

1. Background

The United Nations High Commissioner for Refugees (UNHCR) has been present in Ukraine since 1994 and provides protection and assistance to refugees, internally displaced persons (IDPs), returnees, stateless persons, and other war-affected populations. UNHCR currently maintains offices in five locations across Ukraine.

To ensure that UNHCR premises remain safe, hygienic, and conducive to an effective working environment, UNHCR intends to establish a **countrywide Frame Agreement for the provision of professional cleaning services and supply of cleaning consumables**, covering multiple office locations.

2. Objective of the Tender

The objective of this tender is to select one or more qualified service providers capable of delivering **high-quality, reliable, and compliant cleaning services** across UNHCR offices in Ukraine, under harmonised technical and quality standards, while allowing for office-specific operational requirements.

The **Kyiv office requirements serve as the benchmark** for service standards, staffing, quality control, and compliance. Any deviation at other locations is reflected only where objectively justified.

3. Structure of the Tender

3.1. Tender Lots

This tender is structured into **five (5) separate lots**, corresponding to UNHCR office locations. Bidders may submit offers for **one, several, or all lots**.

- **Lot 1:** Kyiv
- **Lot 2:** Dnipro
- **Lot 3:** Lviv
- **Lot 4:** Odesa
- **Lot 5:** Kharkiv

Although preference is to be given to a contract covering all locations, a single Frame Agreement may be awarded per lot. Award of one lot is not conditional upon award of another.

3.2 Mandatory Site Visit

All bidders are required to conduct a mandatory site visit to the UNHCR premises for the lot(s) they intend to bid for prior to submission of their offers.

The purpose of the site visit is to:

- Assess the actual conditions of the premises;
- Verify floor areas, layout, and technical requirements;
- Evaluate access conditions, equipment needs, and workload;
- Ensure accurate and realistic financial proposals.

Bidders shall contact UNHCR and register for the site visit by sending a request to the following email address: ukrkipro@unhcr.org within the specified timeframe indicated in the solicitation documents.

Failure to conduct the mandatory site visit and submit the signed confirmation will result in disqualification of the offer.

4. Scope of Services (Unified – Applicable to All Lots)

4.1 General Requirements

The Contractor shall provide comprehensive professional cleaning services, including:

- Day-to-day cleaning of office facilities
- Periodic deep / major cleaning
- Supply, replenishment, and management of cleaning consumables
- Availability of own professional equipment and its consumables (including dry and wash vacuum-cleaning equipment, steam cleaner, gardening equipment and consumables).
- Use environmentally responsible detergents
- Compliance with UNHCR security, health, safety, and confidentiality requirements

Services shall be delivered during UNHCR official working days (Monday to Friday), excluding UN official holidays. Additional services outside business hours or on weekends may be required upon request.

4.2 Daily Cleaning Services (Minimum Standard)

Daily cleaning services shall include, at a minimum:

- Dusting and wiping of desks, workstations, furniture, and office equipment
 - Emptying of waste bins and replacement of waste bags (minimum once daily)
 - Vacuum cleaning and/or wet cleaning of floors according to surface type
 - Cleaning of windowsills, doors, skirting boards, panels, and visible surfaces
 - Cleaning and disinfection of kitchens, pantries, and food preparation areas
 - Cleaning and full sanitation of toilets, washbasins, showers, mirrors, and fixtures
 - Washing of dishes and loading/unloading of dishwashers (where applicable)
 - Weekly internal cleaning of refrigerators and microwave ovens
 - Emergency or post-incident cleaning
 - Replenishment of consumables (toilet paper, liquid soap, air fresheners, paper towels, etc.)
 - Gardening services (where applicable)
 - Office plants care services (where applicable)
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4.3 Periodic / Major Cleaning Services

Comprehensive cleaning shall be carried out **at least twice per year (spring and autumn)** and include:

- Window and glass partition cleaning (both sides where accessible)
- Deep cleaning of tiled, laminated, and hard floors
- Deep dry and wet cleaning of carpets and rugs
- Cleaning of wall tiles in kitchens and sanitary facilities
- Removal of dust from ventilation grilles
- Removal of dust from walls, ceilings, light fixtures, and high surfaces
- Cleaning and disinfection of waste containers
- Removal of dust under movable furniture (sofas, drawers, desks, fridges, etc.)
- Dry cleaning of furniture and upholstery
- Cleaning of blinds, curtains, and office mats
- Cleaning of textile and leather furniture

Exact dates shall be agreed with UNHCR, subject to operational needs and weather conditions.

4.4 Additional and Ad-hoc Services

Upon request, the Contractor may be required to provide:

- Handyman services typical tasks include minor maintenance (bulb change, roller blinds repair, connecting appliances, assembling/moving furniture, loading/unloading office items)
- Partial deep dry or wet carpet cleaning per sqm
- Cutting of grass per sqm
- After refurbishment works cleaning per sqm

Prices for additional services shall be quoted separately in the Financial Offer.

5. Staffing and Supervision (Unified Requirements)

5.1 Personnel

- All personnel shall be **formally employed** by the Contractor in accordance with Ukrainian labour law, including paid leave, sick leave, and social contributions. UNHCR reserves the right to request proof of official salaries paid to employees engaged in the performance of the UNHCR contract from the Contractor at any time.
- Cleaning staff shall be trained in professional cleaning techniques, safe use of chemicals, and occupational health and safety.

5.2 Minimum Salary Requirement

To ensure high service quality, workforce stability, and retention of qualified personnel, the Contractor shall ensure that remuneration for cleaning staff is **competitive and aligned with best employment practices in the local market**.

Specifically, the net monthly salary (after all applicable taxes and mandatory social contributions) for cleaning staff shall be set at a level comparable to salaries offered by leading employers, including **international organizations, United Nations agencies, and foreign diplomatic missions (Embassies)** operating in Ukraine.

The minimum required take-home (net) monthly salary levels for cleaning staff shall be as follows:

- **USD 525** for a full-time cleaner (6–8 hours/day)
- **USD 250** for a half-time cleaner (2–4 hours/day)

The rates should apply **uniformly across all UNHCR offices in Ukraine** to ensure simplicity and internal equity.

Salary levels may be reviewed and adjusted upon the initiative of either the Contractor or UNHCR in the event of significant changes in prevailing market conditions, including substantial increases in benchmark salary levels among comparable employers.

Annual movements of up to 15% may be considered, subject to budget availability. This measure will help to built-in annual adjustment mechanism tied to market reality.

5.3 Supervision

The Contractor shall designate a **Manager** responsible for:

- Supervision and quality control, including regular site visits
 - Attendance monitoring and staff replacement
 - Acting as the primary focal point for UNHCR
 - Responding promptly to requests, complaints, and corrective actions
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6. Qualifications of the Contractor

Bidders must demonstrate:

- At least **three (3) years of experience** in professional office cleaning services. To support the submission each bidder is to provide the following supporting information on financial soundness: Audited financial statements or certified financial reports (balance sheets) for the last three (3) financial years the last 3 years (2023, 2024 and 2025)
- At least **two (2) similar contracts** with corporate, commercial, or institutional entities with minimum value of USD 20,000, completed or ongoing within the last three years. Evidence shall be provided through client references, copies of relevant contracts, or completion certificates.
- Adequate organizational capacity, staffing, and logistics
- Availability of professional cleaning equipment and tools
- A quality management system (ISO 9001 certified or equivalent internal procedures).
- ISO certifications (ISO 9001, ISO 14001, ISO 45001 or their equivalent) will be an asset.

Documentation to be submitted:

- Company profile
 - Client references or copies of relevant contracts or completion certificates
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7. Quality Assurance and Performance Management

- Services shall be subject to regular performance monitoring by UNHCR

- Non-performance or poor quality may result in corrective actions, service credits, or contract termination
 - The Contractor shall replace absent staff immediately without service disruption
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8. Health, Safety, and Environmental Compliance

- All detergents and materials shall comply with health, safety, and environmental standards
 - Use of hazardous chemicals is prohibited unless explicitly approved
 - Contractor staff shall always comply with security and safety rules
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9. Contract Duration

The initial Frame Agreement shall be concluded for **one (1) year**, with the possibility of extension(s) for additional **2 (two) years**, subject to satisfactory performance and operational needs.

10. Lot-Specific Annexes

Detailed, location-specific requirements (floor areas, cleaning schedules, staffing levels, special areas) are provided in:

- **Annex A – Lot 1: Kyiv**
 - **Annex B – Lot 2: Dnipro**
 - **Annex C – Lot 3: Lviv**
 - **Annex D – Lot 4: Odesa**
 - **Annex E – Lot 5: Kharkiv**
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11. Applicable Contractual Conditions

The **UNHCR General Conditions of Contract for the Provision of Goods and Services (rev. July 2018)** shall apply.