

REQUEST FOR PROPOSAL: No. RFP/HCR/POL/2024/006

**FOR THE ESTABLISHMENT
OF A FRAME AGREEMENT FOR THE PROVISION OF
CLEANING SERVICES FOR UNHCR OFFICES IN POLAND**

We kindly request you to submit your Proposal for *Cleaning services at the UNHCR Offices in Poland*.

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1.BACKGROUND & DELIVERABLES

1) Background

UNHCR in Poland requires the effective provision of high standards cleaning services including Waste management for its offices across the country, these services will be required at various locations within Poland, including Warsaw, Lublin, Krakow, and Rzeszow. Companies are encouraged to submit offers for one or more of these locations, and local companies, particularly those situated in the aforementioned cities, are strongly encouraged to participate.

The selected company(s) will be required to ensure and maintain a high level of cleanliness at the premises, through application of methods / techniques.

UNHCR Offices are located at the following addresses:

- 1) UNHCR Country Office in Warsaw – Pzemyslowa 30, 00-450 Warsaw, Poland.
Total space is 1406.16 sq. meters. Number of Staff: 69

Floor #	M2
1 floor	30.31
2 floor	529.93
3 floor	572.36
4 floor	236.34
Ground floor	37.22
TOTAL	1406.16

- 2) UNHCR Sub-Office in Rzeszow - 3 Maja street, 11, Rzeszow. Poland. **Total space on 1st and 2nd floor is 283,4 m2. Number of Staff: 16**
- 3) UNHCR Sub-Office in Lublin - Jana Gilasa 3, 20-109, Lublin, Poland. **Total space is 410 m2. Number of Staff: 13**

- 4) UNHCR Sub-Office in Krakow – Batorego 25, Krakow, Poland. **Total space is 460 m2. Number of Staff: 22**

UNHCR reserves the right to modify (either increase or decrease) the allocation of office space and/or add, remove, and/or modify the locations/offices prior to the issuance of the contract and during the contract period, as per the specific requirements.

Deliverables

Shall include, but are not limited to:

Cleaning of offices, meeting / conference facilities, common areas
The server / technical rooms, cleaning of the kitchen, bathrooms, toilets and their fixtures
Collecting of garbage for waste removal and emptying waste containers
Collection of glass, plastic and batteries
Collection of paper
Collection of carton
Appropriate cleaning / treatment of various floor surfaces, including carpets.
Monthly Window cleaning (internal and external) / polishing of glass areas.
Cleaning of terraces and balconies
Cleaning/washing dishes after meetings in the conference rooms
Watering plants in the offices

It is required that the below mentioned areas will at all times be clean, with all visible dirt removed from floor and surfaces, irrespective of weather conditions, and otherwise in accordance with what has been specified in the related service activities.

The Reception areas and all entrance areas

All indoor public spaces / lounge areas on the floor, including areas around coffee machines

The kitchen area (kitchen, cold room and dry storage)

All meeting and conference facilities

Offices

Toilets

Technical buildings (generator room, temporary waste storage)

2. CLEANING SERVICES

Service Programme

The service is divided up into five different intervals. These intervals are called A, B, C, D. In addition to this there is window cleaning E.

Service programme A (Daily cleaning) indicates all 'regular' cleaning practices, whereas programmes B through E, indicate more 'thorough' cleaning.

Service Book

In the building (exact location to be established) there will be a report book, which should be maintained by the UNHCR supervisor of cleaning services for the premises.

A daily record should be entered for the time at which service was performed, along with the names of each of the service staff responsible for service on that day. Moreover, any observations which may be relevant to the cleaning service requirements should be noted and brought to the awareness of the UNHCR focal person.

No.	Activity	When/ Frequency
A. <u>Daily (Regular) Cleaning</u>		Monday-Friday
1	<p>General cleaning of offices, meeting rooms and open areas:</p> <ul style="list-style-type: none"> a. Wastepaper baskets / garbage stands: To be emptied. Bags and sacks to be replaced, empty cardboard boxes to be removed. b. Office desks / tables: Clean with moist cloth horizontal and vertical surfaces of furniture, desks, bookcases, cabinets, and drawers, telephones, office equipment (desktops and keyboards, copiers, shredders, scanners). Papers etc. should not be moved, glasses/cups collected and washed. c. Doors / vertical surfaces: Remove fingerprints and stains from vertical surfaces (doors, windows partitions, furniture, walls, etc.) d. Window sills / ledges: Dust window frames, seats, fan coils, office blinds, footstools, sills, plugs, light switches, skirting boards, heater units, piping. e. Entrance areas: To be vacuum-cleaned, stains on glass (doors and walls) to be removed f. Glass doors / glass partitions / partitions / walls: Polished to remove fingerprints / stains g. Rubber mats: To be washed clean h. Cups and other kinds of crockery left around are to be placed in the kitchen, washed and tidily put in the cupboards. i. Empty boxes and the like left in the corridors are to be removed. j. Garbage is to be transferred to the disposal containers. k. Windows and doors are to be closed, and all lights which should not be on are to be switched off. l. Window frames are to be dusted and crumbs and stains removed. m. Chairs are to be placed properly around the tables and superfluous chairs are to be stacked in the assigned places. 	
2	<p>Kitchen:</p> <ul style="list-style-type: none"> a. Kitchen is to be cleared of cutlery and crockery left around. b. Buffet areas to be wiped clean. c. All tables are to be wiped clean. d. Counter tops and sink to be cleaned. Remove salt deposits and water stains from faucets, stainless steel surfaces etc., and cupboard doors are to be wiped on the outside. e. Waste bins emptied / bags replaced. f. Paper towels replenished. Tea towels / cloths changed. g. Percolators & kettles wiped clean and switched off. 	

No.	Activity	When/ Frequency
	<ul style="list-style-type: none"> h. Refrigerators and microwaves emptied and cleaned with suitable solution. Wash fridge shelves and drawers once a month or more often in case of spills. Fridge contents to be emptied once a week from spoiled food. i. Fill dishwasher, set the dishwasher, and replace items in cabinets when wash is finished. j. Wash crockery/cutlery by hand when necessary. k. Clean kitchen furniture, tables and chairs. l. Empty waste baskets and replace bin bags. m. Sweep, vacuum clean and mop floors. n. Clean kitchen appliances (toaster, microwave, kettle, coffee machine etc.) with suitable solutions and wash their washable parts. o. Clean kitchen cabinets inside and out with suitable solutions for grease stains and other types of stains. 	
3	<p>Toilets:</p> <ul style="list-style-type: none"> a. Wastepaper baskets and garbage cans are to be emptied and bags to be replaced. b. All sanitary and electric installations, as well as paper towel containers, mirrors and switches are to be wiped clean /polished. c. Door handles and stains on doors are to be wiped off. d. Floors and doorsteps are to be washed. e. Supplements of paper, paper napkins, and toilet soap are to be distributed and replenished as required. f. Lights are to be switched off. g. Remove salt deposits from taps, pipes and stainless steel surfaces. 	
4	<p>Others</p> <ul style="list-style-type: none"> a. Empty and wash ashtrays daily and when necessary. b. Wash door mats. c. Scrub external floor tiles with suitable cleaning solution. 	
5	<p>Meeting and conference rooms (to be checked and cleaned after workshops, meetings):</p> <ul style="list-style-type: none"> a. Tables tidied and wiped clean. Cups and other crockery are to be returned to kitchen area. b. Chairs are to be aligned around tables. c. Assist in the facilitation of meetings/workshops/conferences ensuring adequate supplies provision as requested. d. White boards are to be cleaned. e. Bins are to be emptied. 	
B. <u>Weekly Cleaning</u>		Weekly
1	<ul style="list-style-type: none"> -All loose and fixed furniture, as well as all technical equipment (PCs, monitors, keyboards, etc.) is to be dusted. -Telephones, desk lamps and accessible desk / table surfaces are to be wiped clean. 	

No.	Activity	When/ Frequency
	<ul style="list-style-type: none"> -Window sills and panels above floors are to be dusted and stains removed. -Doors, door handles and (light) switches on walls are to be wiped and stains removed. Banisters (Handrails): To be wiped. -Partition walls: To be wiped on top. -Rugs: To be washed / cleaned as necessary -Fire doors, alarm switches to be wiped and glass -Alarm boxes: front to be polished -Refrigerators: Cleaned, expired products disposed of 	
2	<p>External Areas</p> <ul style="list-style-type: none"> -Clean balcony/terrace 	
	<p>C. Monthly Cleaning</p>	Monthly
1	<ul style="list-style-type: none"> -All chairs with upholstery are to be vacuum cleaned/brushed, and other chairs are to be wiped (With a moist cloth). -All window frames are to be wiped with a moist cloth. -All technical equipment is to be wiped with a well-wrung cloth (computer screens are to be cleaned/polished). -All empty shelves are to be wiped. All edges and overhangs on walls as well as all pipes at a height which can be reached are to be dusted. -Remove stains / clean walls as appropriate. 	
2	<p>Kitchen:</p> <ul style="list-style-type: none"> -Chairs and table legs are to be wiped. Lamps positioned over the kitchen tables are to be wiped clean. -All loose cushions in guest / lounge areas are to be removed and vacuum cleaned on both sides. 	
3	<p>Toilets:</p> <ul style="list-style-type: none"> -Electric installations as well as walls and floors are to be free of calcareous deposits and cleaned and disinfected. -All doors are to be wiped on both sides, wall tiles and mirrors are to be wiped and polished. -Waste bins and buckets are to be washed inside and out. 	
	<p>D. Periodic Cleaning</p>	every third month
1	<ul style="list-style-type: none"> -Stands for garbage disposal bags are to be wiped clean. -Chests of drawers and small items of furniture are to be moved and wiped, and the floor underneath is to be cleaned (vacuumed or wiped in accordance with Annex I guidelines) -Doors, top edges, door frames and door handles are to be dusted and wiped clean. Radiators and all connected pipes are to be dusted / wiped. -Iron constructions and “walls” are to be wiped. Banisters, all iron bars and pipes are to be wiped. -Entrance areas and glass walls / corridors / partitions are to be wiped / polished. -Plaques and framed pictures are to be wiped, the glass is to be polished and dust and cobweb on the back is to be vacuum cleaned / wiped off. -Highly positioned lamps (ceiling light etc.) are to be dusted / wiped. -Cobwebs are to be removed with a brush on a telescopic rod. -Deep cleaning of carpets and stains is done as appropriate. 	

No.	Activity	When/ Frequency
2	Kitchen: -All visible pipes and overhangs are to be wiped. -Tables are to be wiped on the underside. -Refrigerators and microwave ovens are to be moved away from the wall and cleaned on the backside and the floor underneath and the walls behind are to be cleaned and washed. -All free beams are to be vacuum-cleaned on top.	
3	Toilets: -Floor outlets are to be cleaned and flushed, all floors are to be de-greased and cupboards are to be dusted / wiped. Shower cabins, sinks, toilets are to be disinfected. -All sanitary appliances are to be free of calcareous deposit, and disinfected. All visible pipes and overhangs are to be wiped. -Wardrobes and Cobwebs are to be removed with a brush on a telescopic rod. -Floor outlets are to be cleaned and flushed, all floors are to be de-greased and cupboards are to be dusted / wiped. Shower cabins, sinks, toilets are to be disinfected.	
E. WINDOW CLEANING SERVICE		Monthly
1	-Windows cleaned on the inside and outside every month -All window sills are to be wiped dry (of moisture / water), and all objects which are removed during the cleaning process are to be replaced. -A rubber mat must be used under the water bucket everywhere in the office building. -Window cleaning in the conference rooms shall not be carried out while these rooms are being used. -Ladders and tools are to be stored in the places assigned to them. -All window cleaning exercises must be advised in advance, by the supplier.	

* **To note that all required services are not limited to the above and may be adjusted based on the required needs.**

PRODUCTS PROVIDED BY CONTRACTOR

The contractor will provide all equipment as well as cleaning supplies required for performance of service. The bidders are requested to submit a list of products that will be utilized in the UNHCR offices. Materials include (but are not limited to):

Supplies/Materials:

A. Cleaning equipment

- Brooms/Brushes of all types, mops, dusters, dust pans, buckets etc.
- Vacuum cleaners
- Any other equipment/material as deemed necessary to perform all the cleaning tasks for the office
- Window cleaning equipment
- Professional Cleaning trolleys TTS
- Bin for female hygiene materials in all Female toilet

B. Cleaning supplies

- All types of cleaning agents for toilets, floors, walls, glass
- Polish for floors, furniture and metal fittings
- Cleaning Pads, scouring pads and floor cleaners
- Deodorizers and deodorizing blocks
- Dishwashing liquid
- Kitchen sponges
- Wettex wipes
- Liquid detergent for dishwasher (only for UNHCR premises)
- Salt for dishwasher (only for UNHCR premises)
- Small and large garbage bags

C. Hygiene supplies

- Toilet paper
- Hand towels
- Liquid hand soap
- Kitchen paper

SUPPLIES and STORAGE ROOMS

A stock of these items is to be always maintained in the Storage Rooms to cover consumption for at least one month. Plastic bags and all other materials etc., necessary for carrying out the cleaning service, are also to be stored in the service store.

Supplies of goods are to be ordered, received, stored and managed by the contractor delivering the cleaning service. The site supervisor or on-site personnel of the cleaning service shall always be present to receive supplies when delivered to the premises. The paper receipt should be signed by UNHCR staff on each site and scanned copy of it sent via email to polwainvoice@unhcr.org

All rooms assigned for the storage of service materials are to be kept locked. Rooms are to be locked immediately after the service has been carried out in those rooms.

WORK SCHEDULE, PREMISES & SECURITY REGULATIONS

For each site the company should provide designated supervisor who will be a focal point for UNHCR. The supervisor should have at least 2 years of supervisory experience within the company.

Number of cleaners for each office as well as indicative schedule for the provision of cleaning services should be according to the table below. Schedule/time is indicative and can be adjusted depending on the Office’s needs.

Office	Working days	Time	Activities required	No. of workers
Warsaw	Workdays from Mon-Fri	7:00 – 12:00	A, B, C, D and E	4
Krakow	Workdays from Mon-Fri	8:00 – 12:00	A, B, C, D and E	1
Lublin	Once every month	NA	B, C, D and E	1
Rzeszow	Workdays from Mon-Fri	7:00 – 11:00	A, B, C, D and E	1

During weekends, at extra cost cleaning can be done only upon request and submission of quotation, when arranged in advance.

The stipulated cleaning hours may be revised if feasible, therefore prices should be provided for both cleaning in ‘daily’ hours (i.e. between 7:00 – 11:00) and prices according to the weekend hours as indicated above.

The official UN Holiday calendar will be provided. In total UN have 10 official holidays yearly. Cleaning staff will have to follow UN's Holiday calendar.

UNHCR is subject to a number of security regulations which are maintained by an Admin Unit. The said security rules are to be observed and the diplomatic status of the UN staff respected by the cleaning staff. The security regulations of the UNHCR shall be given to the contractor by the responsible security focal point of the UNCHR.

Note: An ID Access-card, issued by UN, is to be carried visibly at all time by the cleaning service staff when working on the premises. The staff of the contractor are required to wear a uniform when they are working inside the UNHCR.

Neither smoking nor the consumption of any kind of alcohol is allowed when working in the area.

Payment

1. Payment shall be made monthly on submission of an Invoice at the end of the service delivery. Payment shall be made within 30 working days from day of receipt of Invoice to Contractor's bank account.

Submission of offer

UNHCR may award one or more contract. Therefore, interested bidders may submit an offer for one or more offices based on their geographical coverage. For more details, please refer to the RFP document.