

NUM.° RFP-24-002-MYS
FOR THE SERVICE OF CLEANING AND SUPPORT SERVICES
Questions & Answers

N°	Section	Question	UNHCR's Answer
Q1	2.1	In relation to the consumables and/or spare parts needed by the handyman, is this supplied by UNHCR or is it supplied by the vendor and billed separately?	The spare parts needed by the handyman will be purchased by UNHCR.
Q2	2.1	With regards to the scope of drainage/sewer system (manhole) maintenance, kindly confirm whether it refers to general cleaning only and does not include specialised sludge clearing by a SPAN licensed vendor.	This refers to general cleaning only. The cleaning of the manhole must be on weekly basis to avoid any clogging. UNHCR engages a licensed specialist should a specialised sludge clearing is needed.
Q3	2.1	What is the estimate frequency per month for bulky waste disposal?	4 times a week. Monday, Wednesday, Friday, Saturday. Vendor to provide jobsheet each time disposal collection. The jobsheet will be sign and stamped by Admin Focal Person or the Security Guard on duty (especially on Saturday)
Q4	2.1	Is the vendor required to provide sanitary bins in the female toilets? If yes, kindly state the quantity and frequency needed. Kindly note that sanitary wastes are not allowed to be disposed in the general waste bins.	UNHCR will buy bins in the female toilets. At the moment, we have enough in every toilets.
Q5	6	Do we need to work on public holidays? If no, kindly confirm and share the list of public holidays observed by UNHCR if it differs from the Malaysian gazetted public holidays.	UNHCR observes 10 holidays in a year which may or may not differ from the Malaysian gazetted public holidays. The list of UN Holidays will be issued at the beginning of every applicable year. On these UN Holidays, cleaners don't need to work. In terms of working outside of the established working hours, overtime work requested by UNHCR is paid.
Q6	7	Is the vendor required to provide all the tools and equipment for the handyman?	Yes

Q7	8	Does the vendor need to supply the tissue and hand soap dispensers?	No, UNHCR will buy tissue dispenser and soap dispensers. At the moment, we have enough around the premises.
Q8	8	Does the vendor need to supply the stand and wall mounted hand sanitizer dispenser?	No, UNHCR will buy stand and wall mounted. At the moment, we have enough around the premises.