fully complying with the PV module manufacturer’s “JINKO” recommendations and cleaning manual; Annex H / Operation & Maintenance Manual MEA v1.20 - Section 2. Module Cleaning, and to the most satisfaction of the client, thus Service provider is encouraged to read, understand, and fully comply with it.

2. Scope of work:

A) **Lot no. 1: Façade cleaning service:**

Requirements and Schedule:

The service provider is requested to provide a price based on square meters as detailed below:

<table>
<thead>
<tr>
<th>Type of Service</th>
<th>Unit of Measurement</th>
<th>Qty</th>
<th>Cleaning Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Facade cleaning service</td>
<td>SQM</td>
<td>1,580</td>
<td>4-6 times a year or upon the request of UNHCR</td>
</tr>
</tbody>
</table>

The building height is 20 meters at the front and western elevations, and 24 meters at the rear and eastern elevations.

The awarded service provider shall perform the service by using environment-friendly cleaning materials with the help of either scaffolding, hydraulic mobile cranes, or specified wire rope for the four elevations of the building which are covered with glass, aluminum sections/profiles and Alucobond materials. The service provider should provide the catalogue and data sheet for the materials and equipment that will be used in the cleaning process.
Cleaning should be done thoroughly, chemicals/cleaning materials should be of high quality where they don’t cause scratches on the glass so that no surface damage/corrosion occurs to façade elements. Further, utmost care is to be taken so that no scratches, or damage in façade elements occurs.

The service provider shall submit a job completion report to UNHCR focal point following job completion.

The service provider shall submit a fully detailed proposal showing the methodology, equipment, staffing, and machinery for the provision of cleaning service.

Façade cleaning will be executed 4 times annually at a given contractual year or upon UNHCR request. Preferable times are at the beginning of the following months:
- March, May, July & September

The supplier shall factor in the offer the mobilization period required for the commencement of the work. Depending on the offered period, UNHCR shall notify the service provider in advance of each service request.

The service provider shall finish cleaning with no absences from the job unless due to adverse weather or extraordinary conditions.

**B) Lot no. 2: Photovoltaics “PV” modules cleaning service:**

**Requirements and Schedule:**

The service provider is requested to provide a price based on square meters as detailed below:

<table>
<thead>
<tr>
<th>Lot No.</th>
<th>Type of Service</th>
<th>Unit of Measurement</th>
<th>Qty</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>Photovoltaics “PV” modules cleaning service</td>
<td>SQM</td>
<td>605</td>
<td>12-14 times a year or upon the request of UNHCR</td>
</tr>
</tbody>
</table>

The system total square meter is 605 m2 area as detailed below:

<table>
<thead>
<tr>
<th>Number of modules</th>
<th>Type</th>
<th>Location</th>
<th>Total Sqm</th>
</tr>
</thead>
<tbody>
<tr>
<td>167</td>
<td>Electricity PV Panel</td>
<td>Rooftop</td>
<td>400</td>
</tr>
<tr>
<td>75</td>
<td>Electricity PV Panel</td>
<td>Parking Area</td>
<td>180</td>
</tr>
<tr>
<td>10</td>
<td>Thermal solar panels</td>
<td>Rooftop</td>
<td>25</td>
</tr>
<tr>
<td><strong>Total Sqm</strong></td>
<td></td>
<td></td>
<td><strong>605</strong></td>
</tr>
</tbody>
</table>
water with the help of any auxiliary tools either adjustable arm wipers, brushes, special fabrics, sponges and any required hoisting equipment, hydraulic mobile cranes, water delivery tankers and with the assistant of any type of scaffolding to complete the job.

Cleaning should be done thoroughly, taking special attention to the corners pocket remaining, also should be of high quality without causing scratches on the glass so that no surface damages occur to PV elements or formation of stains or scaling on the glass due to type of used water and/or insufficient rinsing.

Further, utmost care is to be taken so that PV elements will be totally clean and fully efficient at the end of each cleaning procedure.

UNHCR focal point will need to take the Service provider for a tour prior to starting the work of each cleaning circle and the company focal point will hand over the work to UNHCR focal point after job completion.

The service provider shall submit a job completion report to UNHCR focal point following each cleaning cycle.

The service provider shall submit a fully detailed proposal of a cleaning cycle plan showing the methodology, equipment, auxiliary tools, staffing, and machinery.

The Service provider shall finish cleaning with no absences from the job unless due to adverse weather or extraordinary conditions.

Cleaning Precautions

Service provider to make sure not to use the following materials for cleaning purposes:

- Abrasive powders, abrasive cleaners, scrubber cleaners, polishers, sodium hydroxide, benzene, nitro-thinners, acid or alkali and any other chemical substances
- Steam or corrosive chemicals to speed up the cleaning process.

Water used for PV modules cleaning purposes shall be of potable quality and fit for cleaning the modules with TDS\(^1\) generally not more than 75 PPM. However, water with TDS more than 250 PPM shall not be used directly for module cleaning without suitable treatment to control the TDS limit. UNHCR jointly with the service provider will take a sample before each cleaning cycle/ or randomly and be tested with a rapid test kit or to be sent to local laboratory. The water must be free from any grit and any physical contaminants that could damage the panel surface as water with a significant amount of dissolved minerals leaves behind a residue on the glass which causes the formation of stains or scaling on the glass that will damage the glass and reduce the amount of sunlight going through. If sample taken does not meet the requirement UNHCR reserves the right to suspended payments until corrective measures have been undertaken by the service provider.

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\(^{1}\) TDS: Total Dissolved Solids
Water pressure should be less than 690KPa.

Oily substances, if any, may be removed by coating water blended with alcohol onto the colored region and scraping with a hairbrush after the solution penetrates through the pollutants. If necessary, the module may be cleaned with a commercial glass cleaner, together with non-woven fabric.

Service provider to make sure not to clean broken glass or modules with broken lines or exposed wires, as it may cause electric shock.

Service provider supervisor has to inform UNHCR about any issue at site concerning broken panels, modules, exposed lines & wires during cleaning, if find any potential safety hazard like module damage or electric leakage etc., should report and handle timely.

The module glass cleaning should be done in the early morning, in the evening, at night, or on rainy/overcast days. At the same time, when cleaning in the morning or evening, select the period when the sunshine is not strong.

C) Lot no. 3: Carpet cleaning service:

Requirements and Schedule:

The service provider is requested to provide a price based on square meters as detailed below:

<table>
<thead>
<tr>
<th>Type of Service</th>
<th>Unit of Measurement</th>
<th>Qty</th>
<th>Cleaning Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Carpet cleaning service</td>
<td>SQM</td>
<td>Max. 2,250</td>
<td>Minimum 4 times a year or upon the request of UNHCR</td>
</tr>
</tbody>
</table>

The professional carpet cleaning services is to be done every three months, implemented in the last weekend of the third month. The method of cleaning must be able to handle stubborn stains. The carpet should have dried within 24 hours of the cleaning implementation.

The awarded service provider shall perform the service by using environment-friendly cleaning materials. The service provider should provide the catalogue and data sheet for the materials and equipment that will be used in the cleaning process, and it is up to UNHCR to accept or refuse the material provided. Hard chemicals are prohibited to be used (such as chlorine).

The service provider shall submit a job completion report to UNHCR focal point following each cleaning visit together with the invoice.

The service provider shall submit a fully detailed proposal showing the methodology, equipment, staffing, and machinery for the provision of cleaning service.
The Carpet cleaning will be executed 4 times annually at a given contractual year or upon UNHCR request. Preferable times are at the beginning of the following months:

- March, May, July, September, and December

The supplier shall factor in the offer the mobilization period required for the commencement of the work. Depending on the offered period, UNHCR shall notify the service provider in advance of each service request.

3. Proposal of Health, Safety and Security (Applicable to all Lots)

The Service provider shall supply all safety measures through the provision of the service and provide a list of all tools and equipment.

The Service provider shall provide all safety items, such as but not limited to, safety helmets, safety belts, harness with fall arrestors, gloves, goggles, waterproof coats, vest, etc. to workers while working at any area inside the premises; with special care for working at heights, at his own cost and follow all international and enforced local codes, safety rules and regulations.

While cleaning, workers must pay attention to personal safety & equipment safety to avoid any accident. The Service provider is responsible for its workers and must provide insurance or medical coverage in the event of an accident. The service provider should provide insurance coverage certificate for all staff who will be working in UNHCR premises.

UNHCR will not be held responsible for any loss, destruction, or damage to the property of UNHCR caused by the Service provider’s personnel or by any of its subcontractors or anyone else directly or indirectly employed by the Service provider in the performance of the Contract as stated in the General Conditions of Contracts for the Provision of Goods and Services (Annex C) article 9. The service provider shall be liable for accidents, damages, injuries, losses due to any accident or negligence of his workers and service provider shall be liable to incur all the expenses in consequence thereof for any type of damages due to any accident or negligence of his workers or used equipment. Hence, UNHCR will conduct with the Service provider a site handover after each cleaning cycle, to ensure that there are no damages, losses, lefts behind trash, etc. 

The Service provider employees should be registered in the social security.

4. Onsite Personnel (Applicable to all Lots)

The service provider shall be responsible for its personnel who will remain totally under the supervision of the service provider.

- The successful service provider must ensure that the take-home salary offered to its personnel is according to the legislation of the country which will ensure a fair, acceptable, and decent living.
- The company shall be responsible for the payment of its personnel’s salary and relevant benefits. Under no situation, shall the company link its personnel's salary payment to UNHCR settlement of its due invoices.
- It is the service providers sole responsibility to comply with national regulations regarding all aspects of the labour law. UNHCR will not be a party in any kind of dispute relating to the above. In case any liability arises due to non-performance by the service provider, under no circumstance UNHCR shall be liable for the same.
The Company shall be responsible for its employees in case of injury, insurance and any claim by the Company’s employees. The company’s employees are not considered at any given time UNHCR employees.

In case the service provider does not adhere to the above this may be cause for UNHCR to terminate the contract.

5. Additional Notes (Applicable to all Lots):

1. If any equipment or item belongs to the building was damaged due to inadequate handling or poor workmanship & safety measures, the Service provider shall be responsible for replacing and/or repairing them at his own expenses.

2. The Service provider will be held responsible and will reimburse damages to persons or property resulting from breach of the contract.

3. The service provider shall be responsible for repairing and or replacing anything which has been damaged by the service provider activities within the premises, shall also be responsible for the cleaning of any debris, wastes or other items created during these works.

4. When cleaning, workers must pay attention to personal safety, equipment safety and building elements safety to avoid any accident.

5. Service provider not to use abrasive powders, abrasive cleaners, scrubber cleaners, polishers, sodium hydroxide, benzene, nitro-thinners, acid or alkali and other chemical substances which may harm the facades elements. It is not allowed to use metal tools such as blades, knives, steel wool and other abrasive materials. All types of soft foam materials, non-woven fabrics, whisks, soft sponges, soft brushes and hairbrushes may be used.

6. The pressure of the cleaning water should be adequate to rinse all contamination, it is not recommended to use water with high mineral content as it may deposit on the glass surface when the water is dried, especially after a poor water rinse.

7. The service provider shall be responsible for ensuring the waste materials’ packaging and disposing out of the premises of the building with any other items associated with cleaning, so as not to get blown or otherwise distributed around the site.

8. Service provider shall also be careful not to create excessive dust or debris in any area. Any costs incurred in cleaning wastes or debris generated by the service provider shall be charged to the service provider.

9. Working time window for cleaning implementation is only during weekends starting from Thursday 5:00 PM until Sunday 7:00 AM and/or holidays. To facilitate the Service provider’s performance, cleaning work should be conducted for two consecutive weekends for each cleaning service request in case the job is not completed during the first weekend.

10. Hoisting Equipment for cleaning; where applicable, is preferable to be hydraulic type.

11. Supervisor presence is required to be responsible for planning the cleaning procedure, supervising the cleaning job, managing Service provider’s workers & equipment, and coordinate with client representative.

The technical offer will be evaluated by Lot using inter alia the following criteria. The minimum passing score of the technical evaluation is 70 out of 100; if a bid does not meet the minimum, it will be deemed technically non-compliant and will not proceed to the financial evaluation.

Bidders can use Annex B (Technical Response Form) to provide the technical proposal, but in any case, please make sure that all requested information is included to ease the scoring process. General company profile/brochure will not be accepted.

<table>
<thead>
<tr>
<th>A. Mandatory Technical Criteria</th>
<th>Pass/Fail Evaluation</th>
<th>Documents, information to be provided to establish compliance with the set criteria</th>
</tr>
</thead>
<tbody>
<tr>
<td>Legally registered</td>
<td>Pass/Fail</td>
<td>Provide copy of Valid Business Registration Certificate</td>
</tr>
<tr>
<td>Service provider personnel will be covered by accident insurance</td>
<td>Pass/Fail</td>
<td>Provide signed commitment that certificated insurance coverage will be provided for all staff proposed to work on UNHCR premises before starting work (and whenever it is renewed). In case the awarded company does not provide the proof of accident insurance the award may be rescinded.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>B. Weighted Technical Criteria (evaluated by Lot)</th>
<th>Max. obtainable points</th>
<th>Documents, information to be provided to establish compliance with the set criteria</th>
</tr>
</thead>
</table>
| Relevance of work experience (experience with similar type of work) | 21                     | List of similar projects (at least 2 and specific to the Lot(s) you are submitting an offer for) during the last 3 year (at tender closing date).
For less than 2 similar projects/contracts will result in zero (0) points for this criterion, more projects will lead to higher points. |
| Proven positive reputation                               | 9                      | Include contact details for reference check or reference letters. With at least 3 positive feedbacks full points can be achieved. |
| Clarity and suitability Health-Safety-Environment (HSE) plan | 15                     | Provide Health-Safety-Environment (HSE) plan incl. risk management (specific to the Lot(s) you are submitting an offer for) |
| Comprehensiveness and clarity of the proposed methodology and work plan | 55                     | Number of workers to complete the work in the most time efficient manner.
Provide the proposed work schedule (incl. duration to complete the task per visit and mobilization period required for the commencement of the work for each service request)
Provide the catalogue and data sheet for the equipment that will be used in the cleaning process.
- For Lot 2: Confirmation work will be done by using photovoltaic telescopic solar panel cleaning brush. |