1. **Project Title:**

**Provision of Services including Internal Cleaning and cleaning of facades of UN House Premises of United Nations Organizations based in Abuja, Nigeria**

1. **Project Description**

The United Nations System in Nigeria is seeking to contract a highly competent, skilled and experienced professional Cleaning Services company to provide internal cleaning services at UN House Abuja which accommodates a host of United Nations Agencies, Funds and Programmes including but not limited to UNDP, UNDSS, WHO, UNICEF, UNFPA, FAO, UN Women, UNIDO, UNODC, UNRCO, UNAIDS, UNHABITAT, UNIC, ILO and UNESCO

The selected company will be required to ensure, routinely undertake and maintain a high level of cleanliness of all the buildings, Offices within UN House premises on daily basis during the contract period, through application of global best practice methods/techniques, and use of environmentally friendly consumables & products, which are designed to reduce the impact on the environment.

The resultant contract will be signed between the selected company (hereinafter known as the Service Provider) and United Nations Development Programme (hereinafter known as the lead Agency).

1. **Scope of Work**

The detailed scope of work is listed as Annex I. Below is the summary of the package of services:

* Effective provision of services including cleaning and facades of UN House to UN Agencies located within UN House Abuja.
* Maintenance of high hygiene and green office/building environment

Areas to be cleaned have been grouped into the following categories:

1. Offices
2. Conference areas
3. Special use areas
4. Toilets
5. Other public areas
6. All windows

 **a) Offices:**

All offices in the main building comprising ground floor, four floors and pent houses and two Rear Ancillary buildings, Access Control Buildings and Security posts

* 1. **Conference Areas**

These include various conference and meeting rooms at the main building and ancillary buildings.

The concourse, outside areas and conference toilets are also to be cleaned daily after each meeting and kept clean all through the day.

Conference halls and meeting rooms are to be cleaned during the day (vacuum cleaning of carpets and shampooing whenever necessary, window cleaning, conference, furniture cleaning, including desks and upholstery). During major conferences, the contractor shall provide at no extra cost a cleaning group for cleaning and carpet shampooing of conference areas to work as necessary before any meetings take place.

The contractor shall ensure that all waste removed from the office is deposited at the collection points located inside the building.

* 1. **Special Use Areas**

These include workshops, large stores, libraries, radio and switchboard rooms, UN Clinic, security areas, visitors’ pavilion, pouch and registry, plant rooms (generators, UPS system), radio transmitter room, etc. The contractor should familiarize him/herself with all these areas, which require day cleaning.

* 1. **Toilets**

These will require special attention, and to be thoroughly cleaned outside UN working hours and constantly kept clean during the day, including an adequate supply of soap, toilet paper and clean towels. The cleaners’ supervisor will be responsible for informing the Common Services Unit of any problems in the toilets, such as blockages, leakage, electrical defects, sanitary bins conditions etc. A list is attached (Appendix B).

* 1. **Other Public Areas**

Other areas include the following:

* + - Balconies & Lobbies, Arrival Lounges & Reception Areas
		- Out building offices within the premises
		- Store rooms
		- Registration/information/security counters
		- Main entrance areas, etc., and
		- Any other service related to cleaning and building maintenance
1. **Expected Outputs**

The package of services should be provided on regular basis to ensure the working environment of UN premises are in healthy, greening and cleaning conditions. The below highlights show the summary of outputs and detailed requirements are attached as Annex I.

* Cleaning Services: Routing cleaning service is provided including wide types of services on the basis of daily, weekly, monthly and annually;

 **E. Institutional Arrangement**

* As agreed by the UN Operations Management Team, UNDP is leading the competitive procurement process with participation of the agencies concerned for selecting a qualified service provider to provide the package services.
* Upon completion of the selection process, UNDP, on behalf of the UN participating agencies, will sign a contract with the contractor including all services
* Invoicing and payment terms will be specified in the contract to reflect that the invoices shall be addressed to UN House Manager, Common Services Unit and paid by UNDP
* The contractor needs to assign one Task Manager to coordinate with the UN participating agencies for performance management
* The UN House Manager and Administrative Officer are the focal point for daily performance management of this service
* UN House Manager will be the focal points for UN Agencies internal coordination and contractual related issues.

**F. Duration of the Work**

* The selected contactor will be granted for one-year contract with one year extension subject to satisfactory performance up to a maximum of three (3) years.
* Date of Commencement of the Work: 15 November 2019
* Expected Completion Date: 14 November 2022

***G. Duty Station***

 **The selected contractor needs to provide the services to the following UN premises:**

|  |  |  |  |
| --- | --- | --- | --- |
| No.  | Name of Agency  | Location of the Agency  | Type of service required  |
| 1 | **UN House Abuja**  | Plot 617/618, Diplomatic District, Central Area, Abuja | Service including Internal Cleaning and janitorial Services |

**H. Qualifications of the Successful Contractor**

Qualifications of the Contractor

* The company should have at least 5 years of relevant experiences in providing package services of cleaning and janitorial Services
* The company should have registered business license from local authority
* Proven track record in rendering satisfactory services to high-end premises, buildings, condominiums, apartments and offices in various business/financial districts
* Financially sound and stable, as may be evidenced by authentic financial statements for the past 2 years of operation
* Experience in servicing international and diplomatic organizations definitely an advantage, but not mandatorily required.
* Providing a safe and healthy workplace and ensure that personnel are properly trained with the appropriate safety and emergency equipment
* Compliance with the relevant Government regulations

Qualifications of the Personnel Assigned by the Contractor

The contract personnel will be competent and fully trained to perform their work. The contractor shall ensure that all personnel assigned to this contract meet the following minimum standards:

General qualification for all personnel

* Be able to effectively understand and carry out rules, orders and instructions
* To be discreet as far as possible, and respectful of the work that is being carried out
* Physically and mentally fit to efficiently and effectively perform the daily services required
* Be healthy and free from all communicable diseases, as proven by periodical medical exams, performed by a licensed local hospital
* Possess sound physical, stamina and health to perform duties assigned by the contractor
* All personnel receive personal hygiene training before they start employment
* Sufficient trustworthiness to be allowed access to offices of the highest UN officials and even the most sensitive areas of the UN premises

Note: In addition to the above general qualifications, each functioning position should have below relevant qualifications

Task Manager (on – site service is not required)

* Bachelor’s degree in public administration or business management
* At least 3 years of relevant supervising and managerial experience
* At least 5 years working in the areas of cleaning and service
* Good communication skills
* Sound English languages skills

Cleaners (full time on –site service required):

* At least one-year work experience on cleaning
* Be trained on use of different cleaning tools and materials
* Be able to complete regular and assigned task independently
* Be able to have good hygiene practice

**I. Work Schedule and Security Regulations**

Work Schedule

* All personnel assigned by the Contractor should follow the government rules on working time as 40 hours per week
* Working hours for providing the Cleaning Service within UN House Premises shall be as follow:
* Mondays to Thursdays 6.30am – 4.30pm
* Fridays: 6.30am – 3.30pm
* Saturdays: Once a Month for Intensified & Comprehensive Cleaning: 8.0am – 12Noon
* Morning cleaning of offices should cease before or not later than 8:30 am when most staff begin to work;
* The contractor in consultation with UN House Manager, can discuss with respective agency on flexible working hours arrangement
* The contractor shall follow the UN holiday calendar with total 10 official UN holidays yearly.

Security Regulations

* The UN security rules shall be observed
* An ID Access – card issued by UN shall be provided to the service team members who should visibly carry the ID card
* Neither smoking nor consumption of any kind of alcohol is allowed when working in the UN premises.
* Information/documentation encountered in the UN premises remain the properties of the UN and should not be shared with any third person or party.
* All Cleaners must wear approved uniforms at all times while on duty.

**J. Scope of Bid Price and Schedule of Payments**

Bid Price

* The contract price is a fixed monthly rate during the whole contract period
* The cost quoted should consist of professional service fee, social security coverage of personnel, cleaning materials used by contractor’s team, consumption of materials by users and taxes if any
* The cost of cleaning materials and tools used by cleaning team
* The minimum cost for consumption supplies provided to customers based on current number of people.
* Unit price for consumption supplies will also be requested in case the number of people change

Schedule of Payment

* The payment shall be settled on monthly basis in local currency only.
* The contractor shall prepare and send invoice to UN Common Service Manager for service rendered on a monthly basis.
* Payment shall be made by other UN agencies outside UN House that use the service directly to the contractor within 30 days upon receipt of invoice.

**K. Annexes to the TOR**

*Annex I: Scope of Service and Name of Agencies Using the Services*

 *Annex II: Requirement of Cleaning Materials and Environment Consideration*

 *Annex III: Agency Information and Service Requirement*

**Annex I: Scope of Service and Name of Agencies using the Services**

|  |  |  |
| --- | --- | --- |
| **Service area**  | **Description of Service**  | **Name of Agencies using the services**  |
| Task Manager (onsite service is not required)  | * Task Manager does not need to physically present every day in any of UN Premises. But the Task Manager must be reachable at any time for work related communication and coordination,
* Coordinate with respective agencies for performance management
* Ensure quality services are provided to the clients
* Conduct regular check, identify issues and provide solutions
* Provide to respective agency the relevant information of personnel who is assigned to the service
* Notify the respective agencies if any personnel change during the contractual period
* Ensure all tools and relevant materials are supplied timely
* Arrange replacement personnel if anyone person is on leave due to any types of reasons including leaves or sickness
* Assist solve problems related to those package services
 | Serve as Project Manager and coordinate with all agencies on routine basis  |
| Cleaning Service  | Routine Cleaning Service * On daily basis, clean building entry area, public areas, meeting rooms, reception area and halls
* At least four times a day to clean toilets including toilet bowls, washing basins, mirror, walls and floor; keep available toilet paper, lotion and soap and so on
* Clean kitchen including washing basin, microwaves, refrigerators, fixtures and furniture
* Clean, wipe, vacuum or dust-remove office furniture, carpets, wood floors, garbage bins, walls etc.
* Wash, mop or wipe stairs, corridors and stone floors
* Clean all glasses, mirrors and baseboards inside rooms, clean all balconies
* Dispose al wastes in refuse bins within the offices
* Support the green office initiative, i.e. economize the use of water and electricity and help the practice of green office actions whenever applicable
* Provide support services as required such as seating rearrangement, event/office functions preparation, copying, binding etc.
* Provide tea service to visitors if required

Weekly cleaning tasks* Clean rubber mats at entrance areas
* Vacuum cleaning all carpets twice a week
* Clean all glass windows, doors and handles
* Refrigerators in the kitchens and water room
* Clean and wipe building entrance glass doors and frames

Monthly cleaning tasks* Clean all sofas and chairs
* Clean and wipe all lights and lamps in the offices
* Clean all external parts of the widows from the ground floor to the last floor.
* Clean and remove all cobwebs around the buildings and dusts films around external window

Annual cleaning tasks* Clean all window glasses twice a year
* Conduct exercise of eliminating cockroaches twice a year
* Clean and maintain air conditioners once a year
 | UN House Premises |

**Annex II: Cleaning Materials and Consumption Supplies**

* The contractor shall provide equipment and cleaning materials as well as consumption supplies for performing the services listed in the Terms of Reference
* All related cost associated with equipment, cleaning materials and supplies shall be included in the price for the package of serviced
* All products used inside the UN premises must be environmentally friendly and comply with the national environmental regulations and this Terms of Reference
* The bidders are requested to submit the list of products that will be utilized in the UN premises, see below details

Cleaning materials and tools used by Contractor’s Personnel

* Uniform for all contractors’ personnel assigned to the work
* Cleaning devices and tools should be provided to cleaning team, such as vacuum cleaner, water barrels, watering pots, brooms, dustpan, rubber gloves, duster cloth, garbage bags and so on.
* Detergents including glass lotion, toilet lotion, wax-removing detergent, dust-collecting detergent, disinfect lotion, cleanser etc.
* Necessary insecticides for killing insects and fertilizers for breeding and nurturing flowers and maintaining works

Consumption supplies provided to customers

* Toilet paper in roll to provide to all rest rooms
* Paper towel in package to be provided to all rest rooms
* Hand wash in bottle to be provided to all rest rooms
* Dish wash in bottle to be provided to all kitchens

Supplies and Storage

* Supplies of above goods are to be ordered, received, stored and managed by UNCS and issued to the cleaning service supervisor on request.
* An issue request form is to be completed by the cleaning supervisor and signed by UNCS designated staff before toiletries are issued.
* Materials received are to be stored in the Common Service’s store room.

Environmental consideration and requirement

* Cleaning materials must be environmental and human friendly
* The Contractor should support the green office initiative, i.e. economize the use of water and electricity and help the practice of green office actions whenever applicable
* Pursuing continuous improvement in environmental performance, reducing energy and water consumption, increasing re-use and recycling wherever necessary
* The company should keep the recycled/hazardous waste in the designated storage place and discharge them in proper manner according to the national environmental regulations
* Provide reminding message on reducing the waste or recycling wherever necessary
* No plastic bags or plastic containers are allowed within UN House premises