

ANNEX A 2 – Service Specification to UKRKI /RFQ/ 2023-108

A. SERVICE SPECIFICATION

The bids shall certify the capacity for providing the services listed below and the qualification requirements for the vendor.

General description of the premises:

- Floors 2, 3 and 5 of an office building
- central and service staircases
- Six water closets (14 cabins) and one shower unit
- Five entrances
- three kitchens

Facilities to be cleaned	Floor area
Actual floor area of the premises on the third floor	1,435 m2
Actual floor area of the premises on the second floor	1,048 m2
Actual floor area of the premises on the fifth floor	194,35 m2
Third floor: Tiles on the floor in the halls, kitchens, at the staircases, balconies and terrace, tiles on the floor and walls in the water closets and kitchens	370 m2
Third floor: Carpeting	1182 m2
Third floor: Laminated flooring	87 m2
Second floor: carpeting, tiles, laminated flooring	About 1000 m2
Desks	up to 200 units
File cabinets	up to 200 units
Cases	up to 100 units
Racks	up to 20 units
Kitchen: furniture and cabinet surface; dishes, cups and glasses; loading/unloading dishwasher; refrigerator interior.	120 m2
Garbage removal: waste baskets at work desks, kitchen garbage.	Up to 200 baskets

Glass partitions	Up to 50 m2
Doors (door handles), switches	Up to 100 pcs

The bid shall contain the following services:

Daily cleaning of the facility	MON to FRI
Thorough cleaning of the facility	Twice a year

The bid shall confirm the qualification requirements for the vendor:

- Confirmation of availability (or possibility of engagement) of the permanent staff with the relevant experience, and provision of personal data on such persons to the UNHCR, which has to be agreed upon by the Vendor with the staff on its own, in accordance with the laws of Ukraine.
- Confirmation of official employment of the staff to be engaged into the cleaning services for the UNHCR, with the salary that is at least equivalent to USD 200 per daily cleaning from Monday to Friday, 5 pm to 8 pm, and USD 350 for extra separate cleaner's daily shift from 11 am to 5 pm after tax.
- Experience in the cleaning services of more than a year.
- Provision of a list of the companies, international organisations, diplomatic missions and respective contact persons who can furnish recommendations by request.
- Confirmation of the full financial liability of the bidder for damage to the property of the UNHCR.
- In-house manager responsible for supervision and regular control over the works performed and prompt response to the customer's complaints and proposals.
- Availability of the special cleaning equipment for the thorough cleaning.
- The Bidder must visit the work area before submitting proposals to understand the scope of work.

Description of the Daily Cleaning Services

Cleaning schedule: It is performed Monday to Friday, from 5 pm to 8 pm and 2 extra separate cleaners with a daily shift from 11 am to 5 pm (working on 2 and 3 floors); Saturday and Sunday — days off.

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 negotiation rooms, reception area and lobby.
- 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 in the dishwashers, putting dishes 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.

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**.

Description of the Thorough Cleaning Services

It is performed twice a year, in spring and autumn, as agreed upon by the parties subject to the weather conditions

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.