

## Terms of Reference for Institutional Contract Cleaning & General Maintenance Services Libya Offices

<b>Project/ Assignment Title</b>	<b>Provision of Cleaning and General Maintenance services to UNICEF Main Office and Oea Compound leased spaces</b>
<b>Workplan Code No.: Activity:Security Services Background:</b>	UNICEF wishes to engage a reputable company operating in the field of cleaning and general maintenance services (herein after referred to as “the Contractor”) to provide cleaning and general maintenance services for the UNICEF Office in Tripoli, Libya and potentially other locations.
<b>Objectives:</b>	<p>1.1 The United Nations Children’s Fund (UNICEF) Libya Country Office is planning to enter into a contract with a reputed, experienced and technically qualified company (“Service Provider”) for the provision of cleaning services and general maintenance services at their office premises in Tripoli</p> <p>1.2 The Service Provider shall be required to provide sufficient work force, supervising staff and equipment to meet the Office’s housekeeping needs as detailed in sections below.</p> <p>1.3 Working hours for cleaners: From 7:30 am to 4.00 pm, Sunday to Thrusday with half an hour lunch break from 1:00 – 1:30.</p> <p>Daily, weekly and monthly cleaning is to be undertaken as per agreed upon schedule. The daily cleaning must be completed outside the working hours so as to cause no disturbance to the staff. Weekly tasks might be undertaken during the weekends and minimal services will be made available on holidays as per advice from UNICEF.</p> <p>UNICEF Libya’s Admin Officer (hereinafter referred to as the “AO”) will inform the Contractor of the required level of services at the selected location.</p> <p>The initial term of the contract shall be twenty four months, with a possible extension of twelve months on the same terms and subject to availability of budget and satisfactory performance of the Contractor(s).</p>
<b>Scope of Work:</b>	<p>The Contractor must be licensed or registered by the Libyan Government as a well-established Security Company with experience in the area of physical security with focus on Security Guard services. Being a member of a recognized international security association would be an asset.</p> <p>Cleaning Services will be provided for all UNICEF offices, main office and 4 field offices and disposal of garbage other than the recycling material</p> <ul style="list-style-type: none"> <li>- The contractor shall cover labor, cleaning material and paper towels for bathrooms and toilet towels</li> </ul>

- Perform deep cleaning upon request
- General maintenance of premises
- **Response time** to any cleaning request shall be within requested period for main office and field offices.

### 2.1. SCOPE OF CLEANING SCHEDULE

Daily surface Cleaning Service to include:

- Empty all waste receptacles.
- Empty, clean and refill outside smoking urns if needed.
- Place trash in securely covered trash bins and leave in a designated storage area outside the office premises.
- Dust all areas within a high-hand reach, including windowsills, wall ledges, baseboards, filing cabinets, radiators, charts, bulletin boards and pictures.
- Dusting of Office desktops, furniture and fittings.
- Dust and damp wipe desks only if cleared.
- Damp wipe all reception tables, conference tables.
- Damp wipe all office equipment.
- Sweep & mop all floors in reception area, hallways and stairs using appropriate detergent.
- Sweep or vacuum all floor/carpeted areas.
- Sweep and wash all stone, tile, linoleum, marble floors, and staircases.
- Sweep and tidy Kitchen area.
- Clean all glass doors, windows and glass surfaces.
- Wash and clean all balconies.
- Wash clean all water fountains/coolers, emptying waste water as necessary.
- Polish all decorative brass fittings.
- Clean parking / garden area around the office
- Coffee/tea services for meetings and staff.
- Water the plants as needed

Lavatories:-

- Touch-up cleaning of bathrooms/Toilets (three times daily)
- Wash and disinfect all fixtures (wash basins, toilets, urinals, mirrors) using appropriate detergents.
- Polish flush meters, piping, toilet seat hinges, and other metal work.
- Mop, rinse and dry floors.
- Refill paper towel, toilet paper, sanitary napkin, soap dispensers.

General Maintenance (including below but not limited to):-

- Replace bulbs (LED)
- Maintain simple electrical issues
- Maintain bathroom and kitchens
- Repair simple works (replace keys, fix windows, lamps)
- Routine cleaning and maintenance of ACs

2.2 Weekly Basis:-

Wash all glass partitions, polish picture glass.  
Wash all door frames.  
Polish all wooden furniture surfaces (e.g. table tops).

2.3 Monthly Basis:-

Dust blinds and all other dusty areas (ledges, pipes, bookshelves, etc.) beyond a high-hand reach. Re-adjust all blinds to the proper angle.  
Dust door louvers.  
Wash all window ledges and sills.  
Polish all wooden furniture.  
Vacuum all upholstered chairs and sofas.  
Clean all drainage holes on balconies and roof.

2.4 Whenever needed: Perform deep cleaning

Wash windows on the inside.  
Steam/wash clean carpets and as when the need be.  
Remove, wash and rehang blinds.  
Wash door louvers.  
Wash windows on the outside.

Cleaning Common areas:

3.0 Supplies, Consumables & Equipment

3.1 Supplies and Consumables: All cleaning chemicals, toiletries and other supplies and consumables necessary for the proper execution of the contract will be procured and provided by the cleaning company (sample to be checked and approved by UNICEF admin staff)

3.2 Equipment: The company will provide all the necessary equipment, such as vacuum cleaners, brooms, carpet shampoo machine, ladders etc.

4.0 UNICEF will provide the Contractor with the Terms of Reference for the required services.

4.1 The Contractor is responsible for pre-selection and proposing candidates for each service.

4.2 UNICEF reserve the right to determine the individuals required for the services, to request for replacement of the individuals in case of unsatisfactory performance, to modify the Terms of Reference of the services rendered by sub-contracted personnel. Such modifications shall not be deemed a termination of this Agreement and its supplementary Contracts.

4.3 UNICEF may, at any time, request in writing the withdrawal or replacement of any personnel of the Contractor assigned to perform work or services under this Contract. The Contractor shall, at its own cost and expense, withdraw or

	<p>replace such personnel forthwith. A request by UNICEF for withdrawal or replacement of the Contractor's personnel shall not be deemed a termination of this Agreement and its supplementary Contracts.</p> <p>4.4 The Contractor shall be fully responsible for all the work and services performed by its sub-contracted personnel, and shall for this purpose employ qualified, competent and well-trained staff to perform the services under the Contracts.</p> <p>4.5 The Contractor shall take all reasonable measures to ensure that the Contractor's personnel conform to the highest standards of moral and ethical conduct.</p> <p>4.6 The Service Provider undertakes to obtain any license, permit, consent, sanction etc. as may be required or called for from/by local or any other authority for doing the work as specified in this RFP. The Service Provider shall provide and maintain all appropriate workmen's compensation and liability insurances, or its equivalent, with respect to its employees to cover claims for death, bodily injury or damage to property arising from the execution of the planned contract. Adequate care and protection shall be maintained by the Service Provider to ensure the safety of the occupants and visitors in the Premises where the work is being carried out.</p> <p>4.7 The Service Provider shall ensure that its staff have valid contracts which meet all statutory obligations and legal requirements, such as the minimum wage and social security provisions. The Service Provider shall ensure that the wages are disbursed to the staff in a timely manner in consideration of the staff well-being and so as not to jeopardize the continuity of the performed tasks on high service quality levels at all times and this shall be monitored by the United Nations. The Service Provider shall ensure that it is clarified that housekeeping staff under the proposed contract are the employees of the Service Provider only and that the UNICEF has no obligation or any relationship to employment or otherwise whatsoever with the Service Provider's staff.</p> <p>4.8 It is to be noted that the UNICEF fully subscribe to the Convention on the Rights of the Child and draws the attention of potential service providers to Article 32 of the Convention which requires that a child shall be protected from performing any work that is likely to be hazardous or to interfere with the child's education, or to be harmful to the child's health or physical, mental, spiritual, moral or social development.</p> <p>4.9 The quoted price should be valid for minimum one year with the approved terms and conditions</p>
<p><b>Deliverables</b></p>	<p>All assigned locations by UNICEF to be kept in hygiene and clean at all times. The premises inside/outside parameters should be well maintained in good functioning conditions at all times</p>

<b>Location</b>	<p>1- UNICEF Tripoli office in Ghot Shaal Area 2- Potentially other locations to be determined in a later stage</p>
<b>Timing</b>	<p>From Sunday to Thursday; timing from 7:30am to 4:00 pm</p>
<b>Reporting Requirements</b>	<p>Regular performance meeting will be held between the UNICEF administration and the Contractor or its senior representative. Written minutes of the meetings shall be prepared by UNICEF and forwarded to the Contractor.</p>
<b>Qualifications Requirements</b>	<p><b>A- Company Profile:</b> The Contractor must be licensed or registered by the Libyan Government as a well-established cleaning and maintenance Company with experience in the field at a national or international level with focus on cleaning &amp; maintenance services. All personnel are to be provided by the Contractor and shall be fully qualified as cleaners and maintenance staff, in accordance with all relevant statutes within UNICEF Libya.</p> <p>The Contractor must meet the following requirements and provide proof with the following documents: Company profile with service experience in cleaning/maintenance management of large institutions preferably with international organizations. Legal registration , valid license, or any evidence from the government supporting the legal existence of the company. A list of staff employed with their individual CV, references and service certificates. Proof of comprehensive health insurance coverage to employees or any plan of health coverage. Medical certificate for each employee providing proof of fitness for the job delivered by a recognized medical office. Minimum of 5 years' experience in managing cleaning/maintenance for large companies.</p> <p><b>B- Company personnel</b> The Contractor shall ensure that all its personnel employed and assigned to perform under the contract meet or exceed the following minimum criteria.</p> <ul style="list-style-type: none"> <li>- must be at least 20 years of age;</li> <li>- be physically able as per medical certification from recognized medical office to perform all general cleaning duties, functions and activities;</li> <li>- be free from all communicable diseases;</li> <li>- be in good general health, without physical restrictions which would interfere with the performance of duties;</li> </ul> <p>The Contractor shall conduct pre-hire physical examinations at its own cost and expense, to ensure compliance with the above-mentioned requirements.</p> <p>All employees shall be literate Arabic to the extent of reading and understanding printed regulations, detailed written orders, training instructions and materials.</p>

	<p>No employee shall have been terminated from any previous employment other than honourable circumstances.</p> <p>No employee shall have been convicted of a felony or misdemeanour. All employees must possess the capacity to acquire a good working knowledge in all aspects of the position requirements of the contracted security force, i.e. post orders.</p> <p>C- Employee Conduct. The Contractor shall ensure that its employees maintain satisfactory standards of competency, conduct, appearance and integrity. The Contractor shall take appropriate actions, as necessary, to ensure compliance with these standards. The CVs of all Managers appointed by the Contractor shall be made available to The UNICEF FSA or UNICEF designated representative.</p> <p>D- Staffing Considerations. The Contractor shall deploy a well-trained, organised and experienced personnel.</p> <p>E- Personnel Individual Files. The Contractor shall maintain personnel files, which include the Police background check on all of its personnel assigned to perform under the Contract. These files shall be maintained by the Contractor and are subject to inspection by UNICEF at any time.</p>
<b>Duration</b>	2 years with possibility of extension for an additional year provided performance is satisfactory and based on the market situation.
<b>Start Date</b>	Expected in July 2019
<b>Reporting to</b>	Administratiton unit
<b>Conditions:</b>	
<b>Expected Budget for Institutional Contract:</b>	Payment Term, on monthly basis upon submission of invoice reflecting net and overtime and certification from responsible unit. Payment will be effected in Libyan Dinars or US Dollars
<b>Duty Station:</b>	UNICEF Office in Tripoli, Libya and potentially other locations.