



REQUEST FOR PROPOSAL (RFP)

NAME & ADDRESS OF FIRM	DATE: May 18, 2020
	REFERENCE: UNDP/NGA/2020/051

Dear Sir / Madam:

We kindly request you to submit your Proposal for **Provision of Services including Internal Cleaning, cleaning of facades, fumigation and gardening of Sub Office Premises of United Nations Organizations based in Maiduguri Borno State.**

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

Proposals may be submitted on or before **Thursday, June 04, 2020, deadline time as per etendering** and via:

☒ e-tendering. Bids submitted through any other media shall not be considered.

Your Proposal must be expressed in English, and valid for a minimum period of 120 days

Please acknowledge receipt of this RFP directly online in the e-tendering system through the following link: <https://etendering.partneragencies.org> using your username and password.

Search for BU: NGA10 Event ID: 0000005983

You may also utilize the "Accept Invitation" function in eTendering system. This will enable you to receive amendments or updates to the RFP. Should you require further clarifications, kindly communicate with the contact person/s identified in the attached Data Sheet as the focal point for queries on this RFP.

If you have not registered in the system before, you can register now by logging in using the below username and password, and follow the registration steps as specified in the system user guide in <https://www.undp.org/content/undp/en/home/operations/procurement/business/procurement-notice/resources/>

Username: event.guest **Password:** why2change

Should you require further clarifications Email: procurement.ng@undp.org

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 Financial Proposal and the Technical Proposal files **MUST BE COMPLETELY SEPARATE** and clearly named as either "TECHNICAL PROPOSAL" or "FINANCIAL PROPOSAL", as appropriate. The file with the "**FINANCIAL PROPOSAL**" **must be encrypted with a password** to be provided only after formal request by UNDP. **Financial proposals not encrypted with password shall be automatically disqualified.**

In the course of preparing your Proposal, it shall remain your responsibility to ensure that it is submitted by the deadline for submission. Kindly ensure that **supporting documents required are signed and in pdf format, and free from any virus or corrupted files.**

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/content/undp/en/home/operations/procurement/business/protest-and-sanctions.html>

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 :
https://www.un.org/Depts/ptd/sites/www.un.org.Depts.ptd/files/files/attachment/page/pdf/unscclconduct_english.pdf

Thank you and we look forward to receiving your Proposal.

Carine Yengayenge
Deputy Resident Representative Operations



Description of Requirements

Context of the Requirement	Provision of Services including Internal Cleaning, cleaning of facades, Fumigation, and Gardening of UNDP Sub Office Premises, Maiduguri Borno State
Implementing Partner of UNDP	N/A
Brief Description of the Required Services	Provision of Services including Internal Cleaning, cleaning of facades, Fumigation, and Gardening of UNDP Sub Office Premises, Maiduguri Borno State
List and Description of Expected Outputs to be Delivered	As per TOR attached.
Person to Supervise the Work/Performance of the Service Provider	<i>Service Center Manager</i>
Frequency of Reporting	<i>As per TOR</i>
Progress Reporting Requirements	As per TOR
Location of work	As per TOR
Expected duration of work	1 year with a possibility of annual extension up to 3 years
Target start date	TBC
Travels Expected	It is the Contractor's responsibility to anticipate and plan for necessary travel at their own expense as per the TOR requirement.
Special Security Requirements	N/A
Facilities to be Provided by UNDP (i.e., must be excluded from Price Proposal)	As per TOR
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 <i>CVs and copies of certificates for at least three key staff that will be engaged on the Contract meeting the qualifications and experiences indicated in the TORs (Annex 2) should be submitted with the proposal. The CVs should clearly indicate the qualifications, experience and relevant previous projects undertaken by the staff.</i>
Currency of Proposal	<input checked="" type="checkbox"/> Naira
Value Added Tax on Price Proposal	<input checked="" type="checkbox"/> Must be exclusive of VAT and other applicable indirect taxes
Validity Period of Proposals (Counting for the last day of submission of quotes)	<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
	Condition for Payment Release
	Monthly, within thirty (30) days from the date of meeting the following conditions: a) UNDP's written acceptance (i.e., not mere receipt) of the quality of the outputs; and

Payment Terms ¹	b) Receipt of invoice from the Service Provider.
Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment	Acting Head of Stabilization
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 criterion 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	<u>Technical Proposal (70%)</u> <input checked="" type="checkbox"/> Expertise of the Firm <input checked="" type="checkbox"/> Proposed methodology, appropriateness to the required services and Timeliness of the Implementation Plan <input checked="" type="checkbox"/> Management structure and qualification of key personnel <u>Financial Proposal (30%)</u> To be computed as a ratio of the Proposal's offer to the lowest price among the received proposals by UNDP.
UNDP will award the contract to:	<input checked="" type="checkbox"/> One and only one Service Provider <input type="checkbox"/> One or more Service Providers, depending on the following factors:
Type of Contract to be Signed	<input type="checkbox"/> Purchase Order <input checked="" type="checkbox"/> Contract Face Sheet (Goods and-or Services) UNDP (this template is also utilized for Long-Term Agreement ² and <i>if LTA will be signed, specify the document that will trigger the call-off. E.g., PO, etc.</i>) <input type="checkbox"/> Other Type/s of Contract
Contract General Terms and Conditions ³	<input checked="" type="checkbox"/> General Terms and Conditions for contracts (goods and/or services) Applicable Terms and Conditions are available at: http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html
Annexes to this RFP ⁴	<input checked="" type="checkbox"/> Form for Submission of Proposal (Annex 1) <input checked="" type="checkbox"/> Detailed TOR (Annex 2) <input type="checkbox"/> Others ⁵ [pls. specify]
Contact Person for Inquiries (Written inquiries only) ⁶	<i>To procurement Specialist</i> procurement.ng@undp.org 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.
Other Information [pls. specify]	

¹ UNDP preference is not to pay any amount in advance upon signing of contract. If the Service Provider strictly requires payment in advance, it will be limited only up to 20% of the total price quoted. For any higher percentage, or any amount advanced exceeding \$30,000, UNDP shall require the Service Provider to submit a bank guarantee or bank cheque payable to UNDP, in the same amount as the payment advanced by UNDP to the Service Provider.

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.

⁴ Where the information is available in the web, a URL for the information may simply be provided.

⁵ A more detailed Terms of Reference in addition to the contents of this RFP may be attached hereto.

⁶ 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.

FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL⁷

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

[insert: Location].

[insert: Date]

To: [insert: Name and Address of UNDP focal point]

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 (Expertise of the firm) Total Score:350

The Service Provider must describe and explain how and why they are the best entity that can deliver the requirements of UNDP by indicating the following:

- a) Reputation of Organization including years of operation
- b) Profile – describing the nature of business, field of expertise, licenses, certifications, accreditations;
- c) Business Licenses – Registration Papers, Tax Payment Certification, etc. **(CAC, CO2, CO7 & Tax Certificate)**
- d) Latest Audited Financial Statement [2016-2017-2018].– income statement and balance sheet to indicate its financial stability, liquidity, credit standing, and market reputation, etc.;
- e) Track Record – list of clients for similar services as those required by UNDP, indicating description of contract scope, contract duration, contract value, contract references; **attach copies of contract/PO.**
- f) 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. Proposed Methodology for the Completion of Services: Total Score 400

The Service Provider must describe how it will address/deliver the demands of the RFP; providing a detailed description of the essential performance characteristics, reporting conditions and quality assurance mechanisms that will be put in place, while demonstrating that the proposed methodology will be appropriate to the local conditions and context of the work.

C. Qualifications of Key Personnel Total Score: 250

The Service Provider must provide:

- Key Staff Qualification & Professional Experience of Supervisor
- Minimum of five (5) years of business in relation to cleaning services.
- Minimum three (3) years prior experience in managing or supervising a cleaning Service contract.
- Minimum education requirement: Diploma in related field of work or equivalent

- a) *Names and qualifications of the key personnel that will perform the services indicating who is supervisor, who are supporting, etc.;*
- b) *CVs demonstrating qualifications must be submitted if required by the RFP; and*

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

Technical Evaluation Criteria

Summary of Technical Proposal Evaluation Forms		Points Obtainable
1.	Bidder's qualification, capacity and experience	350
2.	Proposed Methodology, Approach and Implementation Plan	400
3.	Management Structure and Key Personnel	250
	Total	1000

Section 1. Bidder's qualification, capacity and experience		Points obtainable
1.1	Reputation of Organization and Staff Credibility / Reliability / Industry Standing 2-5 years: 20 points 6-10 years: 25 points 10 or more: 35 points	80
1.2	General Organizational Capability which is likely to affect implementation 25 points . Management structure, project management controls, extent to which any work would be subcontracted - 15 points . Financial stability and project financing capacity, please attach <i>Latest Audited Financial Statement</i> [2015-2016-2017-2018]. Minimum annual turnover of Naira 300,000 in any single year in the last 4 years. - 35 points .	75
1.3	Relevance of specialized knowledge and experience on similar engagements done in the North East region/country - 20 points . Experience in cleaning and offering cleaning and fumigation services in North East Nigeria is an added advantage - 45 points .	65
1.4	Quality assurance procedures and risk mitigation measures	50
1.5	Organizational Commitment to Sustainability (mandatory weight) -Organization is compliant with ISO 14001 or ISO 14064 or equivalent or environmental management framework – 20 points -Organization is a member of the UN Global Compact or membership of early recovery sector for North East Nigeria - 5 points -Organization demonstrates significant commitment to sustainability through some other means- 5 points , for example internal company policy documents on women empowerment, renewable energies or membership of trade institutions promoting such issues	30
Total Section 1		300

Section 2. Proposed Methodology, Approach and Implementation Plan		Points obtainable
2.1	Understanding the requirement: Have the important aspects of the task been addressed in sufficient detail? Are the different components of the project adequately weighted relative to one another?	80
2.2	<p>Description of the Offeror's approach and methodology for meeting or exceeding the requirements of the Terms of Reference.</p> <ul style="list-style-type: none"> a) Clarity of the proposed approach to achieve the Outputs detailed in the TOR. UNDP programming principles of rights-based approaches to programming and do no harm, being applied. (20 points) b) Creativity/innovation presented in the overall methodology, and how the different activities will be inter-linked between activities (25 points) c) Gender mainstreamed across the proposal. This includes identifying the differentiated needs of women and men, addressing unequal power relations and specifying how women will be empowered through the project (25 points) d) Environmental considerations mainstreamed across the proposal (10 points) e) Clarity and the level of detail of risk analysis with robust mitigation measures in line with COVID-19 (20 points) 	100
2.3	Details on how the different service elements shall be organized, controlled and delivered. (Minimum 5 points, up to a maximum of 50 points)	60
2.4	Description of available performance monitoring and evaluation mechanisms and tools; how they shall be adopted and used for a specific requirement	70
2.5	Assessment of the implementation plan proposed including whether the activities are properly sequenced and if these are logical and realistic.	50
2.6	Demonstration of ability to plan, integrate and effectively implement sustainability measures in the execution of the contract.	40
Total Section 2		400

Section 3. Management Structure and Key Personnel			Points obtainable
3.1	Composition and structure of the team proposed. Are the proposed roles of the management and the team of key personnel suitable for the provision of the necessary services?		60
3.2	Qualifications of key personnel proposed		
3.2 a	Team Leader/ Cleaner-Supervisor		120
	- General Experience: Certificate in Administration/Management	20	
	- Specific Experience relevant to the assignment at least 3 years' experience relevant to the assignment	50	
	- Regional/national experience	20	
	- Language Qualifications English/Hausa	10	
3.2 b	Cleaners		80
	- General Experience: Basic Supervisory skills and experience	10	
	- Specific Experience relevant to the assignment At least 2 years of cleaning experience relevant to the assignment	50	
	- National experience	10	
	- Language Qualifications English/Hausa	10	
3.2 c	Gardener		40
	- General Experience: Basic cleaning skills and alertness	5	
	- Specific Experience relevant to the assignment: At least 1 year of General/Cleaning Experience	15	
	- Regional/International experience	10	
	- Language Qualifications: Hausa	10	
Total Section 3			300

Financial Proposal Template:**D. Cost Breakdown per Deliverable***

	Deliverables <i>[list them as referred to in the RFP]</i>	No of Months	Rate per Month	Price (Lump Sum, All Inclusive)
1	Provision of Services including Internal Cleaning, fumigation, gardening and cleaning of facades of Sub Office Premises of United Nations Organizations based in Maiduguri Borno State	12		
	Total 100%			

**This shall be the basis of the payment tranches*

E. Cost Breakdown by Cost Component [This is only an Example]:

Description of Activity	UoM / %age management	Frequency / No. of Personnel	Period of Engagement (Months)	Remuneration/ Month (NGN)	Total Rate (NGN)
I. Personnel Services					
a. Team Leader/ Cleaner-Supervisor Monthly fee for Supervisor(s) (Including Salaries, Insurance, Medical, Pension & any other social welfare)	Pax	01	12		
b. Cleaners. Monthly fee for each Cleaner to be deployed to UN should include Salaries, Insurance, Medical, Pension & other social welfare benefits. Net take home salary should not be less than the National minimum wage stipulated by Government of Nigeria.	Pax	12	12		
c. Gardener Monthly fee for Gardener; include Salaries, Insurance, Medical, Pension & other social welfare benefits. Net take home salary should not be less than the National minimum wage stipulated by Government of Nigeria.	Pax	01	12		
d. Consumables: Monthly supply of assorted Soaps, Detergents, Mopping sticks, Napkins, Hand towels, Air Fresheners, Furniture Polish, Glass Cleaners etc.	lump sum	01	12		
e. Fumigation materials per quarter Quarterly supply Include; Dimethoate 40EC, Dichlorvos 15%, Lara Force, Lambda, Cypermethrine 10% EC. Fumigation shall be done on quarterly basis.	lump sum	01	04		
III. Other Related Costs					
f. Monthly Management fee - Not more than 5%		01	12		

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

[Designation]

[Date]

A. Project Title:

Provision of Services including Internal Cleaning, fumigation and cleaning of facades of Sub Office Premises of United Nations Organizations based in Maiduguri Borno State.

B. Project Description

The UNDP Sub Office Maiduguri is seeking to contract a highly competent, skilled and experienced professional Cleaning Services company to provide internal cleaning services and fumigation for the office and environs.

The selected company will be required to routinely undertake and maintain a high level of cleaning and fumigation of all the buildings and offices within the premises and environs on daily basis during the contract period, through the 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)

C. 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 UNDP Office Maiduguri.
- Effective cleaning of kitchenette and maintaining a very good ambiance
- Maintenance of a very good ambiance of the office premises and environs
- Waste management; The cleaning company shall provide the waste bags; a roll contains 20 heavy

duty refuse bags.



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

- Offices
- Conference areas
- Kitchen and Toilets
- Other public areas, office premises and surroundings
- All doors and windows

a) Offices:

All offices in the main building comprising of the following
Main building with 8 office room (Block B)

- 8 prefabs with 10 offices (Block A)
- 2 standalone prefabs (Block A)
- 3 room boys' quarters (Block C)
- 2 rooms at security posts. (Block D)
- 18 Toilets (Block E)

These include two conference rooms one at the main building and one at prefabricated building. 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.

b) Special Use Areas

These include workshops, large stores, visitors' pavilion, plant rooms (generators, UPS system), The contractor should familiarize him/herself with all these areas, which require daily cleaning.

c) 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 Service Centre Unit of any problems in the toilets, such as blockages, leakage, electrical defects, sanitary bins conditions etc.

d) Other Public Areas

Other areas include the following:

- Out building offices within the premises
- Store rooms
- Registration/information/security counters
- Main entrance area, outside the main gate etc., and
- Any other service related to cleaning, fumigation and building maintenance

D. Expected Outputs

The package of services should be provided on regular basis to ensure the working environment of UNDP 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 based on daily, weekly, monthly and annually;

E. Institutional Arrangement

- As agreed by the UNDP Operations Management Team, UNDP is leading the competitive procurement process 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 Service Centre Manager and paid by UNDP

- The contractor needs to assign one Task Manager to coordinate with. UNDP Maiduguri Office
- The Operations Analyst is the focal point for daily performance management of this service

F. Duration of the Work

- The selected contractor will be granted for one-year contract with a possibility of annual extension up to a maximum of three (3) years subject to satisfactory performance.
- Date of Commencement of the Work; June 1st, 2020.

F. Duty Station

The selected contractor shall provide the services to the following UNDP premises:

No.	Name of Agency	Location of the Agency	Type of service required
1	UNDP Maiduguri	Plot #6 Magaram Road Maiduguri Old Gra	Service including Internal Cleaning, fumigation 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 registration documents (CAC, C02, C07) and a Tax clearance certificate for 2019.
- Proven track record in rendering satisfactory services to high-end premises, buildings, condominiums, apartments and offices in various business/financial districts. The contractor shall be in possession of a minimum 2 contracts of similar nature, value and complexity implemented over the last 5 years.
- Financially sound and stable, as may be evidenced by submission of Audited Financial Statement (Income Statement and Balance Sheet) including Auditor's Report for the past three years [2016-2017-2018]. The proposers having completed certified Audited Financial Statement for 2019 can also submit the report which will be considered for evaluation. **Minimum** Annual turnover of Naira 3,000,000 in any single year in the last 3 years.
- Experience in providing similar services to international and diplomatic organizations is an added advantage.
- 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 contractor's 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 physic, 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 the offices of the UNDP officials, including the most sensitive areas of the UNDP premises

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

Supervisor (on – site service is required)

- At least 3 years of relevant supervising and managerial experience
- At least 3 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

NB: Submission of CVs of the stated positions above is a mandatory requirement.

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 UNDP office Premises shall be as follow:
- Mondays to Thursdays 6.30am – 5:00pm
- Fridays: 6.30am – 4pm
- 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 shall follow the UN holiday calendar with a total of 10 official UN holidays yearly.
- Fumigation will be carried out once every quarter.

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 always wear approved uniforms 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 the 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 Operations Analyst for service rendered on a monthly basis.
- Payment shall be made by UNDP Maiduguri for service directly to the contractor within 30 days upon receipt of invoice.

K. Annexes to the TOR

Annex I: Scope of Service

Annex II: Requirement of Cleaning Materials and Environment Consideration

Annex III: Agency Information and Service Requirement

Annex I: Scope of Services and personnel Responsibilities

Service area	Description of Service
Supervisor (on-site service is required)	<ul style="list-style-type: none"> • Daily physical presence of the supervisor at the UNDP office premises in Maiduguri. To oversee, communication and coordinate the daily tasks. • Ensure quality services of the provided services. • Conduct regular spot checks, identify issues with immediate solutions • Provide to the UNDP authorized representative the relevant information of all personnel deployed to carry out the services • Notify the UNDP authorized representative of any personnel change and deployment during the contractual period. • Timely supply of required tools and relevant materials • Timely personnel management including if anyone person is on leave due to any types of reasons including leave period.
Cleaning Service	<p><u>Routine Cleaning Service</u></p> <ul style="list-style-type: none"> ▪ Timely daily basis, clean of office premises (public areas, meeting rooms, and reception area and halls e.tc.) ▪ Routine cleaning of the rest rooms cleanliness and odour including toilet bowls, washing basins, mirror, walls and floor. Including check and maintain/ keep toilet paper, lotion and soap available. ▪ Clean kitchen ambience including all utilities (washing basin, microwaves, refrigerators, fixtures and furniture) ▪ Clean, wipe, vacuum or dust-remove office furniture, carpets, wood floors, garbage bins, walls etc. ▪ Clean ambience of stairs, corridors and stone floors ▪ Maintain Clean ambience of all glasses, mirrors and baseboards inside rooms, clean all balconies ▪ Proper waste disposal in refuse bins within the offices in readiness for onward collection. ▪ Support the green office initiative, i.e. economize the use of water and electricity and help the practice of office greening initiative whenever applicable ▪ Provide routine office support services as required from time to time etc. ▪ Additional services as required to support the tea/coffee service preparations to visitors ▪ Maintain Clean ambience of walkways, tarmac areas and

Service area	Description of Service
	<ul style="list-style-type: none"> ▪ interlocking stones <p><u>Thorough Weekly cleaning tasks</u></p> <ul style="list-style-type: none"> ▪ Daily cleaning of rubber mats at entrance areas ▪ Daily Vacuum cleaning of carpet area ▪ Clean all glass windows, doors and handles ▪ Refrigerators in the kitchens and water room ▪ Clean and wipe building entrance glass doors and frames <p><u>Monthly cleaning tasks</u></p> <ul style="list-style-type: none"> ▪ 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 <p><u>Annual cleaning tasks</u></p> <ul style="list-style-type: none"> ▪ Clean all window glasses twice a year
Fumigation Services	<ul style="list-style-type: none"> • Carry out comprehensive fumigation of the whole office every quarter in a year.
Gardening Services	<ul style="list-style-type: none"> • Mowing and weeding of overgrown grass and plants • Planting and watering of flowers at office premises • Treatment and trimming of flowers and cutting down trees, fertilizing, weeding, pruning and trimming are provided regularly to maintain a good ambience. • Maintenance of greened areas • External gardening, Landscaping of lawns and surroundings in and around office.

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 service
- All products used inside the UNDP Office 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

Fumigation Materials and Consumption Supplies

- Fumigation materials include; Dimethoate 40EC, Dichlorvos 15%, Lara Force, Lambda, Cypermethrine 10% EC.
- Necessary insecticides for killing insects and fertilizers for breeding and nurturing flowers and maintaining works.

Gardening Materials/equipment

- Uniform for all contractors' personnel assigned to the work
- Gardening devices and tools should be provided to team, such as gardening forks, wheelbarrow, water barrels, watering pots, brooms, dustpan, rubber gloves, duster cloth, garbage bags and so on, dust-collecting detergent, disinfect lotion, cleanser and etc – 3 pcs each.
- Gardening devices and tools should be provided to the gardeners such as water barrels, watering pots, brooms, dustpan, flat shovel, gloves, duster cloth, and so on.

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 24 toilet paper, hand wash 12, liquid wash 12, facial tissue 24 all on monthly basis.
- Necessary insecticides for killing insects and fertilizers for breeding and nurturing flowers and maintaining works
- Tools for gardening.

Consumption supplies provided to customers

- 24 Toilet paper in roll to provide to all rest rooms
- 18 Paper towel in package to be provided to all rest rooms
- 12 Hand wash in bottle to be provided to all rest rooms
- Dish wash in bottle to be provided to all kitchens
- 12 Units of 1liter dust been collection

Supplies and Storage

- Supplies of above goods are to be ordered, received, stored and managed by UNDP authorized representative under the overall supervision of the Service Center Manager and issued on request based on usage form filled and signed upon issuance.
- An issue request form to be raised by the Operation Analyst, cleared by the Service Center Manager and handed over to the cleaning supervisor.
- On a monthly basis, listed materials shall be delivered, and a good received note raised

by UNDP by the authorized representative at the UNDP Maiduguri Store premises. This document will also be used as part of the commercial invoice for payment

Environmental consideration and requirement

- Cleaning materials must be environmentally friendly to humans
- 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