

**Terms of Reference
Request for Proposals**

**For the provision of
Pest control and disinfection against covid-19 services
for UNHCR Lebanon offices and registration centers**

SCOPE OF WORK AND METHODS OF TREATMENT

UNHCR expects that ad-hoc pest control services shall be required in UNHCR offices (indoor and outdoor) in Beirut, Mount Lebanon, Zahle, Tyre, Tripoli and Qobayat offices. This shall not be more than approximately four (4) times a year with follow-up visits as professional pest control services dictates. Moreover, UNHCR requires disinfection treatment to battle COVID-19 in all its offices premise (Beirut, Mount Lebanon, Tyr, Tripoli, Qobayat) and four-wheel vehicles.

Important Point: The Bidder must demonstrate a clear pest control and disinfection program detailing basic service(s) and follow up regimes.

Bidders must have proof of their company being in business for 3 or more years experience in successfully implementing services similar to those required by UNHCR in pest control and disinfection services.

Note: Pest control and disinfection services shall be allowed only after office hours or during weekends subject to approval of UNHCR.

FOR PEST CONTROL SERVICES:

1. COCKCROACHES AND OTHER CRAWLING INSECTS

1.1 Inspection:

- 1.1.1 Conduct indoor inspection of areas prone to cockroach infestation and harborage such as cupboards, floor drains, cracks, crevices, and drainage system to check the presence of cockroaches. Deal with the possibility of re-infestation from adjacent premises or vegetation, especially by ant's infestation.
- 1.1.2 Monitor cockroach infestation by gathering all reported sightings or complaints from every unit and common area in addition to service technician observation.

1.2 Treatment techniques:

- 1.2.1 Residual Insecticidal Spraying:
Intensify residual spraying in places and areas where insects congregate, crawl and hide, including cracks and crevices, which they may enter.
Use pyrethroid chemical to flush out cockroaches and determine their exact locations or harborages.
- 1.2.2 Insecticidal Bait Application:

The technique is designed to apply cockroach bait near harborages and aggregation areas, such as electrical wiring, telephone apparatus, and the like, using an adequate system of instruments.

2. RODENT CONTROL

2.1 Inspection

2.1.1 Conduct regular inspection of all potential harborages and food sources of rodents such as pipe chase, basement areas, behind appliances and point of entries, as well as regular inspection of all bait traps and bait stations.

2.1.2 Regularly check the outside perimeter of the building for possible rat harborages such as sewage drains, refused food storage, construction materials and the like.

2.2 Treatment techniques:

2.2.1 Baiting: Install bait stations in hidden places and strategic locations where rodents usually search for food, roam around and congregate. Set up pipe bait station along the outside perimeter of the building to anticipate rodent problems.

2.2.2 Trapping: Install cage traps, glue board, snap and other mechanical devices to augment the baiting technique.

3. FLYING INSECT CONTROL

3.1 Inspection

Thoroughly inspect the entire premises to determine the degree of infestation, entry points and unforeseen breeding sites of mosquitoes and other flying insects.

3.2 Treatment techniques:

3.2.1 Misting when possible or required:

Use misting machines inside the offices as said machines disperse minute droplets of insecticide solution in an aerosol range to attain minimum penetration of hard-to-reach or inaccessible area to control mosquitoes and other flying insects.

3.2.2 Larvicide where possible:

Apply larvicide upon stagnant water, e.g., rain drains and other possible water reservoir, which pose as a breeding source of mosquitoes.

4. OTHER TERMS AND CONDITIONS:

4.1 The contractor shall warrant that the services to be rendered will effectively exterminate any and all pest, insects and rodents without the visible presence and disturbing odor of smoke and fumes. Should UNHCR find the services to be ineffective as evidenced by the continuous presence of termites, cockroaches, mice and other common house pests and insects, UNHCR reserves the right to terminate the contract. In such case, UNHCR shall not be obliged to pay the contractor for services rendered.

- 4.2 The contractor shall warrant that only chemicals duly approved by the government agencies regulating the use and licensing of chemicals will be used.
- 4.3 The contractor shall warrant that all materials and chemicals which will be used for fumigation and other pest control treatments are safe in nature and certified by the proper government authorities as safe.
- 4.4 The contractor shall agree that only honed, skilled and well-trained service technicians will be assigned to the UNHCR premises to ensure correct treatment of pests and proper application of chemicals.
- 4.5 The contractor shall warrant that within 30 days from the date of scheduled service is rendered, extra service call, when the situation so warrants, will be done free of charge.
- 4.6 The contractor shall agree that the required services shall be conducted after office hours, as may be determined by UNHCR, in order not to be disturbed or disrupt the working schedule of UNHCR personnel. The contractor shall exercise extraordinary diligence in the performance of its services to ensure that no illness, accident and/or any of its employees or guest will take place. The contractor shall assume full responsibility for any claim or liability that may arise by reason of illness, accident and/or damage due to any or all acts of omission, negligence or fault of the contractor and its agents, thereby rendering UNHCR free and exempt from any such claim or liability.
- 4.7 The contractor shall provide on-call service in between schedule without additional cost to UNHCR, including performing immediate special or additional service should there be a sudden outbreak of infestation at the UNHCR premises, also at no cost to UNHCR.
- 4.8 The contractor shall assign a work force sufficient to carry out or implement the service specifications.
- 4.9 A Quality Control Supervisor affiliated with the contractor shall visit the UNHCR premises once a month or wherever necessary to undertake the following: a) coordinate with UNHCR's authorized representatives in evaluating the effectiveness of the contractor's pest control services, b) serve as pest control consultant by recommending ways and means to control infestation, and c) provide free on-the-job technical training on pest control and management, handling and application of chemicals and other related matters to concerned UNHCR personnel.

For Disinfection against COVID-19 Services:

5. Products used and applied techniques must display the following privileges:

- Prevent pathogen development and insure a germ-protected environment
- Eliminate 99.99% of microorganisms within 15 - 30 seconds of contacts and can control diseases like Coronavirus, COVID-19, and other common flus
- Should be safe to be applied in the presence of humans
- Work in extreme temperature: -18 C and up to 121 C
- Environmentally friendly: all applied products must be 100% biodegradable
- Will not stain or attack and fade colors of any surfaces, fabric, leather, or synthetic
- 100% safe: can be applied in the presence of humans

- Products used are officially registered and certified through the relevant authorities in Lebanon and are authorized to be used to disinfect against COVID-19

5.1. Techniques must be displayed when disinfecting vehicles:

- Always clean/wipe-down the surface before disinfecting;
- Ensure the surface is clean and dry before disinfecting
- Disinfect using the appropriate chemical that eliminate 99.99% of microorganisms within 15-30 seconds of contacts and can control diseases like Coronavirus, COVID-19, and other common flus

6. Vehicles:

UNHCR has SUV, Sedan, Pick Up and AVs located in Beirut, Mount Lebanon, Zahle, Tyre, Tripoli and Qobayat.

Disinfection of vehicles: all the interior part of the hard vehicle surfaces, including, door handles and latches (inside and out), seat belts buckles, cup holders, door locks, window buttons, gear shifts, grab bars above doors, any rubber floor mats in the vehicle, dashboard, steering wheel, handbrake, gearstick and seats.

For Pest Control and Disinfection Services:

7. Working time:

- Work to be done during the weekend or after working hours subject to UNHCR approval.
- UNHCR requires a weekly treatment schedule for all UNHCR offices (indoor) in Beirut, Mount Lebanon, Zahle, Tyre, Tripoli and Qobayat.
- A scheduled treatment for UNHCR vehicles in all the UNHCR Offices in Beirut, Mount Lebanon, Zahle, Tyre, Tripoli and Qobayat.

8. Description of Premises:

UNHCR has 6 offices in Lebanon located in Beirut, Mount Lebanon, Zahle, Tyre, Tripoli and Qobayat:

Beirut (S&K Building, around 12,485.00 m2 indoor areas only)

Location: Ramlet El Baida, Beirut.

The Office comprises of:

- Ground floor
- 11 floors
- 3 Basements

Mount Lebanon (New Registration Center/3,491 m2)

Location: Ramlet El Baida, Beirut.

The office comprises of Registration center with prefab offices and waiting area

Zahle (around 6,000 m2)

Location: Junet building, Zahle Balback highway.

The office comprises of two (2) story office building, 1 basement floor, 2 story hangars and outside area.

Tyre (around 1,328 m2)

➤ **Office premises (around 878 m²)**

Location: Villa Krisht, Ain Ba'al, Tyre.

The office comprises of:

- Two story building containing offices, interview rooms, common/ancillary areas
- Reception Center – an open space area containing 3 waiting area, prefab offices and common areas
- Prefab offices next to the building

➤ **Warehouse premises (around 450 m²)**

Location: Al Hosh area in proximity to Villa Krisht

Tripoli (around 3,675 m2)

Location: Rasheed Karami International Fair.

The office consists of prefab containers and registration center with interview rooms, halls and toilets.

Qobayat (around 875 m2)

Location: Johnny Abdo Center facing Qobayat municipality.

The office consists of a building of around 875 sqm with 1 kitchen.

Please note: The established contract shall not be exclusive to the above listed areas.

UNHCR may request treatment visits to any other locations within Lebanon, if required, based on the same Terms of Reference, and based on bidder's financial offer.

9. Key Performance Indicators

9.1	Timely order processing (in full and on time);
9.2	Quality of order processing (in accordance with the ToR);
9.3	Ability to respond quickly to Agency's needs;
9.4	Contractor's provided the required expertise to perform the services (as per the TOR);
9.5	Effectiveness and safety of materials/chemicals applied by the contractor;
9.6	Proof of use of environmentally friendly materials.