



TERMS OF REFERENCE

Ref: PN/FJ/098/20

Location	Tonga
Application deadline	7 th October 2020
Type of Contract	Individual Contractor
Post Level	National Consultant
Languages required:	Tongan
Duration of Initial Contract:	October 2020 to October 2021

Type of Contract- Individual Consultant Long Term Agreement (IC - LTA)- Cleaning services

Duration of the Contract

- **Contract period:** 1 year
- **Number of working days:** up to maximum of 261 days within a 1-year period

Consultancy proposal should be sent via email to etenderbox.pacific@undp.org no later than 7th **October 2020 (Fiji Time)** clearly stating the title of consultancy applied for. Any proposals received after this date/time will not be accepted. Any request for clarification must be sent in writing, or by standard electronic communication to procurement.fj@undp.org UNDP will respond in writing or by standard electronic mail and will send written copies of the response, including an explanation of the query without identifying the source of inquiry, to all consultants. Incomplete, late and joint proposals will not be considered and only offers for which there is further interest will be contacted. **Failure to submit your application as stated as per the application submission guide (Procurement Notice) on the above link will be considered incomplete and therefore application will not be considered.**

Note: Successful individual will be required to provide proof of medical insurance coverage for the duration of the assignment before commencement of contract

BACKGROUND

UNDP Tonga office commenced its presence office in Tonga, located inside the Ministry of Finance and National Planning, attached to Aid Management Division, in February 1, 2011. Cabinet Directives in 2012 to upgrade UNDP office to UNJPO, an office space and to sign the SBAA. The Government of Tonga signed with UNDP the SBAA in January 28, 2013 between Prime Minister of Tonga Lord Tu'ivakano and the UNDP Resident Representative Knut Ostby.

In November 2015, Hon. Minister of Finance and National Planning, Hon. 'Aisake Eke signed with Osnat Lubrani, UNDP Resident Representative & UN Resident Coordinator for UNDP and other UN agencies moved

to RoyCo Building Level 1 office space. We have expanded UN system in Tonga therefore, Tonga UNDP office hosts four (4) Agencies, namely UNDP, UNWomen, UNFPA, and EU Presence offices.

Cleanliness of the UN Office space at all time is paramount for the safety of UN Staff where it requires a cleaning services to deliver these services in daily basis to ensure healthy and clean environment

LTA CONTRACTING MODALITY AND CALL-OFF MECHANISM

- An LTA is a mutual arrangement between UNDP and the individual to provide the required services at established fee or provisions. The LTA will be established for one year .UNDP reserves the right to rescind the agreement during that period should performance of the consultant(s) not meet its requirements.
- It is expected the consultant(s) to be engaged for maximum 261 working days per year starting from Oct 2020 to October 2021
- UNDP does not warrant that any quantity of services shall be contracted during the term of this Agreement. A specific Term of Reference (TOR) outlining the deliverables shall be provided, and an Individual Contract would be issued to the consultant, detailing the time frame.
- Once the LTA is signed, if there is a specific service required, the focal person in the UNDP hiring unit would contact the Consultant(s) and upon positive confirmation in the availability for the assignment, acceptance of the Term of reference and cost, UNDP will issue an Individual Contract. Price in the order will be based on daily fee included in the LTA. After contract has been agreed between the two parties, no further costs would be reimbursed by UNDP unless there is prior written authorization by UNDP.
- Once the services are completed and have been approved by the hiring unit, the Consultant will provide the following for payment purposes:
 - a) complete invoice indicating the completed deliverables;
 - c) copy of the UNDP contract for the consultancy.

Payments will be made upon satisfactory achieved deliverables under each assignment and submission of time sheet in accordance with number of days worked. Final payment shall require a signed performance evaluation of the consultant(s).

DUTIES AND RESPONSIBILITIES

Scope of Work

To Provide daily cleaning services and monitoring maintenance needs for UNDP office and UN vehicle(s) to ensure healthy and clean environment.

Expected Outputs and Deliverables

6:00am – 8:40am: Morning.

Vacuum the office, kitchen, and UN vehicle(s) daily.

Sweep and mop daily Gents and Ladies rooms.

Sweep and mop stairs and entrance door & backyard.

Sweep & clean UN vehicle(s) and designated parking area.

Empty all rubbish bins and take it outside and store appropriately.

Water & Clean pot plants.

Wipe glass windows, glass railing as you come up the stairs, entrance and exit doors.

Dust and Wipe office desks, tables, cabinet and conference tables.

3:00pm-4:30pm: Afternoon.

Empty rubbish bins and take rubbish bags outside.

Check Ladies & Gents.

Check kitchen cleanliness.

Stock take assets, kitchen, washroom, office, conference rooms and car park etc.

Monthly Cleaning Tasks:

Deep cleaning once a month.

Glass windows, doors and glass railing coming up the stairs.

Clean Wall or paint.

Monthly cleaning update.

Quarterly Cleaning Tasks:

Organize Carpet Deep cleaning once a quarter.

Carpet deep cleaning.

Change pot plants.

Maintenance check and replacement if required.

Quarterly cleaning status report.

4. Assist logistics arrangement for meetings' catering services, tidy and cleaning after. Help in preparing cup of tea for Senior Management or High-Level visitors.

5. Any other duties that need on call for cleaning services.

Institutional Arrangement

- Sione Fifita, UN Coordination Officer, Tonga

Duration of the Work

- One year Contract with UNDP.
- The proposed LTA is for a period of 1-year from the date of commencement of Contract, with an extension option for additional 1 year, but this is subject to the Contractor performance.

Duty Station

- Tonga UNDP Office, RoyCo Building Level 1, Nuku'alofa, Tonga

COMPETENCIES

Quality

Cleaning services provider should be passionate, motivated and well-trained, so they can provide the level of attention to details that UNDP can expect from any national commercial cleaning services

REQUIRED SKILLS AND EXPERIENCE

Educational Qualifications:

Minimum high school qualification or level of janitorial qualification is essential but not strictly requires.

Experience

Minimum of 5 years of work experience on the preferred field of practice

Proven track record in rendering satisfactory cleaning services to at least 1 company/entity.

Have previous work experience for UN Agencies Office, Foreign Embassy, Development Partners

The personnel must have had training and experience in similar environments; uphold high ethical standards and must not have criminal records or pending court cases against them.

Language requirements

Fluency of Tongan language and some knowledge of English Language is required.

Price Proposal and Schedule of Payments

Consultant must send a financial proposal based on

Daily Fee. Consultant shall quote an all-inclusive Daily Fee for the contract period. The term “all-inclusive” implies that all costs (professional fees and Medical Insurance , etc.) that could be incurred by the IC in completing the assignment are already factored into the daily fee submitted in the proposal. If applicable, travel or daily allowance cost (if any work is to be done outside the IC’s duty station) should be identified separately. Payments shall be done on a monthly basis based on actual days worked, upon verification of completion of deliverables and approval by the IC’s supervisor of a Time Sheet indicating the days worked in the period.

Evaluation Method and Criteria

Individual consultants will be evaluated based on the following methodology...

Cumulative analysis

The award of the contract shall be made to the individual consultant whose offer has been evaluated and determined as a) responsive/compliant/acceptable; and b) having received the highest score out of set of weighted technical criteria (70%). and financial criteria (30%). Financial score shall be computed as a ratio of the proposal being evaluated and the lowest priced proposal received by UNDP for the assignment.

Technical Criteria for Evaluation (Maximum 70 points)

Minimum high school qualification (janitorial qualification will be added advantage) 15%

Minimum of 5 years of work experience on the preferred field of practice 15%

Proven track record in rendering satisfactory cleaning services to at least 1 company/entity.15%

Have previous work experience for UN Agencies Office, Foreign Embassy, Development Partners 15%

Fluency of Tongan language and some knowledge of English Language is required. (10%)

Only candidates obtaining a minimum of 49 points (70% of the total technical points) would be considered for the Financial Evaluation.

Interested individual consultants must submit the following documents;

- CV including names/contacts of at least 3 referees.
- A cover letter indicating why the candidate considers himself/herself suitable for the required consultancy;
- Completed template for confirmation of Interest and Submission of Financial Proposal.

Consultancy proposal should be sent via email to etenderbox.pacific@undp.org no later than 7th **October 2020 (Fiji Time)** clearly stating the title of consultancy applied for.

Note: Successful individual will be required to provide proof of medical insurance coverage before commencement of contract for the duration of the assignment.

Incomplete and joint proposals may not be considered. Consultants with whom there is further interest will be contacted.

Individuals applying for this consultancy will be reviewed based on their own individual capacity. The successful individual may sign an Individual Contract with UNDP or request his/her employer to sign a Reimbursable Loan Agreement (RLA) on their behalf by indicating this in the Offerors letter to Confirming Interest and Availability.

Consultant must send a financial proposal based on a **Lump Sum Amount**. The total amount quoted shall be all-inclusive and include all costs components required to perform the deliverables identified in the TOR, including professional fee(Daily fees to include IC's medical insurance costs).The contract price will be fixed output-based price regardless of extension of the herein specified duration. Payments will be done upon completion of the deliverables/outputs.

In the event of unforeseeable travel not anticipated in this TOR, payment of travel costs including tickets, lodging and terminal expenses should be agreed upon, between the respective business unit and the Individual Consultant, prior to travel and will be reimbursed.

For any clarification regarding this assignment please write to procurement.fj@undp.org.