

Annex C-Terms of references

TERMS OF REFERENCE / REQUIREMENTS: PROVISION OF CLEANING SERVICES

I. COMPANY REQUIREMENT

The contractor should have experience and performance record and will provide minimum two (2) letters of reference and/or previous purchase orders. The company should have minimum two (2) years of previous experience in cleaning services (other business profile is not relevant).

The contractor (company) must be registered in Ukraine and having permission to operate in the country. Company profile to be submitted as part of the technical offer.

II. STAFF REQUIREMENT

The Contractor shall provide the required number of trained cleaners as well as handymen to UNHCR for the provision of cleaning services at UNHCR Ukraine offices as detailed in Annex B.

III. Office location – description of services and number of staff required.

S/N	Office Location	Number of personnel required
1	Field Office Uzhorod (5, Lva Tolstogo Str.)	2 cleaners 2 handymen
	TOTAL	4

The contractor must be able to mobilize and avail in one (01) month all required personnel to the specified location (as described in this ToR and Annex B)

IV. ADDITIONAL STAFF

The Contractor will be required to provide any number of additional qualified staff at given rates on a short notice to meet any additional cleaning requirements of the offices and accommodations, including absences due to medical leaves of its staff. Such request of additional shall be initiated by the contract manager (Administration) and endorsed by the contract administrator (Supply) before requested additional staff reports to work.

V. TRAVEL AND LIVING EXPENSES

The Contractor will be responsible for travel fares, accommodation and living expenses of its staff relocated or rotated to and from their place of contract.

VI. INSURANCE

The Contractor will be required and responsible to provide medical/group insurance for an established insurance company for all its staff assigned to UNHCR.

VII. TIMINGS

The Contractor cleaning personnel shall carry out their duties and be available at UNHCR during **regular working hours between 0700-1600 including one-hour lunch break, Mondays to Friday. Saturday and Sunday — days off.**

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Thorough Cleaning Services shall be performed twice a year, in spring and autumn, as agreed upon by the parties subject to the weather conditions.

Handyman Function shall be performed during working hours between 0900-1800 including one-hour lunch break, Mondays to Friday. Saturday and Sunday — days off.

VIII. UNIFORM

The supplier shall provide and ensure that its personnel wear appropriate and clean uniform and carry ID passes at all times whilst on UNHCR premises. Additionally, the supplier shall provide an attendance sheet signed by its employees who were present on duty at UNHCR Offices each end of calendar month.

IX. WORK INSTRUCTIONS AND PROMPTS

Precise work instructions listed in this document must be displayed in the buildings in a way that they can be consulted by cleaning staff at any time. Written prompts to cleaning staff shall be provided and displayed where appropriate.

X. CLEANING CHECKLIST

A cleaning checklist must be displayed at all the washrooms, offices, corridors and at the main point of the outer premises of the offices updated and signed on an hourly basis by the cleaners for the cleaning performed and cleaning chemicals used.

XI. TRAINING

All cleaning staff employed to carry out cleaning services contract must be regularly trained for their various tasks. This training should cover all environmental practices, occupational health and safety policies and the implementation of the work instructions.

XII. SUPERVISOR

A facility manager, foreman/forewoman or coordinator should be nominated to organize and supervise cleaning activities. The appointed person should stay in contact with UNHCR focal point (requestor) for cleaning and be reachable during working hours. The supervisor shall meet with the UNHCR Focal Point for Cleaning on monthly basis in order to discuss the work instructions and solve any problems that may arise as a result of implementing any new cleaning methods.

The facility manager, foreman/forewoman or coordinator must be sufficiently qualified in the fields of occupational health and safety standards and environmental issues. The supervisor should regularly inspect the techniques employed by cleaning staff to ensure the work instructions are complied with.

XIII. CAPACITY TO PROVIDE A SAFE WORKING ENVIRONMENT FOR CLEANING STAFF

The Contractor must have a process for reporting and fixing hazards and accidents. All the cleaning staff provided by the Contractor to perform duties at UNHCR must be insured against hazard and accident; UNHCR will not accept responsibility to any damage or loss of life and will not be subject to litigation by the Contractor in the event of any such occurrence. Bidders are requested to visit the sites for familiarization with different locations

Appropriate storage, labelling, handling, and disposal of chemicals

- First aid and accident arrangements must be provided by the supplier.
- The supplier must provide occupational health and safety training for its staff
- Carry out regular equipment maintenance.

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XIV. COMPLIANCE WITH INTERNATIONAL LABOUR STANDARDS (SELF-DECLARATION)

The Contractor shall provide proof that they, as the service provider comply with the international working standards (ILO Core Conventions) listed below.

XV. CONTRACT CLAUSES - FAIR PAY AND WORK CONDITIONS

The Supplier must provide specific minimum wage, health care, transport arrangements, living expenses, etc. to all its staff. Note: The minimum wage is set by Ukraine Government, and as the average salary in Ukraine is 16,000.00 UAH, the Contractor is obliged to pay fairly the indicated sum to cover leave home salary for the contracted staff

XVI. MONTHLY ATTENDANCE SHEETS AND VERIFIED CLEANING MATERIALS USED.

Submission of Monthly Attendance sheets for cleaning staff and list of detergents/ cleaning materials utilized for cleaning activities covering all locations. The two documents must be verified and signed by the supplier and the Administration focal points at the location.

XVII. DESCRIPTION OF DUTIES

The duties to be performed by cleaners and of the Contractor include, but are not limited to:

Daily Cleaning Services:

Cleaning the office and common areas:

- Cleaning the work places (dusting the furniture, office equipment).
- Removing rubbish and replacing rubbish bags.
- Wet-dusting the windowsills, doors, floor mouldings and panels.
- Dry vacuum-cleaning hard flooring and carpeting.
- Washing hard flooring.
- Washing and disinfecting the switches.
- Cleaning and washing the entrance areas, stairs and adjacent area.
- Cleaning the glass partitions in the doors, washing and disinfecting door handles.
- Removing stains promptly.
- Disinfecting the conference room, office area and corridors.
- Disinfecting the premises and surfaces during the quarantine pursuant to the separate guidelines (attached).

Cleaning the water closets, kitchen and bathrooms:

- Washing and disinfecting all the surfaces.
- Removing rubbish and replacing rubbish bags.
- Washing the doors, panels and floor mouldings.
- Polishing mirrors.
- Washing and disinfecting the switches.
- Cleaning, washing and disinfecting toilets, toilet seats and washbasins.
- Removing the lime scale from taps and polishing them to shine.
- Washing dishes, putting them into cupboards after they are washed.
- Washing the fridges at the end of each working week, sorting food products.
- Washing and degreasing the microwave oven inside.
- Keeping the proper order in the water closets.

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Taking care of the plants:

- Watering them twice a week unless otherwise specified in writing.
- Informing the UNHCR immediately if a plant is diseased or needs to be reseeded.
- Reseating plants by approval of the UNHCR.

Replenishing the consumables: toilet paper, liquid soap, air fresheners, rubbish bags, napkins, dish-washing agents etc.*

*The cost and specification of the proposed consumables to be used shall be specified in your quotation. The bidder must guarantee the fixed price of the consumables for at least six (6) calendar months from the date of the Frame Agreement. For this purpose, the price of the consumables can be specified subject to the USD rate or in USD, but it shall be understood that payment for the goods will be effected in the national currency, UAH, and will not exceed the equivalent at the respective UN exchange rate published at <https://treasury.un.org/operationalrates/OperationalRates.php#U> .

The specification of the necessary consumables is presented in **Annex A1**.

Thorough Cleaning Services:

List of the necessary works:

- Removing durable impurities (dry-cleaning) on the floor tiles (halls, kitchen, water closets and stairs).
- Washing windows on both sides.
- Washing glass partitions in the doors on both sides.
- Cleaning tiles on the walls (kitchen, water closets).
- Dry and wet-cleaning floors (laminated flooring).
- Dusting large pieces of furniture (cases).
- Removing spider web and dust from the walls and ceiling. Washing and disinfecting walls in the water closets at the height of up to one meter.
- Cleaning, washing and disinfecting ventilation grids in the water closets.
- Dusting surfaces of the wall elements.
- Washing and polishing the inside rooms.
- Washing the armchairs and chairs.
- Dusting the windowsills and the lower part of the window frame.
- Washing rubbish containers in the water closets with a bactericide agent.
- Washing and polishing specific parts of the internal glass partitions.
- Dusting lamps, sensors and other ceiling elements.

Handyman Function:

- Household maintenance and repairs using electrical and manual tools
- Assembling, moving furniture
- Replacing light bulbs, light fixtures
- Replacing water dispenser balloons
- Operating a generator
- Refueling a generator
- Managing battery-powered equipment

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- Managing office inventory
- Packing and sending parcels
- Small errands, purchases

Facility information:

Facilities	Floor area
Actual floor area of the premises on the third floor	388.3 m2
Third floor: Staircases	67.5 m2
Third floor: Corridor	74.0 m2
Third floor: Elevator	1.7 m2
Third floor: Storage room	0.7 m2
Desks	up to 50 units
File cabinets	up to 50 units
Cases	up to 30 units
Racks	up to 20 units
Kitchen	Up to 35 m2
Garbage	Up to 30 baskets
Glass partitions	Up to 20 m2
Doors (door handles), switches	Up to 50 pcs
TOTAL sqm	587.2 m2
TOTAL units	230 pcs/units

Note

1. Terms of Reference (ToRs-Annex C) to be signed and stamped.
2. Vendor Registration Form (VRF-Annex F) to be filled, signed, and stamped if only already registered with UNHCR as a vendor, only indicate the vendor ID.
3. UNHCR General Conditions for Provision of Services (Annex E) to be signed and stamped.
4. UNHCR Supplier code of conduct (Annex D) to be signed and stamped.

End.