



REQUEST FOR PROPOSAL (RFP)

From firms/institutes/organizations

Dear Sir / Madam:

We kindly request you to submit your Proposal for ***Cleaning / Gardening / Pest control and Waste Management services at the Green One United Nations House (GOUNH) located on 304 Kim Ma Street, Hanoi.***

Please be guided by the form attached hereto as Annex 2, in preparing your Proposal.

Proposals may be submitted on **Monday, July 14, 2014** and via email, courier mail or fax to the address below:

United Nations Development Programme Viet Nam
72 Ly Thuong Kiet Street, Hanoi, Viet Nam
Ms. Nguyen Thuy Nga, Procurement Assistant
Email: bidding.vn@undp.org

Your Proposal must be expressed in the English language, and valid for a minimum period of 120 days from the date of bid submission.

In the course of preparing your Proposal, it shall remain your responsibility to ensure that it reaches the address above on or before the deadline. Proposals that are received by UNDP after the deadline indicated above, for whatever reason, shall not be considered for evaluation. If you are submitting your Proposal by email, kindly ensure that they are signed and in the .pdf format, and free from any virus or corrupted files.

Services proposed shall be reviewed and evaluated based on completeness and compliance of the Proposal and responsiveness with the requirements of the RFP and all other annexes providing details of UNDP requirements.

The Proposal that complies with all of the requirements, meets all the evaluation criteria and offers the best value for money shall be selected and awarded the contract. Any offer that does not meet the requirements shall be rejected.

Any discrepancy between the unit price and the total price shall be re-computed by UNDP, and the unit price shall prevail and the total price shall be corrected. If the Service Provider does not accept the final price based on UNDP's re-computation and correction of errors, its Proposal will be rejected.

No price variation due to escalation, inflation, fluctuation in exchange rates, or any other market factors shall be accepted by UNDP after it has received the Proposal. At the time of Award of Contract or

Purchase Order, UNDP reserves the right to vary (increase or decrease) the quantity of services and/or goods, by up to a maximum twenty five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions.

Any Contract or Purchase Order that will be issued as a result of this RFP shall be subject to the General Terms and Conditions attached hereto. The mere act of submission of a Proposal implies that the Service Provider accepts without question the General Terms and Conditions of UNDP, herein attached as Annex 3.

Please be advised that UNDP is not bound to accept any Proposal, nor award a contract or Purchase Order, nor be responsible for any costs associated with a Service Providers preparation and submission of a Proposal, regardless of the outcome or the manner of conducting the selection process.

UNDP's vendor protest procedure is intended to afford an opportunity to appeal for persons or firms not awarded a Purchase Order or Contract in a competitive procurement process. In the event that you believe you have not been fairly treated, you can find detailed information about vendor protest procedures in the following link: <http://www.undp.org/procurement/protest.shtml>.

UNDP encourages every prospective Service Provider to prevent and avoid conflicts of interest, by disclosing to UNDP if you, or any of your affiliates or personnel, were involved in the preparation of the requirements, design, cost estimates, and other information used in this RFP.

UNDP implements a zero tolerance on fraud and other proscribed practices, and is committed to preventing, identifying and addressing all such acts and practices against UNDP, as well as third parties involved in UNDP activities. UNDP expects its Service Providers to adhere to the UN Supplier Code of Conduct found in this link : http://www.un.org/depts/ptd/pdf/conduct_english.pdf

Thank you and we look forward to receiving your Proposal.

Description of Requirements

Context of the Requirement	<i>Please see information in the TOR</i>
Implementing Partner of UNDP	Please see information in the TOR
Brief Description of the Required Services ¹	Provide Cleaning / Gardening / Pest control and Waste Management services at the Green One United Nations House (GOUNH) located on 304 Kim Ma Street, Hanoi
List and Description of Expected Outputs to be Delivered	Please see information in the TOR
Person to Supervise the Work/Performance of the Service Provider	Please see information in the TOR
Frequency of Reporting	See frequency reporting requirements in the TOR
Progress Reporting Requirements	See progress reporting requirements in the TOR
Location of work	<input checked="" type="checkbox"/> Exact Address/es Green One UN House – 304 Kim Ma Street, Ba Dinh District, Hanoi
Expected duration of work	Possible three year period.
Target start date	November 2014
Latest completion date	Three years after the service start date
Travels Expected	Not applicable
Special Security	please see information on security requirements in the RFP

¹ A detailed TOR may be attached if the information listed in this Annex is not sufficient to fully describe the nature of the work and other details of the requirements.

Requirements	
Facilities to be Provided by UNDP (i.e., must be excluded from Price Proposal)	<input checked="" type="checkbox"/> Office space and facilities as specified in the RFP
Implementation Schedule indicating breakdown and timing of activities/sub-activities	<input checked="" type="checkbox"/> Not Required
Names and curriculum vitae of individuals who will be involved in completing the services	<input checked="" type="checkbox"/> Required
Currency of Proposal	<input checked="" type="checkbox"/> Local Currency: Vietnam Dong Reference date for determining UN Operational Exchange Rate: Submission deadline.
Value Added Tax on Price Proposal	<input checked="" type="checkbox"/> must be inclusive of VAT and other applicable indirect taxes
Validity Period of Proposals <i>(Counting for the last day of submission of quotes)</i>	<input checked="" type="checkbox"/> 120 days In exceptional circumstances, UNDP may request the Proposer to extend the validity of the Proposal beyond what has been initially indicated in this RFP. The Proposal shall then confirm the extension in writing, without any modification whatsoever on the Proposal.
Partial Quotes	<input checked="" type="checkbox"/> Not permitted
Payment Terms	Payment will be made on monthly basis upon satisfactory provision of services. The Contractor will submit a monthly invoice and a service report. This monthly invoice and report will be certified by the UN Contracting Officer's Representative as defined in the TOR
Person(s) to review/inspect / approve outputs/completed services and authorize	See detailed information in the TOR

the disbursement of payment	
Type of Contract to be Signed	<input checked="" type="checkbox"/> Contract for Professional Services : Minimum of one (1) year period and may be extended up to additional 2 years subject to satisfactory performance of the Contractor and requirements from UN
Criteria for Contract Award	<input checked="" type="checkbox"/> Highest Combined Score (based on the 70% technical offer and 30% price weight distribution) ; <input checked="" type="checkbox"/> Full acceptance of the UNDP Contract General Terms and Conditions (GTC). This is a mandatory criteria and cannot be deleted regardless of the nature of services required. Non acceptance of the GTC may be grounds for the rejection of the Proposal.
Criteria for the Assessment of Proposal	Proposal shall be considered technically qualified if it achieves minimum 70% of total obtainable technical points. Weight of technical and financial point: <u>Technical Proposal (70%)</u> <u>Financial Proposal (30%)</u> Financial score will be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNDP. See detailed evaluation criteria in the below table.
UNDP will award the contract to:	<input checked="" type="checkbox"/> One and only one Service Provider
Annexes to this RFP ²	<input checked="" type="checkbox"/> Form for Submission of Proposal (Annex 2a: Technical proposal; Annex 2b: Financial proposal; Annex 2-c: Submission check-list) <input checked="" type="checkbox"/> General Terms and Conditions (Annex 3) ³ downloadable by accessing this hyperlink <input checked="" type="checkbox"/> Detailed TOR (Annex 4) <input checked="" type="checkbox"/> Contract for Professional Service (Annex 5) downloadable by accessing this hyperlink

² Where the information is available in the web, a URL for the information may simply be provided.

³ Service Providers are alerted that non-acceptance of the terms of the General Terms and Conditions (GTC) may be grounds for disqualification from this procurement process.

<p>Contact Person for Inquiries (Written inquiries only)⁴</p>	<p>Ms. Nguyen Thuy Nga Procurement Assistant, UNDP Vietnam Email: nguyen.thuy.nga@undp.org</p> <p>Addendums (if any) shall be posted on UNDP website (under the same tender notice): http://www.vn.undp.org/content/vietnam/en/home/operations/procurement/procurement_notices.html</p> <p>Bidders are responsible to check for Addendums by themselves before submitting proposals.</p> <p>Any delay in UNDP's response shall be not used as a reason for extending the deadline for submission, unless UNDP determines that such an extension is necessary and communicates a new deadline to the Proposers.</p>
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⁴ This contact person and address is officially designated by UNDP. If inquiries are sent to other person/s or address/es, even if they are UNDP staff, UNDP shall have no obligation to respond nor can UNDP confirm that the query was received.

<p>Pre-proposal Participation by Bidders in this pre-proposal conference is strongly recommended</p>	<p>A pre-proposal conference will be held on:</p> <p>Time: 14.00 – 15.00 hours Date: 24 June 2014 Venue: Rose Meeting Room, UNDP Vietnam, 72 Ly Thuong Kiet, Hanoi</p> <p><u>Agenda of pre-proposal meeting</u></p> <ul style="list-style-type: none"> - A brief introduction on UNDP bidding rules - A brief introduction of UN office building - Clarifications to questions relating to the bidding process (RFP), the scope of work (TOR) and other issues that may be unclear to bidders - Minutes will be taken and subsequently posted on: http://www.vn.undp.org/content/vietnam/en/home/operations/procurement/procurement_notices.html <p>The UNDP focal point for the arrangement of the pre-proposal meeting is:</p> <p>Ms. Nguyen Thuy Nga, Procurement Assistant Telephone: 0439421495 ext. 276 E-mail: nguyen.thuy.nga@undp.org</p> <p><u>Important Notes :</u></p> <ol style="list-style-type: none"> 1. Bidders are <u>strongly encouraged</u> to participate in the pre-proposal meeting. 2. If bidders intend to attend the pre-proposal meeting, please confirm by email to nguyen.thuy.nga@undp.org confirming their intention to attend and listing the names of personnel who will attend on behalf of their firm (maximum 2 attendees per firm). 3. The pre-proposal meeting will be conducted <u>in English</u> hence participants are required to communicate in English.
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<p>Required Documents that must be submitted to Establish Eligibility of Proposers</p>	<ol style="list-style-type: none"> 1. Company profile – describing the nature of business, field of expertise, licenses, certifications, accreditations, including printed brochures relevant to services procured 2. Business license 3. Copy of Accounts receivable and payable report for 2012 and 2013 with current and quick RATIO 4. Track Record – list of clients for similar services indicating description of contract scope, contract duration, contract value, contact references following the template in the RFP 5. Statement of Satisfactory Performance from the Top 3 Clients in terms of Contract Value within the past 5 years 6. List of cleaning products, tools and equipment provided by the contractor to perform the services required in the TOR 7. List of cleaning supplies, soap containers and paper bins recommended to be used in the GOUNH which meet the environmental criteria and comply with local environmental regulations following the template in the RFP 8. All information regarding any past and current litigation during the last five (5) years, in which the Proposer is involved, indicating the parties concerned, the subject of the litigation, the amounts involved, and the final resolution if already concluded. 9. Written Self-Declaration that the company is not in the UN Security Council 1267/1989 List, UN Procurement Division List or Other UN Ineligibility List. 10. List of current employees of cleaning service company following template in the RFP 11. Profiles of key staff (Project Manager and Supervisors) 12. Number of personnel with required qualifications to be assigned for the provision of the services in the TOR
<p>Submission of required documents</p>	<p>At preliminary review of all technical proposals, if UNDP observes that bidders, by oversight, did not provide any of the documents, which do not affect the substance of the technical component nor their financial offers such as: certificates, business registration, ect... UNDP will provide bidders a chance to supplement them within 3 days after UNDP notifies bidders of such missing documents.</p>
<p>Other information</p>	<p>Rehire of current UN cleaners</p> <p>The Contractor shall give due consideration to current cleaners under indirect employment with the <u>United Nations</u> for employment with the Contractor if the Contractor find them qualified.</p>

Evaluation Criteria

Summary of Technical Proposal Evaluation Forms		Score Weight	Points Obtainable	Company / Other Entity				
				A	B	C	D	E
1.	Expertise of Firm / Organisation submitting Proposal	60%	600					
2.	Proposed Work Plan and Approach	30%	300					
3.	Personnel	10%	100					
Total			1000					

Technical Proposal Evaluation Form 1		Points obtainable	Company / Other Entity				
			A	B	C	D	E
Expertise of firm / organisation submitting proposal							
1.1	Capacity of the firm - Financial stability - Age/size - Project management controls - Human resource capacity	200					
1.2	Extent to which any work would be subcontracted (subcontracting carries additional risks which may affect project implementation, but properly done it offers a chance to access specialised skills.	100					
1.3	Relevance of: - Specialised Knowledge - Experience on Similar contracts in large organizations in Viet Nam	200					
1.4	Demonstrated ability to provide environmentally-friendly cleaning practices	100					
		600					

Technical Proposal Evaluation Form 2		Points Obtainable	Company / Other Entity				
			A	B	C	D	E
Proposed Work Plan and Approach							
2.2	Does the firm propose adequate and good human resource to cover all scope of works in the TOR?	150					
2.2	Does the firm recommend good list of cleaning supplies and products?	150					
		300					

Technical Proposal Evaluation Form 3			Points Obtainable	Company / Other Entity				
				A	B	C	D	E
Management Structure and Key Personnel								
3.1	Project Manager (1)							
		Sub-Score	50					
	General Qualifications	15						
	Management experience	25						
	English language capacity	10						
3.2	Supervisors							
		Sub-Score	50					
	General Qualification with relevant experience							
	Total Part 3		100					

FORM FOR SUBMITTING SERVICE PROVIDER'S TECHNICAL PROPOSAL⁵

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery⁶)

[insert: Location].

[insert: Date]

To: Procurement Unit - UNDP Vietnam

Dear Sir/Madam:

We, the undersigned, hereby offer to render the following services to UNDP in conformity with the requirements defined in the RFP dated *[specify date]*, and all of its attachments, as well as the provisions of the UNDP General Contract Terms and Conditions:

A. Qualifications of the Service Provider

The Service Provider must describe and explain how and why they are the best entity that can deliver the requirements of UNDP by indicating among others the following with appropriate supporting documents. Please provide information/documents which respond to the specific requirements under Form 1 "Expertise of firm/organisation" in the above evaluation criteria table of the RFP.

1. Company profile – describing the nature of business, field of expertise, licenses, certifications, accreditations, including printed brochures relevant to services procured
2. Business license
3. Copy of Accounts receivable and payable report for 2012 and 2013 with current and quick RATIO
4. Track Record – list of clients for similar services indicating description of contract scope, contract duration, contract value, contact references

Track Records and Experiences: Provide the following information regarding corporate experience within the last five (5) years which are related or relevant to those required for this Contract.

Service Name	Client names	Contract Value (USD)	Contract period	Types of service provided	Status or Date Completed	References Contact Details (Name, Phone, Email)

⁵ This serves as a guide to the Service Provider in preparing the Proposal.

⁶ Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes

5. Statement of Satisfactory Performance from the Top 3 Clients in terms of Contract Value within the past 5 years
6. List of cleaning products, tools and equipment provided by the contractor to perform the services required in the TOR
7. List of cleaning supplies, soap containers and paper bins recommended to be used in the GOUNH which meet the environmental criteria and comply with local environmental regulations following the below table:

LIST OF CLEANING SUPPLIES AND PRODUCTS RECOMMENDED TO BE USED IN THE GOUNH

(Notes. These products should meet environmental criteria and comply with local environment regulations)

#	Cleaning supplies and products required to perform the services in the TOR	Recommended Items with full descriptions, names/brand-names/pictures (if possible)	Reasons for recommending these products
1	Toilet paper		
2	Hand cleaning Soap		
3	Dishes cleaning material		
4	Floor cleaning soap		
5	Toilet vim		
6	Window cleaning material		
7	Bags for rubbish bins		
8	Cleaner trolleys w. full equipment		
9	Hand soap container		
10	Paper bins (approx. 410 pcs)		
11	Paper bins large for collection (approx. 12 pcs)		
12	Other required materials to perform the service, please list out...		
13	Other material...		
14	Other material...		

8. All information regarding any past and current litigation during the last five (5) years, in which the Proposer is involved, indicating the parties concerned, the subject of the litigation, the amounts involved, and the final resolution if already concluded.
9. Written Self-Declaration that the company is not in the UN Security Council 1267/1989 List, UN Procurement Division List or Other UN Ineligibility List.

B. Personnel

The Service Provider must provide:

1. Profiles of Supervisors and Project Manager that establish qualifications as per TOR and the above evaluation criteria table under form 3.
2. List of current employees using the following table:

#	Titles	Number	Average number of years experience in the position	Average number of years experience in the position working for your company
1	Example: Project Managers	Example: 5		
2	Supervisors			
3	Cleaners			
4	..			
5			
6				
Total number:				

3. Number of personnel with required qualifications to be assigned for provision of the services in the TOR

#	Personnel	Required QTY	Years of relevant experience
1	Project Manager	1	
2	Supervisor (s)		
3	Cleaners		
4	Other required staff (please specify the functions)		

FORM FOR SUBMITTING SERVICE PROVIDER'S FINANCIAL PROPOSAL⁷

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery⁸)

The Proposer is required to prepare the Financial Proposal in an envelope separate from the rest of the RFP as indicated in the Instruction to Proposers.

The Financial Proposal must provide a detailed cost breakdown. Provide separate figures for each functional grouping or category.

Any estimates for cost-reimbursable items should be listed separately.

In case of an equipment component to the service provider, the Price Schedule should include figures for both purchase and lease/rent options. UNDP reserves the option to either lease/rent or purchase outright the equipment through the Contractor.

1. Lump sum financial offer:

#	Cost components	Monthly rate (VND)	Year 1 (VND)	Year 2 (VND)	Year 3 (VND)	Total 3 years (VND) (F)
1	All inclusive lump sum rate covering all associated costs	=a+b+c+e				
2	VAT					
TOTAL cost for three years with pest control with VAT (F + d for three year services)						
a	Staff (= 1+2 in 2.1)					
b	Materials (=3+4 in 2.1)					
c	Gardening (in 2.2)					
d	Pest (in 2.3)	N/A				
e	Waste management (in 2.4)					

2. Cost breakdown

2.1 Lump sum financial offer for cleaning service

#	Cost components	Quantity	Hourly rate (VND) + VAT	Monthly rate (VND) + VAT	Yearly rate (VND) + VAT
1	Staff				
1.1	Project Manager				
1.2	Supervisor(s)				
1.3	Cleaners				
2	Other related costs to staff	Monthly	Yearly cost		

⁷ This serves as a guide to the Service Provider in preparing the Proposal.

⁸ Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes

		cost (VND + VAT)	(VND + VAT)		
2.1	Uniforms				
2.2	Insurance				
2.3	Others (please specify if any)				
3	Cleaning supplies, products and equipment	Monthly cost (VND + VAT)	Yearly cost (VND + VAT)		
3.1	Cleaning supplies and products				
3.2	Cleaning tools				
3.2	Cleaning equipment				
4	Other related costs (please list)	Monthly cost (VND + VAT)	Yearly cost (VND + VAT)		
4.1					
4.2					
	Total cost for cleaning service (1+2+3+4)				

2.2 Lump sum financial offer for Gardening services:

#	Cost components	Monthly Rate (VND)	Year 1 (VND)	Year 2 (VND)	Year 3 (VND)	Total 3 years (VND)
1	All inclusive lump sum rate covering all associated costs					
2	VAT					
	Total					

2.3 Lump sum financial offer for pest control services twice a year:

2	Cost component	every 06 months rate (VND)	Year 1 (VND)	Year 2 (VND)	Year 3 (VND)	Total 3 years (VND)
2.1	All inclusive lump sum rate covering all associated costs					
2.2	VAT					
	Total					

2.4 Lump sum financial offer for Waste Management Services:

#	Cost components	Monthly Rate (VND)	Year 1 (VND)	Year 2 (VND)	Year 3 (VND)	Total 3 years (VND)
1	All inclusive lump sum rate covering all associated costs					

2	VAT					
	Total					

We agree to abide by this Proposal for 120 days from the date of proposal submission deadline.

[Name and Signature of the Service Provider’s Authorized Person]
 [Designation]

TORs for Cleaning / Gardening / Pest control and Waste Management services at the Green One United Nations House (GOUNH) located on 304 Kim Ma Street, Hanoi

INDEX:

Background & deliverables	1
Cleaning services	2
Gardening	3
Pest control	4
Waste Management	5

BACKGROUND & DELIVERABLES

1) Background

The GOUNH in Hanoi requires the effective provision of high standards cleaning services including gardening / Pest control and Waste management.

The selected company will be required to ensure and maintain a high level of cleanliness at the premises, through application of methods / techniques, and use of environmentally friendly products, which are designed to reduce the impact on the environment.

Cleaning products and supplies used for these services should be environmentally friendly and comply with the local environmental regulations. The contractor must at all time comply with the relevant provisions of the 2005 Law on Environmental Protection.

The GOUNH located at 2E Van Phuc, 304 Kim Ma Street, Ha Noi is a 6 floor building with a total of 7600 m2 gross floor space. In addition the compound includes:

Hard surface, internal compound – 1,400m²

Parking Area – 510m²

Covered Walkway – 122m²

Deliverables

Shall include, but are not limited to:

Cleaning of offices, meeting / conference facilities, copy rooms, stairways, common areas

Cleaning of basement (excluding server / technical rooms)

Cleaning of all kitchenettes and bathrooms and their fixtures

Cleaning of the canteen

Collecting of garbage for waste removal and emptying waste containers

Collection of glass, plastic and batteries for recycling

Collection of paper for recycling

Collection of carton for recycling

Appropriate cleaning / treatment of various floor surfaces, including carpets.

Window cleaning (internal & external) / polishing of glass areas.

Cleaning of facades, external walls

It is required that the below mentioned areas will at all times be clean, with all visible dirt removed from floor and surfaces, irrespective of weather conditions, and otherwise in accordance with what has been specified in the related service program.

The Reception area and all entrance areas

All indoor public spaces / lounge areas on each floor, including areas around coffee machines

All outdoor spaces (sweeping and waste collection)

All stairways & Lifts

The Canteen area (minus kitchen, cold room and dry storage)

All meeting and conference facilities

Offices

Toilets

Technical buildings (generator room, temporary waste storage behind main building)

Entry buildings (Logistic and staff entrances on Kim Ma)

2) Cleaning Services

Service Programme.

The service is divided up into six different intervals. These intervals are called A, B, C, D, E and F Respectively. In addition to this there is window cleaning.

Service programme A (Daily cleaning) indicates all 'regular' cleaning practices, whereas programmes B through F, indicate more 'thorough' cleaning.

Service Book

In the building (exact location to be established) there will be a report book, which should be maintained by the supervisor of cleaning services for the premises.

A daily record should be entered for the time at which service was performed, along with the names of each of the service staff responsible for service on that day. Moreover, any observations which may be relevant to the cleaning service requirements should be noted, and brought to the awareness of the UN focal person.

Service Programme A1 = Daily (Regular) Cleaning on work days (after 1800):

General cleaning of offices and open areas:

Wastepaper baskets / garbage stands:	To be emptied. Bags and sacks to be replaced, empty cardboard boxes to be removed
Office desks / tables:	Accessible surface areas to be wiped with a moist cloth. (Papers etc. should not be moved).
Doors:	Stains to be wiped off
Window sills / ledges:	Dusted / stains to be wiped off
Linoleum floors:	To be dry or moist cleaned (refer to Annex I)
Concrete floors:	Refer to Annex I
Wooden floors treated with oil:	Dry cleaned (swept or vacuumed) Refer to Annex I
Carpeted floors:	To be vacuum cleaned (Refer to Annex I)
Rugs / loose carpets (if any):	To be vacuum-cleaned
Stairways:	To be treated according to specs.
Elevator:	Stains on walls, doors and floor to be removed

Entrance areas:	To be vacuum-cleaned, stains on glass (doors and walls) to be removed
Glass doors / partitions / walls:	Polished to remove fingerprints / stains
Rubber mats:	To be washed clean
Loose cushions:	To be dusted / vacuum-cleaned

Cups and other kinds of crockery left around are to be placed in one of the assigned service stands near the kitchen.

Empty boxes and the like left in the corridors are to be removed.

Garbage (also for recycling) is to be placed in containers in the assigned place. Windows and doors are to be closed, and all lights which should not be on are to be switched off.

Refer to Annex I or supplemental document for cleaning and maintenance of floor surfaces

Window frames are to be dusted and crumbs and stains removed.

Chairs are to be placed properly around the tables and superfluous chairs are to be stacked in the assigned places.

Canteen:

Canteen is to be cleared of cutlery and crockery left around. (To be placed in one of the assigned service stands near the kitchen).

Buffet areas to be wiped clean.

All tables are to be wiped clean. Loose cushions and visitors' chairs to be brushed / vacuum cleaned. Roundels under the round tables must be dusted / wiped.

Kitchenettes:

Counter tops and sink to be cleaned. Cupboard doors are to be wiped on the outside.

Waste bins emptied / bags replaced.

Paper towels replenished. Tea towels / cloths changed.

Percolators & kettles wiped clean and switched off.

Refrigerators and microwaves emptied and cleaned.

Toilets, Gym, Shower and Locker Rooms / Cloakrooms:

Wastepaper baskets and garbage cans are to be emptied and bags to be replaced. All sanitary and electric installations, as well as paper towel containers, mirrors and switches are to be wiped clean /polished.

Disinfecting liquid / spray should be used to clean gym equipment.

Door handles and stains on doors are to be wiped off.

Floors and doorsteps are to be washed.

Supplements of paper and toilet soap are to be distributed and replenished as required.

Floor gratings are to be cleaned.

Shower curtains are to be drawn so as to allow them to dry.

Bench and tables in outdoor areas are to be cleaned.

Lights are to be switched off.

Service Programme A2 = Daily Cleaning during work hours (Weekdays 0800-1800):

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 canteen area.

White boards are to be cleaned.

Chairs are to be aligned around tables.

Bins are to be emptied.

Toilets, Gym, Shower and Locker Rooms / Cloakrooms:

Periodic inspections to ensure acceptable hygiene and presence of toiletries such as soap, toilet paper etc.

Emptying of bins when necessary.

Stand-by capacity:

Stand-by capacity to clean spills or similar by UN staff or visitors.

Service Programme B = Weekly Cleaning

All loose and fixed furniture, as well as all technical equipment (PCs, monitors, keyboards, etc.) is to be dusted.

Telephones, desk lamps and accessible desk / table surfaces are to be wiped clean.

Window sills and panels above floors are to be dusted and stains removed.

Doors, door handles and (light) switches on walls are to be wiped and stains removed.

Banisters (Handrails): To be wiped.

Partition walls: To be wiped on top.

Benches and table in outdoor canteen area: To be wiped.

Elevator: To be wiped / washed (door, walls & floor)

Cushions: To be vacuum-cleaned / brushed

Rugs: To be washed / cleaned as necessary

Wardrobes shelves and hanger rails: To be wiped

Fire doors, alarm switches
Alarm boxes: To be wiped and glass front to be polished

Refrigerators in kitchenettes: Cleaned, expired products disposed of

Service Programme C = Monthly Cleaning.

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.

All technical equipment is to be wiped with a well-wrung cloth (computer screens are to be cleaned/polished).

All empty shelves are to be wiped. All edges and overhangs on walls as well as all pipes at a height which can be reached are to be dusted.

Canteen:

Chairs and table legs are to be wiped. Lamps positioned over the canteen tables are to be wiped clean.

All loose cushions in guest / lounge areas are to be removed and vacuum cleaned on both sides.

Toilets, Gym, Showers and Locker Rooms /Cloakrooms:

Shower cabins, basins and electric installations as well as walls and floors are to be free of calcareous deposits and cleaned and disinfected.

All doors are to be wiped on both sides, wall tiles and mirrors are to be wiped and polished.

Waste bins and buckets are to be washed inside and out.

Shower curtains are to be washed (while hanging) and left to drip dry.

Service Programme D = Periodic Cleaning, every third month:

Stands for garbage disposal bags are to be wiped clean.

Chests of drawers and small items of furniture are to be moved and wiped, and the floor underneath is to be cleaned (vacuumed or wiped in accordance with Annex I guidelines)

Doors, top edges, door frames and door handles are to be dusted and wiped clean.

Radiators and all connected pipes are to be dusted / wiped.

Stairs, iron constructions and “walls” are to be wiped. Banisters, all iron bars and pipes are to be wiped.

Entrance areas and glass walls / corridors / partitions are to be wiped / polished.

Plaques and framed pictures are to be wiped, the glass is to be polished and dust and cobweb on the back is to be vacuum cleaned / wiped off.

Elevator / stairway / low level areas of walls on the ground floor are to be wiped.

Highly positioned lamps (ceiling light etc.) are to be dusted / wiped.

Cobwebs are to be removed with a brush on a telescopic rod.

Canteen:

All visible pipes and overhangs are to be wiped.

Toilets, Gym, Showers and Locker Rooms / Cloakrooms:

Floor outlets are to be cleaned and flushed, all floors are to be de-greased and cupboards are to be dusted / wiped. Shower cabins, sinks, toilets are to be disinfected.

Service Programme E = Periodic Cleaning, every sixth month:

Canteen:

Tables are to be wiped on the underside.

Toilets, Gym, Showers and Locker Rooms / Cloakrooms:

All sanitary appliances are to be free of calcareous deposit, and disinfected.

All visible pipes and overhangs are to be wiped.

Service Programme F = Periodic Cleaning, every twelfth month:

Refrigerators and microwave ovens are to be moved away from the wall and cleaned on the backside and the floor underneath and the walls behind are to be cleaned and washed.

All free beams are to be vacuum-cleaned on top.

Toilets, Gym, Showers and Locker Rooms / Cloakrooms:

Wardrobes and cupboards are to be moved out and cleaned at the back, and the floor and walls underneath / behind are to be cleaned and washed.

Showers, sinks, toilets are to be disinfected.

Service Programme G = WINDOW CLEANING SERVICE (Internal & external)

Windows cleaned on the inside and outside:	Twice a year
Entrance area windows cleaned on the inside and outside:	Quarterly
Atrium Skylights to be cleaned on the inside and outside:	Twice a year

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.

A rubber mat must be used under the water bucket everywhere in the office building.

Window cleaning in the canteen and conference rooms shall not be carried out while these rooms are being used.

Window cleaning in canteen / kitchen is to take place as per arrangement with the head of the kitchen. Ladders and tools are to be stored in the places assigned to them.

All window cleaning exercises must be advised in advance, by the supplier.

Service Programme H = FACADES

The buildings' exteriors cleaned	Once a year
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3) GARDENING

Daily maintenance of all garden and plants *inside* the office:

Regular daily maintenance all plants inside the office including, but not limited to:

- watering/ fertilizing all plants when required
- Remove any dead branches / leaves of plants
- Clean pots and flower bed
- Treat any disease as and when required
- Record any changes for the plants
- Propose any actions needed to keep the office green and beauty
- Treat any disease when required

4) Pest Control

- Pest control in the whole building and surrounding areas including: rat, mosquito, rodents, termites and as appropriate.

- 1st pest control (flush-out treatment) to be completed at least 1 month before moving in the new GOUNH:
 - Residual spraying: on walls' skirting, windows, door-frames, gaps between and under fixtures, under washbasins and floor traps, corridors, toilets, car park, surroundings areas, lifts, staircases, drainage systems, etc by using residual chemicals.
 - Thermal fogging: into cracks and crevices in suspended ceilings, by using smoke chemicals.
 - Rodent treatment: rat baits to be placed inside the building and external ground. Traps to be placed on possible entry points and runways.

- Every six months maintenance:
 - Residual spraying
 - Misting: at Lobby and glass wall if necessary to control flying insects
 - Fly baits if necessary
 - Larvicide: in drainage system to control larvae
 - Rat treatment

5. WASTE MANAGEMENT

- Classify/separate wastes by cleaners of kitchen waste, paper, dust, battery, computer devices and other garbages.
- The selected contractor has to collect waste daily for treatment by URENCO according to the local rules and per national environmental regulations.

PRODUCTS PROVIDED BY CONTRACTOR

All products used inside the GOUNH must be environmentally friendly and comply with Vietnam Green Labels criteria, orders and procedures are provided in Circular No. 41/2013/TT-BTNMT dated 2 December 2013.

The bidders are requested to submit the list of products that will be utilized in the GOUNH.

Materials include (but are not limited to):

Toilet paper for all toilets (high quality).

Fluid hand wash soap for all sinks.

Bin for female hygiene materials in all Female toilets and in all Disabled toilets

SUPPLIES and STORAGE ROOMS

The contractor will provide all equipment as well as cleaning supplies required for performance of service. Paper towels, toilet rolls, hand detergents and sanitizers are to be distributed for the use of staff, where stands have been put up and beside all sinks / wash basins and in kitchenettes. All costs associated with supplies are to be included in the price of the cleaning service.

A stock of these items is to be maintained at all times in the Storage Rooms to cover consumption for at least one month. Plastic bags and all other materials etc., necessary for carrying out the cleaning service, are also to be stored in the service store.

Supplies of goods are to be ordered, received, stored and managed by the contractor delivering the cleaning service. The site supervisor or on-site personnel of the cleaning service shall always be present to receive supplies when delivered to the premises.

All rooms assigned for the storage of service materials are to be kept locked. Rooms are to be locked immediately after the service has been carried out in those rooms.

WORK SCHEDULE, PREMISES & SECURITY REGULATIONS

Cleaning service at the GOUNH should cease before 0800 and/or begin after 1800 on weekdays, except for service specified to be taking place during working hours such as Programme A2.

During weekends, cleaning can be done at any time unless conferences and/or large meetings have been announced to the Contractor in advance.

The stipulated cleaning hours may be revised if feasible, therefore prices should be provided for both cleaning in 'daily' hours (i.e. between 08:00 and 18:00) and prices according to the 'nightly' hours as indicated above. .

The UN Holiday calendar will be provided. In total UN have 10 official holidays yearly.

The GOUNH 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 the GOUNH shall be given to the contractor by the responsible Officer of the GOUNH.

Note: An ID Access-card, issued by UN, is to be carried visibly at all time by the cleaning service staff when working on the premises. The staff of the contractor are required to wear a uniform when they are working inside the GOUNH.

Neither smoking nor the consumption of any kind of alcohol is allowed when working in the area.

Floor maintenance

Guidelines for maintenance of various floor surfaces.

Please open [Floor material - JT.xlsx](#) for detailed information about floor materials used in GOUNH: