

## **ANNEX 4**

### **PROVISION OF CLEANING & JANITORIAL SERVICES, GARDENING FOR UN HOUSE BUILDINGS, MASERU ON A LONG-TERM AGREEMENT (LTA) FOR A PERIOD OF ONE YEAR RENEWABLE FOR UP TO 3 YEARS BASED ON SATISFACTORY PERFORMANCE**

***A mandatory pre-bid meeting will be conducted for interested parties at 10:00 AM on Friday, January 15<sup>th</sup>, 2019 at UN Conference Hall, UN House UN Road Maseru 100, Lesotho.***

#### **A. BACKGROUND**

The United Nations Agencies in Lesotho comprising of the following Agencies UNAIDS, UNDP, UNFPA, UNICEF, FAO, WHO, IOM and the Residents Coordinators Offices accommodated in the UN House in Maseru in their efforts to harmonize common services among the agencies are seeking a service provider who provide Cleaning and Janitorial Services and Gardening Services for the United Nations House. UNDP on behalf of all the United Nations Agencies intends to sign a Long Time Agreement (LTA) for a period of up to three (3) years with a reputed, experienced and technically qualified Lesotho based company. The successful Proposer shall be contracted for an initial period of one (1) year with the contract renewable on an annual basis subject to satisfactory contract performance. The performance of the contract will be subject to evaluation by the Operations Management Team (OMT).

The applicant shall provide information supporting their suitability for this assignment, among them, details of the firm's experience, experience of staff proposed for this assignment and a listing of similar tasks carried out in the last five years in accordance with the form provided at Appendix 3. Also, to be submitted are tender documents: trading license, VAT Registration Certificate, Audited Financial Statements and a valid Tax Clearance Certificate. In the absence of these, please provide certified proof of exemption.

#### **B. SCOPE OF WORK**

Under the overall supervision of the Common Services, the Proposers personnel supervised by a Cleaning Supervisor shall provide high quality cleaning services and Gardening services using environmentally friendly cleaning products and supplies for the United Nations House Offices and buildings located at 13 United Nations Road Maseru. The UN Compound occupies an area of about 5500 m<sup>2</sup> and The UN House occupies an area of about 4700 m<sup>2</sup> distributed over 5 floors, operating with 2 elevators and 4 staircases with approximately 130 staff members work in the building during any given time

The Scope of the Contract shall include but not limited to the following:

- Cleaning of offices, meeting / conference facilities, copy rooms, stairways, common areas
- Cleaning of all Kitchens and bathrooms and their fixtures;
- Cleaning of the Cafeteria;
- Collecting of garbage for waste removal and emptying waste containers



- Cleaning of windows – internal and external/ polishing of glass areas.
- Waste management
- Provision of other services as requested including office moving and any other services related to cleaning and maintenance

A. GENERAL CLEANING	DAILY	WEEKLY	MONTHLY	QUARTERLY	SEMI-ANNUALLY
<b>OFFICES, BOARDROOMS AND CONFERENCE ROOMS</b>					
Damp- dust all office furniture including desks, chairs, chair rails, filing cabinets, bookcases, workstations, tables, clean/wash coffee, cutlery etc. (Papers should not be moved)	✓				
Damp-wipe with chemical free cloth all telephones and Computers;		✓			
Empty all wastebaskets bins and all trash bins (including all recycle items: bottles, papers...) and changing all liners as needed	✓				
Dust all doorframes and window sills and stains wiped off		✓			
Vacuum-clean all carpeting, as necessary		✓			
Sweep and damp-mop all areas that have non-carpeted floors.		✓			
Check all stairways between all floors; sweep and mop as often as necessary or as requested.	✓				
Spray-buff all vinyl and ceramic floor tiles		✓			
Spot-clean all walls, around all light switches, doors handles, windows removing smudges, stains and finger marks;	✓				
Clean the entrance doors' glass, elevators, removing finger marks and smudges;	✓				
Window sills dusted or cleaned as necessary to remove visible dirt.		✓			
Remove trash to designated area of removal and Ensuring that recycling material are separated and put into appropriate bins and ready for pick up containers	✓				
Setting up of UN conference Hall for different meetings in a timely manner. Must coordinate proactively with the person booking the meetings.	✓				
Offices to be checked twice daily (Morning and after Lunch): Tables tidied and wiped clean. Dishes to be cleaned and returned to respective Offices.	✓				

Meeting and conference rooms to be checked and cleaned after workshops, meetings): Tables tidied and wiped clean. Cups and other crockery are to be returned to respective area. Chairs are to be aligned around tables. Bins are to be emptied.					
All chairs with upholstery are to be vacuum cleaned / brushed, and other chairs are to be wiped (with a moist cloth).		✓			
All window frames are to be wiped with a moist cloth.		✓			
Maintain all working areas in clean and orderly condition;	✓				
Cleaning of UN Conference hall chairs (shampooing and stain removal)				✓	
Prepare a cleaning log monthly;			✓		
<b>ENTRANCE LOBBY, HALLWAYS, STAIRWAYS AND ELAVATORS</b>					
Horizontal surfaces that are clear of obstructions wiped off or vacuum cleaned,	✓				
Floors vacuumed cleaned or washed to remove all traces of visible dirt and shoe marks		✓			
Glass doors in front of reception cleaned to remove all visible marks	✓				
Floors vacuum cleaned and washed, from wall to wall, a minimum of once per week.		✓			
Sweep and clean elevator machine rooms, server rooms and storage rooms			✓		
Shampooing and stain removing on the carpeted area in front of the elevators on the ground floor (Twice every month)			✓ x2		
<b>BATHROOMS</b>					
Sweep and wash all bathroom floors with disinfectant, using proper sanitary methods;	✓				
Keep spotlessly clean at all times, all bathroom fixtures, walls, floors, taps, mirrors, areas around toilets and urinals.	✓				
Wash and polish all mirrors, powder shelves, bright work and enamel surfaces, including plumbing equipment		✓			
Empty and clean all waste bins and dispensers; replace plastic liner.	✓				



Supply and replenish toilet tissue holders, sanitary tissues, and hand paper towel and soap dispensers with supplies furnished by contractor.	✓				
Hand dust and clean, washing where necessary, all partitions and dispensers	✓				
Scour, wash and disinfect all toilet seats (both sides), basins, bowls urinals and tile walls, throughout. This work shall be performed using an acceptable non-pungent germicidal disinfectant. (Note: Special attention must be taken to inspect and clean difficult access, such as the underside of toilet bowl rings and urinals, to prevent build-up of calcium and iron oxide deposits. Wash both sides of all toilet seats with approved germicidal solution and wipe dry.		✓			
Waste bins and buckets are to be washed inside and out.		✓			
Collect and place all rubbish in a designated area of the building for removal	✓				
Report mechanical deficiencies or malfunctions	✓				
Toilets should be checked every 30 minutes for all of the above and a signing checklist used	✓				
<b>KITCHENS AND/ OR CAFETERIA</b>					
Floor/horizontal surfaces should be washed and vacuum cleaned as necessary to remove all traces of visible dirt. Chairs to be moved as necessary to facilitate the work	✓				
Cleaning of Kitchens, wash and dirty utensils, cleaning of cupboard doors (outside), cleaning the exterior of refrigerators, and the cleaning of all kitchen electric and non-electric gadgets.	✓				
Floors; tabletops; sinks cleaned. Waste bins emptied	✓				
<b>GYM</b>					
Floors and showers cleaned.	✓				
Disinfecting liquid / spray should be used to clean gym equipment.		✓			
<b>SURROUNDINGS AND GARDENING</b>					
Sweeping of the outside grounds and ensuring the outside grounds within the UN compound is clean and free from debris, rubbish, leaves, etc.	✓				
Provision and Planting of seasonal flowers				✓	

Planting flowers and providing gardening maintenance including daily tending and protecting, watering, fertilization and removing weeds on a regular basis		✓			
Maintain and replace flower/plants pots inside rooms and corridors ensure plants are all green and in good condition; soil is tilled and fertilized as need be.		✓			
Remove mud and water from the vehicle washing area as and when necessary		✓			
Cleaning of exterior lights and fixtures			✓		
Any other related duties assigned by supervisors from time to time	✓				
<b>WINDOW CLEANING</b>					
Wash and clean interior and exterior windows including all frames and window seals				✓	
All window sills are to be wiped dry (of moisture / water), and all objects which are removed during the cleaning process are to be replaced				✓	
Thoroughly clean the blinds				✓	
Window cleaning in the canteen and conference rooms shall not be carried out while these rooms are being used.				✓	
All window cleaning exercises must be advised in advance, by the supplier.				✓	
<b>EXTERMINATION</b>					
Treatment for Cockroaches, mice, crawling insects and vermin in all occupied areas paying special attention to problem areas				✓	
Inspection and fumigation of the building					✓
Provide Emergency treatment service when required (response time 48hrs)					
<b>SPECIAL CLEANING</b>					
Prepare a list of additional ad-hoc cleaning services, such as carpet cleaning etc. indicating price per square meter which will be offered against special written requests.					✓
<b>OTHER</b>					
Replenishing the Drinking Water dispenser(s)	✓				
Water dispensers cleaned of scale and chalk deposits and dirt.			✓		

<b>Designation</b>	<b>Qualification</b>	<b>Experience</b>
Cleaning Supervisor	The supervisor should have a minimum qualification of Form E and should be able to communicate well in both written and spoken English Should be able to monitor offices two times a day and report to Common Services on a monthly basis	5 years' Experience as a supervisor of cleaning crew. Should be trained or knowledgeable in various cleaning jobs.  Minimum Qualification: is COSC Certificate. Please attached certificate/Diplomas etc.
Cleaners	The Cleaners must have completed primary school.  Basic training in office cleaning and knowledgeable of cleaning, use of detergents, requisite cleaning methods and cleaning equipment.	At least 3-year experience cleaning.  Should have basic reading and writing skills and be able to communicate in both Sesotho and English
Gardeners	The Cleaners must have completed primary school.  Basic knowledge in Gardening and Landscaping and ensure that flowers are changed, and more attractive plants are provided periodically Ensure that soiled is changed, fertilized and watered when necessary	Must have at least 3 years' experience as a Gardener

- e. The contractor should provide his/her personnel with uniforms meeting international standards which shall be put on at all times. The quality and color of uniform shall be approved by UN.
- f. The contractor shall provide substitute workers if management desires replacement due to unsatisfactory service and for any other reasons deem fit for replacement
- g. The contractor shall assume responsibility for its employees always and further accept statutory requirements as per the labor Act and other Acts and rules prevailing in the country. The contractor shall ensure that its employees receives wages not below the minimum wages a specified in the Labor Act;
- h. The contractor shall furnish all personnel, supervision, transport, and other items necessary to perform the work as required by UNDP and defined herein. All cleaning materials, supplies, cleansing agents and consumables, toilet rolls containers, paper towel and soap dispensers are to be supplied by the Contractor. The consumables shall be good quality and environmental friendly.
- i. Training: All cleaning staff 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.



- j. Recycling: The contractor will be committed to supporting the basic recycling initiatives of the UN in Lesotho. Responsibilities will include separating paper from other waste, maintenance of recycling bins in office kitchen (cleaning the materials, such as milk cartons, disposed of in the bins, and keeping the bins themselves clean). The Contractor will develop a system and roster for recycling other waste, such as cans, glass, plastic, batteries, and cartridges, in collaboration with the Common Services Team.
- k. The contractor shall be responsible for any damage caused due to negligence of cleaning personnel
- l. The contractor is responsible for providing particulars of the cleaning crew to United Nations along with their credentials and before any changes to the cleaning crew the contractor must notify United Nations at least 48 hours in advance and only upon approval the cleaner can be changed or replaced
- m. The Contractor will have to provide security clearance /character certificate from local authorities of all staff selected to deliver services at the UN House. A copy of the Identity Card along with the photograph will also be provided to United Nations Department of Safety and Security (UNDSS) for their record. The Contractor UN ID Card will/ may be issued by UNDSS upon receipt of police verification.
- n. The contractor should ensure that its employees use the access control system in the building for attendance registration daily when the report to work and when they leave work.
- o. UN House is subject to a number of security regulations which are maintained jointly by a Security company. The said security rules are to be observed and the diplomatic status of the UN staff respected by the cleaning staff. The security regulations of UN City shall be given to the cleaning staff by the UNDSS.
- p. The contractor shall forward to Common Service the qualifications, CVs and other testimonials of incoming personnel and shall also notify Common Service of any termination.
- q. The contractor shall submit to common services a cleaning schedule prior to the signing of the contract. This cleaning schedule shall also reflect the day/time that all tasks required less frequently than daily are to be performed. Cleaning schedules shall be maintained by the contractor and available to Common Services upon request. The contractor shall submit changes to the Common Services as they occur, which shall be made in writing.
- r. For all services specified as above, the contractor is required to maintain a "Check List" showing work completed, date of weekly inspection by supervisor and shall provide Common Services Associate with a report which shall include, among other things, Monthly attendance sheet for staff working at UN house, inspection reports and daily checklists indicating work monthly work done, any recommendations to UN. In addition, the contractor's supervisor shall discuss with Common Service Associate monthly or more frequently on the progress and quality of service being rendered;
- s. The contractor shall ensure that a clear note written in English should also be made available to each worker with respect to his/her daily/weekly/monthly routine of duties;
- t. United Nations will not be responsible for any accident, injury and or death of person/s hired while performing duty any compensation will not be paid by UN

### **E. Performance Standards and Service Level Guarantee**

The contractor shall perform services in accordance with the herein prescribed minimum performance standards set by United Nations:

<b>Product /Service</b>	<b>Performance Attributes</b>	<b>Definition</b>	<b>Standard/ Service Level</b>
<b>1. Billing</b>	Accuracy	Ability to generate billing statements without errors	Zero-Error or no discrepancy between invoices and attachments
	Clarity	Ability to generate bills that are transparent or easy to understand	Zero>Returns for clarification/explanation
<b>2. Rates/Pricing</b>	Fairness	Charges for services offered	Fixed rates
<b>3. Service Quality</b>	Accessibility	Ability to access or approach Focal point and/or Company Manager  Ability to supply with high quality cleaning materials	Self-inspection quality monitoring system: yes  Email: available
<b>4. Problem Solving</b>	Complaint Handling	Ability to resolve complaints	Timeliness: one (1) week  Manner of resolution:  Satisfactory score
<b>5. Free Customer</b>	Readiness to do business	Customer Support Service to support business	The Customer Support Service should provide assistance according to the requirement for works in the TOR



## LIST OF RETURNABLE DOCUMENTS

The Offeror must complete and submit the following documents

TECHNICAL PROPOSAL DOCUMENTS		Returned (Yes/No/N/A)
Qualifications : Annex 2-Section A	: - Profile - Business Licenses - Latest Audited Financial Statements - Track Record(Annex 3 ) - Certificates and Accreditation - Written Self-Declaration (Annex 4) - Certificate of site visit Attendance Annex 5(A register will be provided)	
Proposal : Annex 2-Section B	Proposed Methodology to carry out the requirements - List of equipment to be used and consumables (Annex 6)	
Qualifications of Key Personnel: Annex 2-Section C	CVs and Certificates of Personnel Confirmations of Availability	

FINANCIAL PROPOSAL DOCUMENTS		Returned (Yes/No/N/A)
Financial Proposal Year 1	Cost Breakdown by Cost Component(Annex 2-Section D)	
Financial Proposal Year 2	Cost Breakdown by Cost Component(Annex 2-Section D)	
Financial Proposal Year 3	Cost Breakdown by Cost Component(Annex 2-Section D)	

Annex 5

CERTIFICATE OF SITE VISIT ATTENDANCE

This is to certify that we \_\_\_\_\_ (Offeror)

Of \_\_\_\_\_

\_\_\_\_\_ (address)

were represented by the person(s) named below at the compulsory site visit meeting held for all Offerors at \_\_\_\_\_ (location) on \_\_\_\_\_ (date), starting at \_\_\_\_\_.

We acknowledge that the purpose of the meeting was to acquaint ourselves with the Site of the works and / or matters incidental to doing the work specified in the tender documents in order for us to take account of everything necessary when compiling our rates and prices included in the tender offer.

Particulars of person(s) attending the meeting:

Name \_\_\_\_\_ Signature \_\_\_\_\_

Capacity \_\_\_\_\_

Name \_\_\_\_\_ Signature \_\_\_\_\_

Capacity \_\_\_\_\_

## Annex 6

CLEANING EQUIPMENT AND CLEANING CONSUMABLES			
•	<ul style="list-style-type: none"> <li>The contractor is requested to provide the sample of cleaning materials to be used</li> <li>The contractor will provide all equipment, as well as environmentally friendly cleaning supplies required to adequately perform the services including but not limited to:</li> <li>Common Services will do a weekly checklist of the materials provided for use to ensure that they are of the required quality and quantity.</li> </ul>		
Description	Brand	Unit	Estimated requirement per Month
Vacuum Cleaners with clean air filter			
Rubbish Bin bags and Garbage Bags			
Dusters, brooms, brushes, dustpans, rubber gloves, buckets and mops			
Window cleaner and window squeegees			
Kitchen Towels			
Toilet Paper		Twinsaver Premium Quality Roll	
Liquid Soap		5 Liter Jar	
Detergent for cleaning		5Liter	
Toilet Cleaner		1Liter	
Air Freshener		300ml Container	
Hand Sanitizer			
Floor Cleaner			
Bathroom Freshener			
Hand washing soap			
Disinfectants			
Glass Cleaner			



Insecticide Spray			
Cockroach and insect traps			
Detergent Powder			
Polish for furniture and glass			
Kits for cleaning PC Keyboards and Screens			
Garden tools (spades, digging forks, Rakes etc)			
Flowers & Plants			
Plant Foods			
....			
.....			
.....			

## F. Evaluation Criteria

Two stage criteria is used in evaluating the proposals, with evaluation of the technical prior to Financial proposal being opened and compared. The financial proposal will only be opened only for submissions that have passed the minimal technical score of 70% in the evaluation of technical proposals. Technical proposal are evaluated on the basis of basis of responsiveness to Terms of References (TORs)

### Summary of Technical Proposal

Evaluation forms		Score Weight	Points Obtainable	A	B	C	D
1	Expertise of the firm	25	175				
2	Proposed Work plan and approach / Methodology	50	350				
3	Resources (Personnel and Equipment)	25	175				
	<b>Total</b>		<b>700</b>				

### Technical Proposal Evaluation Form 1

Expertise of the firm		Points Obtainable	Company			
			A	B	C	D
1.1	Reputation of the company/organization	30				
1.2	Relevant experience in providing similar service (Provision of information regarding corporate experience within the last 3 years, is similar to those required to those required for this contract:	40				
1.3	Company facilities, equipment, offices,	25				

14	Legal standing of the offeror (Availability of latest business registration certificates, patent/license for provision of required services, Required Health certificates- firm and employees)	60				
1.5	Financial Capacity: Provide Audited Financial Statements (Income Statement and Balance Sheet for past 3 years, to indicate liquidity, credit rating. Proven financial stability. (Organization capacity which is likely to affect implementation including the ability to pre-finance the project).	20				

### Technical Proposal Evaluation Form 2

Proposed Work Plan and Approach		Points Obtainable	Company			
			A	B	C	D
2.1	To what degree does the offeror understand the task	75				
2.2	Quality Assurance. How will the offeror ensure that UN Agencies get the best service; cleaners are supervised; problem solving.	75				
2.3	Organisation of the proposal, Is the presentation clear. Is the sequence of planning and activities logical and realistic	50				
2.4	Monitoring tool to be utilised	30				
2.5	Back-up and absent management How does the offer intend to deal with absenteeism and manage personnel changes	50				
2.6	Back-up and absent management How does the offer intend to deal with absenteeism and manage personnel changes	40				
2.7	Presentability of cleaners; Indicate whether the cleaners are provided with full uniform and name tags for identification	30				

### Technical Proposal Evaluation Form 3

Personnel		Points Obtainable	Company			
			A	B	C	D
3.2	General qualification and experience of Cleaning supervisor (Provide CV)	50				
3.2	General qualifications and experience of Cleaners (Provide CV)	50				
3.3	General qualifications and experience of Gardeners (Provide CV)	50				
3.4	Knowledge of English	25				

**This TOR is approved by:** [Phillip Tsolanku]

Signature Phillip Tsolanku

Name and Designation OMT Chair

Date of Signing 19/12/2018