

ANNEX A 2 – Service Specification to UKRKI /RFQ/ 2023-124

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 3 of an office building
- Two water closets (4 cabins)
- One entrances
- One kitchen

Facilities to be cleaned	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

The bid shall contain the following services:

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

The bid shall confirm the mandatory qualification requirements for the vendor (as per Annex A1):

- Copy of the Certificate of State Registration of a Legal Entity or Individual (Private) Entrepreneur: a standard document certifying the fact of making an entry in the Unified State Register on the state registration of a legal entity or an individual (private) entrepreneur in Ukraine, with a foundation year min 2 years before the tender deadline.
- Document(s) of the company registration with the tax services in Ukraine.
- Acceptance of UNHCR General Conditions of Contracts for the Provision of Goods and Services (signed/stamped Annex E) and UN Supplier Code of Conduct (signed/stamped Annex D)
- Experience in the cleaning services of more than 2 (two) years.
- Provision of a list of the companies, international organisations, diplomatic missions and respective contact persons who can furnish recommendations by request.
- Written confirmation of the full financial liability of the bidder for damage to the property of the UNHCR.
- Availability of the special cleaning equipment for the thorough cleaning.
- Availability of consumables at stock (available at all times) as per Annex A1
- Written confirmation to maintain price for the Cleaning Services
- Written confirmation of payment terms: within 30 days after the Services and consumables successful delivery
- In-house manager responsible for supervision and regular control over the works performed and prompt response to the customer's complaints and proposals.
- 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.
- Written confirmation of official employment of the staff to be engaged into the cleaning and handyman services for the UNHCR, with the salary that is equivalent to USD 433 take home salary per month after tax.
- Visit of UNHCR office to understand scope of works

Description of Daily Cleaning Services:

Cleaning of 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 of 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.

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 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.

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

NAME: _____

SIGNATURE: _____

TITLE: _____

E-MAIL AND MOBILE PHONE _____

OFFICIAL STAMP:

DATE: