

SECTION II: TERMS OF REFERENCE (TOR)

TERMS OF REFERENCE FOR CLEANING SERVICES

1. Background

UNFPA Mozambique along with other UN agencies is residing in Maputo and Maputo Province. The purpose of this Terms of Reference is to establish a Long Term Agreement (LTA) with one supplier of Cleaning Services – hereinafter referred to as the “Contractor”- for the period of two (2) years which is extendable for one (1) more year based on the satisfactory performance and competitiveness of the price proposals, be used by other UN-Agencies in Mozambique.

2. Scope of Work

Bidders are invited to come and visit the UNFPA Office Maputo (Av. Julius Nyerere 1415, Maputo) and UNHCR Office Maputo (Rua Pereira Marinho 99, Maputo) before submitting bids to provide cleaning services to the highest industry standard for UN Premises located in Maputo City and Maputo Province, Mozambique. This LTA is for the purpose of ensuring that the UN premises are well kept, clean, sanitized and free from any unpleasant odor at all times; presentable to local and international guests or any rank or status at given time; and constantly exuding a decent and respectable image. The contractor shall provide daily and regular cleaning and sanitation services to the premises of UN organizations which have contracts or Purchase Orders signed with the contractor based on this LTA. The cleaning and sanitation services shall cover, among other, all the occupied and unoccupied offices, conference rooms, lobbies, corridors, staff workstations, common areas, the inside and outside of all partitions, kitchen cabinets, refrigerators, ceilings, toilet facilities, lighting fixtures, furniture, office equipment, glass windows, blinds, carpet floorings, pantries, parking area, roof and all other areas within the scope of the UN leased premises, as described in the table quantification form below.

The bidding service provider shall provide an estimated list for all labor, environmentally friendly supplies, material and products and adequate equipment/tools as part of their technical proposal, which will be part of the technical evaluation.

The specific cleaning and sanitation works shall include, but will not be limited to, the following:

Sweeping of floors in all spaces and areas, vacuum or steam cleaning of carpets, damp mopping, dusting sills and ledges, cleaning of doors and vertical surfaces, picking up litter, washing and/or spot cleaning of walls, wiping up any and all spills on any surface, including sink and counters and inside the cabinets; waste collection and disposal which takes into considerations segregation and recycling best practices; monitoring the condition of the washrooms/toilets and making sure that they are at all times clean and not appalling to use by staff, guests, officers and officials of any rank, assisting staff with any special requirements that may come up from time to time, and responding to any emergencies which may arise.

The contractor shall provide a list of equipment and the number of units as part of their technical proposals, which will be part of the technical evaluation. Listed cleaning equipment and materials for daily upkeep of the UN premises shall be provided by the contractor by its own resources.

Special Note:

This LTA will be accessible for all UN-agencies in Maputo and shall establish fix total daily cost, weekly cost, monthly cost and additional related cost for UNFPA Maputo and UNHCR Maputo. Bidders should submit a proposal for fixed rates on daily, weekly and monthly basis for UNFPA and UNHCR premises based on Tables 1 and 2 below, considering all deliverables under clause 3 as well submit samples and descriptions of the cleaning material mentioned under clause 3b. Prices per sqm and working hours will be established in LTA based on the financial proposals and will be base for contracts / Purchase Orders with other UN-Agencies, which are interested in contracting the cleaning services based on this LTA and is located in Maputo, Maputo Province.

Table 1: Quantification of Office Spaces covered by the ToR				
Name of the UN agency: UNFPA Maputo				
Floor level	Floor type	Description	Nº	Total area (m2)
0	Stone smooth	Gallery (outside), covered	1	39.500
0	Wooden	Conference Room	1	31.469
0	Wooden	Reception	1	11.809
0	Wooden	Representative Secretary	1	17.771
0	Wooden	Representative's Office	1	16.099
0	Wooden	Corridor	1	12.347
0	Wooden	ASRH Team I - Office	1	15.170
0	Wooden	SRH Team I - Office	1	17.036
0	Wooden	ASRH Team II - Office	1	30.614
0	Wooden	SRH Team II - Office	1	18.742
0	Wooden	Dept. Representative's Office	1	16.105
0	Tile	Representative's Bathroom	1	7.695
0	Stone smooth	Archive small	1	5.448
0	Wooden	Entrance Hall II	1	6.602
0	Tile	Kitchen	1	17.127
0	Tile	WC Outside	1	4.902
0	Tile	WC Entrance	1	5.035
0	Tile	WC Ladies	1	4.291
0	Tile	WC Gentlemen	1	4.260
0	Tile	Small Meetingroom small building	1	17.080
0	Tile	Office Program small building	1	48.360
0	Tile	Office Finance Dept, small building	1	21.660
0	Tile	IT-Room, small building	1	11.930
0	Tile	Administration/Operations, small building	1	24.815
0	Tile	Office, IOM, Procurement, HR, small building	1	23.307
0	Tile	Archive small building	1	33.454
0	Tile	Lunch Area Outside Covered	1	48.644
0	Cement (rough)	Backyard Outside Covered	1	22.351
0	Stone smooth	Front Entrance Outside (including steps)	1	13.005
Grand Total				546.628

Table 2: Quantification of Office Spaces covered by the ToR				
Name of the UN agency: UNHCR Maputo				
Floor level	Floor type	Description	Nº	Total area (m2)
0	Tile	WC (annex toilet + guards + reception)	3	10.63
0	Tile	3 - person open office (Hot desks room)	1	17.62
0	Tile	Storage room	2	10.66
0	Tile	Kitchen	2	31.84
0	Tile	2 - person open office (drivers)	1	3.08
0	Tile	Server room	1	10.91
0	Wooden	12 - person Meeting room	1	35.25
0	Tile	Reception	1	11.84
0	Wooden	Corridor	1	20.88
1	Tile	WC	2	14.79
1	Wooden	2 - person open office	2	36.50
1	Tile	1 - person open office	1	8.03
1	Wooden	1 - person open office	2	36.73
1	Wooden	Corridor	1	3.20
Grand Total			21	252

Prices per sqm and working hours will be determined based on the financial proposals and will be base for contracts with other interested UN-Agencies, located in Maputo, Maputo Province.

3. Deliverables:

a. Service required

Daily cleaning:

- Ensure that premises, individual offices are clean and tidy;
- Clean all the floors by sweeping with dust control equipment and a damp mop on both polished and unpolished floors;
- Regularly polish wooden floors;
- Vacuum clean carpets, textile surfaces subjected to be walking up and down the room, as well as doorsills;
- Dust all furniture, pictures/frames, fittings, fixtures and ledges on a daily basis;
- Maintain handrails and balustrades to staircases in clean condition. Use dusters and polish as required on a daily basis;
- Clean toilets and ensure cleanliness throughout the day and regularly replenish toilet requisites, which will be provided by the contractor;
- Polish fixtures and mirrors;
- Clean telephones and remove finger marks from electric light switches;
- Regularly clean windows and doors and remove cobwebs;

- Empty all waste receptacles and place waste ready for disposal into the pre-defined recyclable waste disposal bins on a daily basis;
- Wash all kitchen utensils and keep them clean;
- Maintain the conference room clean; Help with the movement of furniture and other objects such as files etc as may be required;
- Water and maintain plants pots;
- Replace empty water bottler in the water dispensers;
- Clean the building entrance;

Weekly cleaning:

- Clean all windows from inside and ensure that walls are clean (remove cobwebs/dust, etc;)
- Scrub the floors (both wooden and p.v.c.) with recommended and environmentally friendly detergent;
- Disinfect the toilet bowls and also remove any stains with a stain remover;
- Scrub the kitchen sinks, walls and the floor, clean the inside of refrigerators and microwaves;
- Clean all the chairs' cloth materials;
- Clean/wash the upholsteries as required;
- Polish the wooden and tiled floors with recommended products;
- Clean the dry leaves from the trees on top of the shades and existing gutters;
- Clean out carefully ceramic facing, to remove water and urinary stone in sanitary facilities;
- Clean all the areas of doors and doorframes;
- Dust horizontal surfaces above sight and window sills;
- Clean up side of tables, wardrobes and other wood furniture;
- Clean carefully shelves in the canteens and kitchens

Monthly cleaning:

- Dust additional interior components (radiators, heating distribution, hangers, picture frames, fire alarms, cable distributions, fire extinguisher);
- Clean up plastic parts of chairs and to Hoover upholsteries;
- Vacuum-clean and dust office chairs;
- Clean all balconies (if applicable)
- Clean archive rooms and server rooms, if required.
- Clean all windows and blinds from inside and outside.

b. Cleaning Material

The contractor is requested to provide separately an estimated list of all necessary cleaning material and equipment, which will be part of the technical evaluation. **UNFPA is not expecting them bidders to invoice us for these items separately. The cost of all these items (or any other additional) should be included in the daily rates for different service items.** The list may but not necessarily include following items (suggestion):

- Liquid hand soap of good and approved quality;
- Toilet paper of good and approved quality;

- Hand clean paper with dispensers which shall be removed at the end of the contract and any physical damage to walls or any other fixtures as a result, costs of repair shall be borne by the Contractor.
- Aroma for toilet dispensers;
- Detergent blocks for toilets and urinals;
- Detergent powder;
- Antiseptic cleaning fluid;
- Mild bleach for washing dish towels;
- Stain remover;
- Air freshener spray;
- Furniture polish;
- Floor polish (wooden and tiles);
- Window polish;
- Dishwashing liquid;
- Garbage Bags;
- Combo Mob buckets
- Floor mop and pads,
- Brass wire brush
- Floor scraper
- Window cleaning equipment
- And other supplies considered relevant for the effective work;

Bidders shall submit samples and description of each deliverable which are relevant for the effective work.

c. **Qualifications or specialized knowledge/experience:**

The successful Service Provider must satisfy, in the minimum, the following requirements:

- Local certification in the relevant area.
- Provide the company organogram and list of qualified Staff that would be allocated to UN cleaning services.
- Provide the CV's and copies of relevant Diplomas or Certificates of Management, Team leader and the service staff that would be allocated to UN cleaning services.
- Provide a compressive list of equipment to be used to provide the required services.
- Provide a minimum of three verifiable Referees (contact names, e-mail addresses and telephone number).
- Company specialized in cleaning and maintenance of offices, WCs, furniture etc. with five years working experience
- Company established in Mozambique
- Good reference checks

Qualification of the cleaners:

- Completion of elementary level education
- Skilled and experienced in delivering high quality cleaning services complying to the utmost standards of high-end premises, buildings, condominium, apartments and offices;
- Knowledgeable in, and has basic sense of, aesthetics;
- Client-service oriented and client satisfaction conscious;

- Sufficient trustworthiness to be allowed access to offices in the highest UN officials an even the most sensitive areas of the UN premises
- Physically and mentally fit to efficiently and effectively perform the daily services required; and of utmost integrity, outstanding moral character, emotionally stable, and ethical in their behavior at all times
- Experience in servicing international and diplomatic organizations definitely an advantage, but not required.

Cleaning Personnel

- The company shall be responsible for transportation of its personnel from /to UN Premises;
- Thorough attention must be given in the good presentation and appearance of the cleaning personnel
- Cleaning personnel must wear uniforms with Company logo/insignia at all times and should be equipped with necessary equipment to undertake cleaning
- Cleaning personnel proposed must undergo a medical checkup and be certified as physically fit to perform the duties;
- In case of change of personnel, the services provider informs the responsible department of the respective UN-Agency and obtains a prior approval on eligibility and suitability of the personnel.

d. Safety and security:

- The cleaning company shows evidence that a vetting process/reference checks has been completed for all staff. Additionally clear security procedures for cleaning staff shall be established.
- The outsourced personnel will be working in the UN Premises for the cleaning of the office space. The contractor will have to provide security clearance/character certificate from local police authorities of all staff selected to deliver services at UN-premises. A copy of the National Identity Card along with the photograph will also be provided for the record.
- The UN premises are subject of security regulations managed by UN Department of Safety and Security and guarded by UN selected Security Company. The security rules are to be observed at all times and the diplomatic status of the UN staff is to be respected by the company and its personnel. Briefing on the security regulations of UN Premises, an ID card issued by the company with photo and complete name of the personnel is to be worn by cleaning personnel at all times.
- Cleaning staff will not be allowed to work in UN-premises if UN staff is not present.
- Smoking and use of alcohol in UN premises is strictly prohibited. Violation of this requirement will result in cancellation of the LTA with the company

4. Timeframes, schedule

- Daily Cleaning Services will be part of the negotiations with the respective UN-Agency, but have to be during the regular UN working days while UN-Staff is present, from **Mondays to Thursdays**, between the hours of **07:00 am** and **05:00pm**, and **Fridays** between **7:00 am** and **02:00pm**.
- Weekly and monthly cleaning services should also take place on regular UN working days, as mentioned above.
- No changes in the agreed days or time can be made without prior clearance by the respective UN-Agency;

- Note: During nationally declared holidays which are not considered as UN Holidays, Contractor's Personnel deployed to the UN premises shall also report for work to render regular services (List of UN-Holidays will be provided);
- In exceptional cases where UN requires the services of the Contractor's Personnel, the latter shall be prepared to render overtime services, the cost of which shall be billed to UN on the same month the services were rendered and the invoice shall be submitted to the respective UN agency's administration. The contractor shall therefore maintain a sufficient number of Personnel, with regular assignment or on-call basis, for all of the abovementioned purposes;

5. Client Support

- UN provides access to all lockable rooms to be cleaned.

6. Type of Contract and Duration

The successful bidder will be awarded a UN Long Term Agreement (template can be provided upon request via e-mail) for the period two years, with the possibility to extend for another two 12 months (three years in total).

Contract will be an fixed daily, weekly, monthly total price for UNFPA and UNHCR directly at the LTA stage. Prices per sqm and working hours will be established in the LTA based on the financial proposals and will be base for contracts / Purchase Orders with other UN-Agencies, which are interested in contracting the cleaning services based on this LTA and is located in Maputo, Maputo Province

Payment will be made on a monthly basis upon receiving satisfactory completion of the tasks mentioned above and receipt of relevant and correct/complete invoice.

7. Conditions of Work

Works will be done at UN premises and the Contractor shall ensure that general conditions for contractors (SECTION III: GENERAL CONDITIONS OF CONTRACT) are not violated by the Contractor and/or any of his Staff. Failure to safeguard these principles will implies the immediate termination of the LTA.

The respective UN-Agency can further extend the location of the contract to any other premises and/or the LTA will be also applicable to all UN agencies operating in Maputo or Maputo Province, under the same Terms and Conditions, based on prices per sqm and working hours of a cost breakdown of the financial proposals that would be incorporated and fixed in the LTA.

8. Reporting / Monitoring

Monthly status reports to be submitted to the cleaning supervisor or the respective/contracting UN-Agency. The service provider shall provide a template of a reporting form which shall be used for future reporting and monitoring. This form shall include the exact number of performed working hours by each cleaning staff and shall be confirmed and signed by contractor and responsible UN-Admin staff of respective UN-Agency. This form has to be submitted together with Invoice after each performed month. The provided template form will be part of the technical evaluation. This form will be used to control that the minimum agreed service level has been delivered. But using that form, the LTA holder will not be permitted to charge more than the fixed daily, weekly and monthly total prices.