

Establishment of Long-Term Agreement for the Provision of Cleaning, Housekeeping, Gardening, Fumigation and Pest Control, Garbage Collection and Disposal services for UNDP Mozambique Country Office in Maputo, field office in Beira in Sofala Province



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SECTION II: TERMS OF REFERENCE (TOR)

Terms of Reference (ToR) for Cleaning, Housekeeping, Gardening, Fumigation and Pest Control, Garbage Collection and Disposal services for UNDP Mozambique field offices.

Introduction

United Nations Development Programme in Mozambique within the UNDP, Av. Kenneth Kaunda 931 Maputo and UNDP Beira Field Office, Av. Martires da Revolucao 2105 & 4493, soliciting to obtain an experienced Contractor/s to establish a Long-Term Agreement (LTA) for:

- Lot 1: the Provision of for Cleaning, Housekeeping and Gardening services
- Lot 2: the provision of fumigation and Pest Control, Garbage Collection and Disposal services

A contractor can quote for one or the two lots.

The Long-Term Agreement (LTA) will be for a period of two-years with one year extension subject to satisfactory performance and continued requirement of the services. The detailed ToR for the 2 Lots is below.

Lot 1: Provision of for Cleaning, Housekeeping

Lot 1: Provision of for Cleaning, Housekeeping and Gardening services for the UNDP Office Av. Kenneth Kaunda 931, Mozambique and UNDP Beira Field Office, Av. Martires da Revolucao 2105 & 4493.

1. Objective

The primary objective of this Contract is to provide internal and external cleaning services of the UNDP offices in Beira and Maputo. The selected company will be required to ensure and maintain a high level of cleanliness of all UNDP premises, through application of methods/techniques, and use of environmentally friendly products, which are designed to reduce the impact on the environment. The entire responsibility will be of the contractor to supply the required cleaning supplies and the equipment/tools needed to ensure that the offices and compounds of UNDP remain clean. The major work is summarized as below.

- a- Cleaning of offices, shared areas, exterior walls, ceilings of the buildings, windows roof and the entire compound;
- b- Ensuring that compound pathways, gutters and skirting walls including gardens and courtyard is kept clean and tidy;
- c- Cleanliness of all bathrooms;
- d- Cleanliness of gate, exterior signposts, paved driveway and security barriers
- e- Sorting of garbage
- f- Logistic support to meetings/conferences and office events
- g- Water dispenser cleaning (by wiping) and replenishment.

1. Scope of Work

The service provider shall be responsible for all labor, environmentally friendly supplies, estimated materials, products and adequate equipment/tools to clean the UN premises.

The net monthly salary to be received by each cleaner should not be lower than 11,000 MZN (eleven thousand meticaís). This amount comes from the calculation of gross salary adding incentives and subtracting social contributions. Cleaners have to be enrolled in a medical insurance scheme.

Establishment of Long-Term Agreement for the Provision of Cleaning, Housekeeping, Gardening, Fumigation and Pest Control, Garbage Collection and Disposal services for UNDP Mozambique Country Office in Maputo, field office in Beira in Sofala Province



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The contractor shall provide a list of equipment, cleaning machines and the number of units as part of the technical proposal and shall ensure that all the provided cleaning machines are operational, functional and effective 24 hours a day, seven days a week.

The contractor should provide the salary details of their cleaners, cleaning equipment, administrative costs with a clear breakdown of all the costs associated with this activity.

Below is the summary of the package of services:

- a) Effective provision of package of services including cleaning, janitorial services, gardening;
- b) Any other service related to cleaning and maintenance;
- c) Logistic support to meetings/conferences, office events and occasional manual labor for moving received items and UNDP office assets as required;
- d) Provision of other support services as required.

The scope of the Contract among others shall include the following:

- 2.1. Clean all window frames, shutters and glazing in the UNDP building before and after office hours
- 2.2. Clean all exterior walls and ceilings of the buildings;
- 2.3. Sweep the paved area as required;
- 2.4. Keep the terraces (roof of the parking sheds and storage modules) and walls clean;
- 2.5. Clean the pathway, footpaths, parking areas and parking sheds;
- 2.6. Replenish toilet paper, paper towels, hand washing soaps, deodorant and towels in appropriate places, and constantly monitors the same;
- 2.7. The bathrooms, its fixtures, walls, floors, tap faucets, mirrors, areas around toilets and urinals must be kept clean all the time. Floors must be clean and dry always;
- 2.8. Dispose and remove the waste material from the waste baskets placed in the bathrooms as required.
- 2.9. Keep staircases neat and clean with glazing on the railings as applicable;
- 2.10. Clean all door handles, brass plates, flower pots and brass name plates and metal fixtures, once in two weeks;
- 2.11. Dusting of furniture, fixtures and fittings located in the shared areas, particularly cleaning of switches and door knobs on daily basis before the office is open;
- 2.12. Sweeping and mopping hard floors in shared areas as required;
- 2.13. Vacuum-clean all carpets in the Shared Areas, as frequently as required;
- 2.14. Suction clean upholstery and underside of furniture of Shared Areas, as required;
- 2.15. Shampoo the carpets on a regular basis;
- 2.16. Clean telephone and other equipment in Shared Areas with appropriate cleaning material;
- 2.17. Sorting off all the garbage deposited in the UNDP offices, on regular basis so that the UNDP Office remains clean always;
- 2.18. Setting up of the Conference rooms every day for different meetings. Must liaise proactively with the focal person responsible for booking of meetings rooms. Do the required set up and make the required arrangement for the meeting on time before having to follow up constantly;
 - 2.19. Help in moving of the boxes from one office to another whenever required without hampering the daily cleaning jobs;
 - 2.20. Cleans all office equipment which includes desks, computers, photocopy machines, telephones, lights, air conditioners etc. (surface only)
 - 2.21. The contractor shall be responsible for any damage caused due to the negligence of the cleaning personnel.

Establishment of Long-Term Agreement for the Provision of Cleaning, Housekeeping, Gardening, Fumigation and Pest Control, Garbage Collection and Disposal services for UNDP Mozambique Country Office in Maputo, field office in Beira in Sofala Province



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2.22. Make provision for depth cleaning in quarterly basis

2.23. Schedule of Duty of the Cleaning Personnel

Cleaning Personnel are to report for duty at 6.00am (Monday to Friday) to sign the Rooster before commencement of their assignments every morning which should be completed by 7:45 am.

- ☐ Lunch hour is from 1pm till 2pm.
- ☐ Upon their return from Lunch, Cleaning Personnel are to sign the Rooster before commencement of their assignments every afternoon.

2.24. Stores will be provided to the contractor for monthly storage of cleaning supplies.

2.25. Up-to-date record of consumption of cleaning supplies must be maintained for each month.

The contractor must be able to provide the list of consumed cleaning supplies to the concerned unit for verification.

2.26. The supplier is requested to provide the sample of each cleaning material to be used.

2.27. The Specific UNDP Administrative Focal Point will be regularly inspecting the sites on daily basis to ensure quality cleaning service is rendered.

2.28. The Service provider should provide trainings on latest cleaning methods/technologies to the cleaners on a quarterly basis (every 3 months). This should include orientation on hygiene, sanitation and safety & security related issues.

2.29. The Service provider should provide first aid training to the supervisor

2.30. Cleaning Supplies: The Service provider is highly encouraged to consider environmental compliance which contributes to the ecological sustainability and reduction of adverse environmental impact (e.g., use of non-toxic substances, recycled raw materials, energy efficient equipment, reduced carbon emission, etc.) to the extent possible. The cleaning supplies and the required equipment/tools for cleaning must be provided by the contractor and must conform with quality and hygiene standards

3. Schedule of cleaning services, Cleaning personnel and space

3.1- Frequency

1. Deliverables:

a. Service required

Daily cleaning:

- Ensure that premises, individual offices are clean and tidy;
- Clean all the floors by sweeping with dust control equipment and a damp mop on both polished and unpolished floors;
- Regularly polish wooden floors;
- Vacuum clean carpets, textile surfaces subjected to be walking up and down the room, as well as doorsills;
- Dust all furniture, pictures/frames, fittings, fixtures and ledges on a daily basis;
- Maintain handrails and balustrades to staircases in clean condition. Use dusters and polish as required on a daily basis;
- Clean toilets and ensure cleanliness throughout the day and regularly replenish toilet requisites, which will be provided by the contractor;
- Polish fixtures and mirrors;
- Clean telephones and remove finger marks from electric light switches;
- Regularly clean windows and doors and remove cobwebs;



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Establishment of Long-Term Agreement for the Provision of Cleaning, Housekeeping, Gardening, Fumigation and Pest Control, Garbage Collection and Disposal services for UNDP Mozambique Country Office in Maputo, field office in Beira in Sofala Province

- Empty all waste receptacles and place waste ready for disposal into the pre-defined recyclable waste disposal bins on a daily basis;
- Wash kitchen cabinets, refrigerators and all kitchen utensils and keep them clean;
- Maintain the conference room clean; Help with the movement of furniture and other objects such as files etc. as may be required;
- Water and maintain plants pots;
- Replace empty water bottler in the water dispensers;
- Clean the building entrance;

Weekly cleaning:

- Clean all windows from inside and ensure that walls are clean (remove cobwebs/dust, etc.);
- Scrub the floors (both wooden and p.v.c.) with recommended and environmentally friendly detergent;
- Disinfect the toilet bowls and also remove any stains with a stain remover;
- Scrub the kitchen sinks, walls and the floor, clean the inside of refrigerators and microwaves;
- Clean all the chairs' cloth materials;
- Clean/wash the upholsteries as required;
- Polish the wooden and tiled floors with recommended products;
- Clean the dry leaves from the trees on top of the shades and existing gutters;
- Clean out carefully ceramic facing, to remove water and urinary stone in sanitary facilities;
- Clean all the areas of doors and doorframes;
- Dust horizontal surfaces above sight and window sills;
- Clean up side of tables, wardrobes and other wood furniture;
- Clean carefully shelves in the canteens and kitchens

Monthly cleaning:

- Dust additional interior components (radiators, heating distribution, hangers, picture frames, fire alarms, cable distributions, fire extinguisher);
- Clean up plastic parts of chairs and to Hoover upholsteries;
- Vacuum-clean and dust office chairs;
- Clean all windows and blinds from inside and outside.
- Clean all balconies (if applicable)
- Clean archive rooms and server rooms, if required.

b. Cleaning Material

The bidders are requested to provide quantifications of cleaning material as a part of their technical proposal and submit samples which will be part of the technical evaluation.

The Proposed Cleaning Material might include following items (suggestions, to be adapted by bidder):

- Liquid hand soap of good and approved quality;
- Toilet paper of good and approved quality;
- Hand clean paper with dispensers which shall be removed at the end of the contract and any physical damage to walls or any other fixtures as a result, costs of repair shall be borne by the Contractor.
- Aroma for toilet dispensers;

Establishment of Long-Term Agreement for the Provision of Cleaning, Housekeeping, Gardening, Fumigation and Pest Control, Garbage Collection and Disposal services for UNDP Mozambique Country Office in Maputo, field office in Beira in Sofala Province



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- Detergent blocks for toilets and urinals;
- Detergent powder;
- Antiseptic cleaning fluid;
- Mild bleach for washing dish towels;
- Stain remover;
- Air freshener spray;
- Furniture polish;
- Floor polish (wooden and tiles);
- Window polish;
- Dishwashing liquid;
- Garbage Bags;
- Combo Mob buckets
- Floor mob and pads,
- Brass wire brush
- Floor scraper
- Window cleaning equipment
- And other supplies considered relevant for the effective work;

4. General provisions

4.1- Locations

The total planned requirement in this scope of work is fixed at one location UNDP office, Av. Kenneth Kaunda 931 - Maputo and UNDP Beira Field Office, Av. Martires da Revolucao 2105 & 4493 during the contract period.

4.2- Responsibility of the Contractor

The contractor shall provide all personnel, supervision, transport, and other items necessary to perform the work as required by UNDP and defined herein. All cleaning materials, supplies, cleansing agents and consumables, toilet rolls containers, paper towel and soap dispensers are to be supplied by the Contractor. For quality assurance purpose, samples of consumables should be presented to UNDP for approval before supplying them. The consumables shall be good quality and environmentally friendly.

The contractor shall provide all uniforms and/or overalls and means of identification, where appropriate, protective clothing/coverings including, but not limited to, heavy duty gloves, nose mask for those working in offensive areas, safety glasses, face masks, footwear and headgear to comply with UN and international requirements for health and safety at work.

Proposers are to list all heavy-duty equipment to be employed and the age of individual equipment.

4.3- Responsibility of the personnel

CLEANING PERSONNEL (CP) are to sweep, mop and dust if necessary scrub offices, staircases and lobbies; in addition to the emptying of trash cans in offices twice daily. Also, they are to clean the Windows once a week with Liquid Glass Cleaner.

TEAM LEADERS, two highly trained Cleaners with good track record within the 7 Cleaning Personnel, are to assist the Supervisor in supervisory role and at the same time do their assigned piece of work inside or outside UNDP Building.

Establishment of Long-Term Agreement for the Provision of Cleaning, Housekeeping, Gardening, Fumigation and Pest Control, Garbage Collection and Disposal services for UNDP Mozambique Country Office in Maputo, field office in Beira in Sofala Province



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SUPERVISORS, educated, seasoned and highly trained Cleaners with excellent track records on the job must make sure that CP report for work on time, monitor their movement and activities in PAP. Also, thoroughly supervise the entire work of the Cleaning Personnel; distribute Cleaning Materials to the Cleaning Personnel and make sure such materials are used for their intended purposes. Besides their supervisory role, Supervisors have to interact effectively and listen to the CP if any problems arise from their assignments with the view to assist in resolving them.

4.4- Responsibility of UNDP

UNDP will provide one minimum storage space sufficient only to support day to day working, available for use by the contractor. Additional space may be made available, in consultation with UNDP.

UNDP Compound Access will be issued by UNDP security in accordance with UN Regulations. UNDP reserves the right to deny access to any of the contractor's employees if the Administration deems it necessary.

4.5- Quality Assurance

The Administrative Associate will monitor the contractor's performance and take appropriate actions to ensure deficiencies are properly handled

4.6- Safety and Security

☐ The outsourced personnel will be working in the UN Premises for the cleaning of the office space. The contractor will have to provide security clearance/character certificate from local police authorities of all staff selected to deliver services at UN-premises. A copy of the National Identity Card along with the photograph will also be provided for the record.

- The UN premises are subject of security regulations managed by UN Department of Safety and Security (UNDSS) and guarded by UN selected Security Company. The security rules are to be observed at all times and the diplomatic status of the UN staff is to be respected by the company and its personnel. Briefing on the security regulations of UN Premises, an access ID card issued by UNDSS is to be worn by cleaning personnel at all times.

- Smoking and use of alcohol in UN premises is strictly prohibited. Violation of this requirement will result in cancellation of the LTA with the company

In addition;

Upon the contract start date, the contractor shall initiate a Safety Program, including a Safety Training Plan for employees performing work under this contract. The plan shall include a safety orientation for all employees immediately following their employment and at least quarterly thereafter.

☐ The contractor shall, at the close of each workday, secure facilities, equipment, and supplies. UNDP will accept no liability or claim for loss or damage to the contractor's equipment or supplies, or personal property of the contractor's employees.

☐ The contractor shall establish and implement a method of accounting for all keys and/or access codes/card which may be issued if required by each UN Agencies and shall report any loss of keys or breach of access codes to the respective manager's representative not later than two hours after discovery of such loss.

☐ The contractor shall strictly prohibit the use of keys and access codes/card issued by, UN Agencies by any persons other than the contractor's employees. It is also the responsibility of the contractor to prohibit the opening of locked and/or restricted areas by the contractor's employees to permit entrance of persons other than contractors employees engaged in the performance of assigned work in those areas.

☐ The contractor shall be responsible for all costs for replacement or re-keying of locks and for replacement of keys if such action was necessary due to negligence of contractor personnel.

Establishment of Long-Term Agreement for the Provision of Cleaning, Housekeeping, Gardening, Fumigation and Pest Control, Garbage Collection and Disposal services for UNDP Mozambique Country Office in Maputo, field office in Beira in Sofala Province



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☐ The contractor shall be responsible for his employees, any injury, insurance and any claim by the contractor's employees. These employees are not considered at any given time UNDP or any Other UN Agencies employees. The contractor shall be responsible for providing medical, pension cover and government tax to employees in compliance with local practice.

4.7- Holidays

There are 10 (ten) official UN holiday days. Unless notified in writing at least ten business days in advance the contractor shall provide services on the specified official holidays, or on days observed in lieu thereof, at half the usual daily service level.

4.8- Institutional arrangements

Upon completion of the selection process, UNDP 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 UNDP with specific details of service delivered and payment shall be made by UNDP.

UNDP will assign one focal point (Administrative Assistant) to coordinate with the Contractor's Task Manager on all issue of performance and delivery of service.

4.9- Duration of the contract

The selected contractor will be granted 2years contract with one year extension subject to satisfactory performance;

Estimated Date of Commencement of the contract: -----

4.10- Qualifications of the Successful Contractor a. Qualifications or specialized knowledge/experience:

The successful Service Provider must satisfy, in the minimum, the following requirements:

- Local certification in the relevant area
- The company should have at least 5 years of relevant experiences in providing package services of cleaning, building maintenance and gardening service
- Provide the company organogram and list of qualified Staff that would be allocated to UN cleaning services.
- Provide the CV's and copies of relevant Diplomas or Certificates of the service people that would be allocated to UN cleaning services if available.
- Provide a compressive list of equipment to be used to provide the required services.
- Provide a minimum of three verifiable References (contact names, e-mail addresses and telephone number).
- Company specialized in cleaning and maintenance of offices, WCs, furniture etc. with five years working experience
- Company established in Mozambique
- Good reference checks.

Qualification of the cleaners:

- Completion of elementary level education
- Skilled and experienced in delivering high quality cleaning services complying to the utmost standards of high-end premises, buildings, condominium, apartments and offices;
- Knowledgeable in, and has basic sense of, aesthetics;
- Client-service oriented and client satisfaction conscious;

Establishment of Long-Term Agreement for the Provision of Cleaning, Housekeeping, Gardening, Fumigation and Pest Control, Garbage Collection and Disposal services for UNDP Mozambique Country Office in Maputo, field office in Beira in Sofala Province



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- Sufficient trustworthiness to be allowed access to offices in the highest UN officials and even the most sensitive areas of the UN premises
- Physically and mentally fit to efficiently and effectively perform the daily services required; and of utmost integrity, outstanding moral character, emotionally stable, and ethical in their behavior at all times
- Experience in servicing international and diplomatic organizations definitely an advantage, but not required.

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 as proven by periodical medical exams, performed by a licensed local hospital
- 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 UNDP premises
- The company shall be responsible for transportation of its personnel from /to UN Premises;
- Thorough attention must be given in the good presentation and appearance of the cleaning personnel
- Cleaning personnel must wear uniforms with Company logo/insignia at all times and should be equipped with necessary equipment to undertake cleaning
- Cleaning personnel proposed must undergo a medical checkup and be certified as physically fit to perform the duties;
- In case of change of personnel, the services provider informs the responsible department of the respective UN-Agency and obtains a prior approval on eligibility and suitability of the personnel.
- The contractor should provide a balanced male/female quota of staff

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 or equivalent 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, building maintenance
- Good communication skills

Team Leader and Supervisor (full time on –site service required)

- Minimum education requirement: the equivalent high school diploma
- Excellent oral and written communications skills
- Minimum of 3 years of experience in supervisory positions

Cleaners (full time on –site service required)

- Minimum education requirement: the equivalent of a 9th grade education
- 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

Establishment of Long-Term Agreement for the Provision of Cleaning, Housekeeping, Gardening, Fumigation and Pest Control, Garbage Collection and Disposal services for UNDP Mozambique Country Office in Maputo, field office in Beira in Sofala Province



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4.11- Schedule of Payment and contract price

The contract price is a fixed monthly rate

The payment will be on monthly basis.

The contractor shall prepare and send invoice to UNDP for service.

Payment shall be made by UNDP to the contractor within 30 days upon receipt of invoice.

If additional cleaning personnel is requested by any UN Agency, separate invoice will be sent directly to the Agency based on the unit fixed monthly rate of the contract.

Lot 2: the provision of fumigation and Pest Control, Garbage Collection and Disposal services

1- Objective

The primary objective of this Contract is to provide the requested services to UNDP building on Av. Kenneth Kaunda 931, Maputo and UNDP Beira Field Office, Av. Martires da Revolução 2105 & 4493. The service provider is expected to provide Fumigation and Pest Control, Garbage Collection and Disposal services of high industry standards using environmentally friendly products and supplies. The entire responsibility will be of the contractor to supply the required supplies and the equipment/tools needed to ensure that the offices and compounds of UNDP remain clean. The major work is summarized as below.

2- Scope of Work

Fumigation and Pest Control

The major work is summarized as below:

- Checks for rodents (monthly)
- Internal spraying for cockroaches and mosquitoes and other pests (quarterly)
- External spraying for termites and ants (monthly)
- Pest control service in quarterly basis
- Check for Snakes and laying repellent (monthly)

The quality supplies and the required equipment/tools must be provided by the contractor.

Garbage Collection and Disposal services

The major work is summarized as below:

- Garbage Collection
- Disposal Services
- Sorting and disposal of garbage (organic and inorganic).

The frequency of garbage collection per week is daily from Monday to Saturday.

The supplies and required equipment/tools must be provided by the contractor.

3- General provisions

3.1- Location

The total planned requirement in this scope of work is fixed at UNDP building at Av. Kenneth Kaunda 931 Maputo, UNDP Beira Field Office, Av. Martires da Revolução 2105 & 4493 during the contract period.

3.2- Responsibility of the Contractor

The contractor shall provide all personnel, supervision, transport, and other items necessary to perform the work as required by UNDP and defined herein. All materials, equipment and supplies, are to be supplied by the Contractor. The supplies shall be good quality and environmentally friendly.

Establishment of Long-Term Agreement for the Provision of Cleaning, Housekeeping, Gardening, Fumigation and Pest Control, Garbage Collection and Disposal services for UNDP Mozambique Country Office in Maputo, field office in Beira in Sofala Province



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The contractor shall provide all uniforms and/or overalls and, protective clothing/coverings including, but not limited to, gloves, safety glasses, face masks, footwear and headgear to comply with UN and international requirements for health and safety at work.

3.3- Responsibility of UNDP

The UNDP Administrative Personnel will ensure that all offices are opened for the quarterly internal spraying.

One UNDP Compound Access will be issued by UNDP Country Office Security Associate in accordance with UN Regulations. UNDP reserves the right to deny access to any of the contractor's employees if the Administration deems it necessary.

UNDP WILL NOT BE responsible for any accident, injury and or death of person/s hired while performing duty and any compensation will not be paid by UNDP

3.4 - Quality Assurance

The UNDP Administrative Personnel will monitor the contractor's performance and take appropriate actions to ensure deficiencies are properly handled

3.5- Holidays

There are 10 (ten) official UN holiday days. Unless notified in writing at least ten business days in advance the contractor shall provide services on the specified official holidays, or on days observed in lieu thereof, at half the usual daily service level.

3.6- Institutional arrangements

Upon completion of the selection process, UNDP 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 UNDP with specific details of service delivered and payment shall be made by UNDP.

UNDP will assign one focal point (UNDP Administrative Associate) to coordinate with the Contractor's Task Manager on all issue of performance and delivery of service.

3.7- Duration of the contract

The selected contractor will be granted one-year contract with two years extension subject to satisfactory performance;

Estimated Date of Commencement of the contract:

3.8- Qualifications of the Successful Contractor

Qualifications of the Contractor

- The company should have at least 3 years of relevant experiences in providing Fumigation, Pest Control, Garbage Collection and Disposal services. The company should have registered business license from local authority.
- Proven track record in rendering satisfactory services to high-end premises, buildings, houses, apartments and offices in UNDP Mozambique
- Financially sound and stable
- Experience in servicing international or diplomatic organizations definitely an advantage, but not mandatorily required.

Establishment of Long-Term Agreement for the Provision of Cleaning, Housekeeping, Gardening, Fumigation and Pest Control, Garbage Collection and Disposal services for UNDP Mozambique Country Office in Maputo, field office in Beira in Sofala Province



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- Providing a safe and healthy workplace and ensure that personnel are properly trained with the appropriate safety and emergency equipment.

3.9- Scope of Bid Price and Schedule of Payments

Bid Price

The contract price is a fixed monthly rate for fumigation and Pest Control, Garbage Collection and Disposal services during the contract period.

UNDP is a tax-exempt entity. Quote must be submitted net of any taxes

Breakdown of the fixed monthly rate should be made of:

- Fumigation and Pest Control
- Garbage Collection and Disposal services
- Other cost if available (details to be provided)

Schedule of Payment

The payment will be on monthly basis.

The contractor shall prepare and send invoice to UNDP for service.

Payment shall be made by UNDP to the contractor within 30 days upon receipt of invoice.

2. Timeframes, schedule

- Daily Cleaning Services will be part of the negotiations but should preferably take place on weekdays, **Monday to Friday**, between the hours of **06:00 - 16:30 am**.
- Weekly and monthly cleaning services should take place on weekends, Saturday, between the hours of 08:00 am to 14:00 pm;
- No changes in the agreed days or time can be made without prior clearance by the respective UN-Agency;
- Note: There are 10 official UN holidays per year and during the nationally declared holidays which are not considered UN Holidays, Contractor's Personnel deployed to the UN premises shall also report for work to render regular services (List of UN-Holidays will be provided on a yearly basis);
- In exceptional cases where UN requires the services of the Contractor's Personnel, the latter shall be prepared to render overtime services, the cost of which shall be billed to UN on the same month the services were rendered and the invoice shall be submitted to the respective UN agency's administration. The contractor shall therefore maintain a sufficient number of Personnel, with regular assignment or on-call basis, for all of the abovementioned purposes;

3. Client Support

- UN provides access to all lockable rooms to be cleaned

4. Type of Contract and Duration

The successful bidder will be awarded a UN Long Term Agreement (template can be provided upon request via e-mail) for the period one year, with the possibility to extend for another two years (three years in total).

Establishment of Long-Term Agreement for the Provision of Cleaning, Housekeeping, Gardening, Fumigation and Pest Control, Garbage Collection and Disposal services for UNDP Mozambique Country Office in Maputo, field office in Beira in Sofala Province



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Contract will be established a fixed daily, weekly, monthly total rates/ prices covered by this LTA.

UNDP can further extend the location of the contract to any other premises and/or the LTA will be also applicable to all UN agencies operating in Maputo or UNDP Beira Field Office, Av. Martires da Revolução 2105 & 4493, under the same Terms and Conditions. If one of the UN-Agencies plans to expand the services to new locations that are currently not properly defined, e.g. due to renting additional office space, and other UN-Agencies, which are not covered in this LTA yet, decide to use this LTA for cleaning services in future, contracts will be established based on this LTA and the hourly rates under Lot 2 SECTION VI - E - Price Schedule Form.

Payment will be made on a monthly basis upon receiving satisfactory completion of the tasks mentioned above and receipt of relevant and correct/complete invoice.

5. Conditions of Work

Works will be done at UN premises and the Contractor shall ensure that the general UN-conditions for contractors are not violated by the Contractor and/or any of his Staff. Failure to safeguard these principles will imply the immediate termination of the LTA.

The contractor should take all reasonable measures to ensure that the contracted personnel conform to the highest standards of moral and ethical conduct.

6. Reporting / Monitoring

Monthly status reports to be submitted to the cleaning supervisor of the UNDP Maputo and UNDP field office in Beira.

The service provider should report any breakdown/malfunctioning of building fittings/wash room fixtures etc. to the premises manager, for rectification.

7. Approval

This TOR is prepared by: Kibali

Kamillah Vali Procurement Analyst

Date of signing: 28-August-2020

This TOR is cleared by: MSQ

Mauro Salia, Head of Procurement Unit

Date of signing 28-August-2020

This TOR is Approved by: Vineet Mathur

Vineet Mathur, Operations Manager a.i

Date of signing 28-August-2020