

Section 5a: Terms of Reference

Project title: Provision of Package Services, including cleaning and janitorial services, emptying of office/kitchen waste bins, maintenance of green areas, to Premises of United Nations Organizations based in Brussels, Belgium.

I. Project Description :

UNDP is leading the competitive procurement process with participation of the agencies concerned for selecting a qualified service provider to provide support services to Offices located at Rue Regent 37-40 1000 Brussels, Belgium, on Long Term Agreement (initial duration of one (1) year subject to satisfactory performance up to a maximum overall duration of three (3) years).

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

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

1. Backgrownd

The offices are located in Brussels and premises are described as follows:

| | Area (m ²) | Bathroom/Toilets (nb) | Kitchens (nb) | Common areas |
|-----------------------------|-------------------------|-----------------------|---------------|--|
| 1st Floor | 1.488,00 m ² | 4 | 2 | 2 coffee corners 5 meeting rooms |
| 5th Floor | 325,61 m ² | 1 | 1 | 1 coffee corner 1 meeting room |
| 6th Floor | 1402,00 m ² | 5 | 2 | 2 coffee corners 4 meeting rooms |
| 7th Floor | 1211,00 m ² | 2 | 2 | 2 coffee corners 2 meeting rooms 1 large conference room |

Scope of work:

Below is the summary of the package of services:

- 1.1 Effective provision of package of services including cleaning, and janitorial services, garbage and refuse removal;
- 1.2 Maintenance of high hygiene and green office/building environment
- 1.3 Any other service related to cleaning and building maintenance

- 2.1 Logistic support to conferences and office events as required
- 2.2 Provision of other support services as requested;

The detailed scope of work is listed as follows:

2. Cleaning and Janitorial Services

2.1 Cleaning of Office Space and Meeting rooms

- a) Regular cleaning as specified in the Schedule of Cleaning Services.
- b) Conduct Daily Cleaning between Monday to Friday before working hours for 3 cleaners from 7:00 until 10:45 and one cleaner from 14:00 and 17:45 adding a total of 15:00 per day services divided between 3 cleaners
- c) Cleaning of all office spaces and stair cases having floor-tiles with floor moping techniques, removing dirt, dust and stains from the floor, dusting of walls; cleaning and polishing of doors, windows glass panes, and frames; emptying of dust-bin bags; and removal of garbage bags from each individual offices; Clean surfaces in each office like tables, shelves and others.
- d) Clean the floor carpets located in the Conference Rooms with vacuum cleaners, clean the Conference room furniture, equipment, exterior of air-conditioners, light fittings on daily basis
- e) Vacuum clean furniture upholstery in each floor; and conference Room.
- f) Mopping of all non-carpeted corridors and floor tiles with appropriate detergents on daily basis or as and when required.
- g) Check and refill (as required) hand-sanitizers.

2.2 Cleaning of Bathroom/Toilets

- a) Regular cleaning as specified in the Schedule of Cleaning Services.
- b) Clean all toilet floors and surfaces daily. Check on toilet brushes and empty each toilet bins daily.
- c) Check and refill (as required) liquid soap, air-freshener, paper-towel, tissue-papers, and hand-sanitizer. Clean the exhaust fans and electrical appliances, light fittings etc. in the toilets.
- d) Clean mirrors with appropriate cleaning material. The cleaning of toilets, sinks, walls, doors, partitions and all other areas of the lavatories is to be done using cloths, sponges, mops, brushes and other cleaning equipment that is used for no other purpose, with a disinfectant detergent. A properly cleaned lavatory includes attention to areas under fixture edges and on all exposed surfaces. All fixtures are to present a clean, streak free, hygienic appearance.

2.3 Cleaning of Kitchen and Coffee Corners

- a) Regular cleaning as specified in the Schedule of Cleaning Services.
- b) Clean all kitchen surfaces daily; make sure kitchen furniture is placed in the right shelves and properly cleaned. Empty washing machines every beginning of the working day and launch them at the end of working day. Only launch washing machine if, at least, $\frac{3}{4}$ full using an eco-friendly approach and eco mode only.
- c) Empty the bins fully respecting the sorting schedule implemented by recycling company. Place bins in the garbage corner of the building accordingly every end of the day.

- d) Make sure to respect sorting scheme regarding used coffee pads and other recyclable kitchen garbage – not to be placed in *ad hoc* garbage but follow internal recycling arrangements.
- e) Make sure surfaces of common areas spaces are cleaned daily, tables, chairs, working surface, before and after lunch time meaning when leaving the morning shift and beginning the afternoon shift.
- f) Make sure all sinks are clean daily.
- g) Pay special attention to kitchen and coffee areas when events take place in the office, specially kitchen and working plan in front of the 7th Floor Conference Room; coordinate with Office Management on the hosting of events.

2.4 Office Equipment, Furnitures and Sundry

- a) Regular cleaning as specified in the Schedule of Cleaning Services.
- b) Clean all Informatic Equipment placed in the printing corners such as printers, franking machine and common spaces surfaces.
- c) Clean and disinfect all kitchen equipments like microwaves, coffee machines.
- d) Make sure water fountains and their sockle are clean and emptied daily.
- e) Clean IT corners weekly taking great consideration of the organization of it and not moving cables and current settings.
- f) Sainitize office equipments daily like keyboards, mouse and dusting out.

2.5 Reception Area

- a) Regular cleaning as specified in the Schedule of Cleaning Services.
- b) Clean the Reception Desk on the 6th Floor and surfaces of common use throughout the workdays.
- c) Clean the UN Logo daily and the surface above the ventilation system currently used to place incoming post mail.

3. Garbage, Refuse and Waste Removal

Garbage and refuse removal includes:

The emptying and removal of all refuse, from all collection areas, to a disposal site that is suitable for the category of refuse being removed and that is officially designated as such by the local authority.

The cleansing of all collection points to maintain at all times the standards of cleanliness, tidiness and hygiene as detailed in Specific Tasks.

Waste containers are those used to dispose of office general and recyclable waste. Waste containers are to be emptied and cleaned. Containers are to be free of dust, dirt, smudges or waste residue. Containers are to be disposed of into the appropriately designated locations.

II. DEFINITIONS AND SPECIFICATIONS

1. Tasks

All tasks are to be carried out as specified. The contractor is responsible for ensuring that all areas are kept clean at all times to the standards outlined. It is the responsibility of the contractor to ensure these standards are maintained by adjusting the frequency of cleaning as required during the day to maintain a seamless service.

2. Floor Cleaning

2.1 General cleaning : Floor cleaning, floors must be cleaned, disinfected (tiles) and vacuumed (carpets). Cleaning must be performed in all areas including corners, behind doors and under furniture and equipment (Computer and other IT equipment cleaning, telephones and other office equipment), over ducting. Furniture and equipment must be moved during the cleaning process and returned to its original location when cleaning is completed. Chairs must not be placed on tables or desks at any time. All cleaning debris is to be moved to trash receptacles. Warning signs "Wet surface" are to be placed visibly on all floors and/or corridors during the cleaning process and must be removed once the area is dry.

2.2 A properly cleaned floor is free of debris and visible dirt, dust, grit or food residue.

2.3 Vacuuming is required daily. The contractor is to supply the vacuum cleaner on an as required basis.

2.4 Wet mopping follows sweeping and is the cleaning of other than carpeted or wood floors using fiber or sponge mops. Mops are to be immersed in clean warm water and detergent and/or disinfectant solution.

2.5 A general deeper wash of carpets and floor is to be done at least once a year. Stains and other visible marks are to be cleaned with suitable product as soon as they are visible.

3. Dusting

Dusting (other than floors) is to be performed by using treated hand dusters. A properly dusted surface is to be free of dirt, dust, streaks and cobwebs.

4. Glass and Window Cleaning

Glass Panels and Mirrors. Glass panels and mirrors are to be cleaned using glass cleaner. Adjacent rims

or frames are also to be wiped down and polished. A properly cleaned glass surface is to be free of dust, dirt, grease, spots, streaks or residue.

5. Upon completion of daily cleaning task:

- 5.1 Ensure that collected garbage are removed from the premises and sorted according to the recycling scheme
- 5.2 Ensure all surfaces are cleaned and used meeting rooms as well ; if a meeting room was used between the time it was first cleaned and the end of working day, repeat the task
- 5.3 Ensure all washing machines were launched only if at least $\frac{3}{4}$ full.

6. Reporting and Spot Checks

- 6.1 Reporting of consumables will be provided on a trimestral basis. Contractor will be reporting to the Office Management on a regular basis.
- 6.2 Spot checks will be conducted every two months, at a rate of 6 times a year.
- 6.3 A record card will be placed in the kitchen areas and bathrooms, to record the cleaners' passages.
- 6.4 Planning of the weekly programme to be presented per floor.

7. Special Additional Cleaning

The contractor may be requested by the UNDP contract manager, or his/her delegated representative, to provide services in buildings in advance of new occupants or after the departure of occupants. These services will be provided and charged at the agreed upon price per square meter rate.

8. Eco-friendly approach of the contractor

- 8.1 The company is requested to use only eco-friendly with biological certificate or at least fair-trade products from liquid products to plastic bins and also the material used (vacuum, brushes, tissues...)
- 8.2 The contractors are requested to keep an eco-friendly approach when cleaning the spaces and equipments. For example, in the kitchens it is preferred less water as possible is used and that washing machines are only started if they are $\frac{3}{4}$ full.
- 8.3 The contractors are requested to rigorously follow the clear waste sorting directives of the waste management company of the building; a specific dustbin room with clear indications is at the disposal of the cleaning services in the building to be able to respect environmental savvy measures.

9. Covid-19 measures

9.1 The cleaning staff is expected to abide by prevailing Covid mitigation measures of the offices. Staff needs to follow security and hygiene norms according to the Belgian Authorities directives for the working place. Staff is requested to respect distancing measures and give a greater importance to the safety of the work place.

9.2 Hygiene requirements and enforced cleaning during the Covid-19 pandemic. Cleaning companies and staff are required to continuously check on the measures implemented in the office. Cleaning all touching points and surfaces, use special bins for the disposal of disinfecting material, check daily if hand sanitizers are place in common areas and dully filled with hydrogel. Make sure every office is disinfected before working hours daily, all office material that represents contact points as well. Make sure the meeting rooms are organized to respect the distanciation measures and that common spaces are set as well. Make sure every office and meeting room is equipped with a Covid sign that shows if the space was used or not; cleaning services are request to check daily the signs and act accordingly. Make sure all offices and meeting rooms are equipped with disinfecting products so the workers can ensure the disinfection of the spaces autonomously if outside cleaning services working hours activities take place.

9.3 Cleaning services are a fundamental actor in ensuring the workplace is suited and adapted as a Covid-19 safe environment. We really count on the provider's collaboration to implement, maintain and ensure daily the disinfection of the premises and the respect of Covid-19 measures in the workplace according to the Belgian authorities and World Health Organization directives.

III. **SCHEDULE OF CLEANING SERVICES**

Frequency

Codes:

| | |
|------|--------------------------|
| D | Daily |
| 2D | Twice a day |
| 3W | Three Times weekly |
| W | At least weekly but also |
| W-AR | as required weekly |
| M | Monthly |
| Y | Yearly /as required |

1. Specific Areas

1.1 Toilets and Rest Rooms

| | |
|--|----|
| Sweep floors | 2D |
| Wash floors with water and disinfectant | 2D |
| Wash and disinfect toilets, and sinks | 2D |
| Wash and scrub with water and soap and disinfect all urinals | 2D |
| Wash and dry mirrors | 2D |
| Empty waste paper baskets | 2D |
| Wash and disinfect wastepaper containers | 2D |
| Wash woodwork, partitions and doors | M |
| Dust all furniture, window ledges and heaters | W |
| Replace paper towels, toilet paper, soap and urinal deodorants | 2D |

1.2 Hallways, Staircases and Entrances

| | |
|---|---|
| Vacuum and clean floors | D |
| Wet mop floors (tiles) | D |
| Clean doors, handles and glass panels | W |
| Dust pictures, bulletin boards, signs and furniture | W |
| Dust window ledges, walls, ceilings, pipes woodwork, and light fixtures | W |
| Shampoo carpets | Y |
| Wash walls, doors and woodwork | M |
| Empty wastepaper baskets / containers | D |
| Remove boxes, wrappings and other office waste | D |

1.3 Offices and Conference Rooms

| | | |
|--|---|--|
| Empty and clean wastepaper baskets | D | |
| Vacuum and clean floors | D | |
| Wet mop floors (hard surfaces other than wood) | D | |
| Damp mop wood floors | D | |
| Dust all furniture, window ledges, office equipment/machines and heaters | W | |
| Clean and disinfect telephones | W | |
| Dust light fixtures, walls, woodwork, ceilings, pipes and baseboards/doors | W | |

1.4 Kitchen, coffee corners and other common areas

| | | |
|--|-----|--|
| Empty and clean wastepaper baskets | D | |
| Vacuum and clean floors | 2D | |
| Wet mop floors (hard surfaces other than wood) | 2D | |
| Damp mop wood floors | 2D | |
| Dust all furniture | D | |
| Clean and disinfect kitchen counters and coffee corners | 2D | |
| Dust light fixtures, walls, woodwork, ceilings, pipes and baseboards/doors | W | |
| Dining areas, clean and disinfect | 2D | |
| Fridge, clean and disinfect | W | |
| Dish-washers, clean and empty | 2D | |
| Water plants | 3 W | |

1.5 General (areas not otherwise specified, including storage, IT/data rooms, technical room)

| | | |
|--|----|--|
| Empty and clean wastepaper baskets | D | |
| Vacuum and clean floors | W | |
| Wet mop floors (hard surfaces other than wood) | W | |
| Damp mop wood floors | W | |
| Dust all machines (copy, server, etc.) | W | |
| Dust light fixtures, walls, woodwork, ceilings, pipes and baseboards/doors | W | |
| Provide support services such as moving furniture, coffee corner setting and other events preparations | AR | |

IV. GENERAL PROVISIONS

Locations

The total planned requirement in this scope of work is fixed at one location and during the contract period. However slight variation may occur.

1. Responsibilities of the Contractor

GENERAL

The contractor shall furnish 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.

The contractor is requested to practice and enforce the provisions of the National Labor Code; contractor must abide by all regulations and social laws regarding the status and working conditions of its workers. An Ethical and Human approach towards workers is essential.

The contractor shall provide all uniforms and/or overalls and, where appropriate, 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. Proposers are to list all heavy duty equipment to be employed and the age of individual equipment.

PERSONNEL

Upon written approval of the UNDP, the successful contractor may make adjustments in personnel numbers and tasks in order to meet the needs of UNDP. The contractor must ensure that all his personnel is not criminally convicted and does not hold any record and have the required work permit.

The contractor shall also provide a staffing structure sufficient to ensure proper supervision of tasks in line with the Schedule of Cleaning Services. This must include designated supervisors, responsible to the contract manager.

The supervisor or designated alternate when the on-site contract manager is on leave, shall be

the central point of contact for this contract and shall be available to meet on the installation with the UNDP contract manager or his/her designated representative.

The personnel must be able to communicate fluently.

WORKING HOURS

The successful contractor shall supply a full cleaning and janitorial service daily for all building and facilities. UN/UNDP working hours are from 08:30 hrs to 17:30 hrs daily. The contractor shall carry out general office cleaning during normal working hours but may be required to provide coverage to accomplish cleaning of specified areas both before and after normal working hours. Such cleaning will be exceptional and shall first be agreed in writing between the on-site contract manager and UNDP contract manager. No extra payment shall be made by UNDP for this service. The contractor will be responsible for adjusting normal cleaning schedules to cope with this requirement.

Certain designated spaces deemed as restricted access should be cleaned only when the occupants of the space are present. In such cases cleaning staff should take direction from the senior occupant of the space as to what level of service, within the limits contained herein, is to be provided.

2. Responsibilities 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 the UNDP.

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

3. Quality Assurance

The UNDP contract manager or his designee will monitor the contractor's performance and take appropriate actions to ensure deficiencies are properly handled.

4. Safety and Security

- a) 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.

- b) The contractor shall be responsible for safeguarding any UN property provided for contractor use.
- c) 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.
- d) The contractor shall establish and implement a method of accounting for all keys and/or security codes and badges which may be issued by UNDP and shall report any loss of keys or badges or breach of security codes to the UNDP contract manager's representative not later than two hours after discovery of such loss.
- e) The contractor shall strictly prohibit the use of keys, badges and security codes issued by, or on behalf of, UNDP 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.
- f) 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. Same applies for access badges. The contractor shall submit his key and badges control plan to the UNDP contract manager not later than fifteen days after contract award.
- g) 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 employees. The contractor shall be responsible for providing medical cover to employees in compliance with local practice.

5. Cleaning Schedule

The contractor shall submit to the UNDP contract manager a cleaning schedule for each facility prior to the signing of the contract. This cleaning schedule shall also reflect the day/time that all tasks required less frequently than daily are to be performed. Cleaning schedules shall be maintained by the contractor in each facility and available to UNDP upon request. The contractor shall submit changes to the UNDP contract manager as they occur, which shall be made in writing.

6. Work Logs

The contractor shall maintain a written record of works performed, and shall also as an integral part of this contract report to the UNDP contract manager any defects or deficiencies of UNDP premises or equipment and the need for repair and/or maintenance thereof. Negligent use of any UNDP furnished property which may occasionally be provided to the contractor that results in damage or destruction, is cause for repair or replacement at the contractor's expense.

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.

8. Institutional arrangements:

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 UNDP with specific details of service delivered and payment shall be made by the UNDP on behalf of all UN participating Agencies.

The UN will assign one focal point to coordinate with the Contractor's Task Manager on all issue of performance and delivery of service.

UNDP Operations Manager will be the focal points for UN Agencies internal coordination and contractual related issues.

9. Duration of the Service contract:

- The selected contractor will be granted one year contract with two years extension subject to satisfactory performance;
- Date of Commencement of the Work: 1st of January 2022

10. 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, building maintenance and gardening service
- The company should have registered business license from local authority
- Proven track record in rendering satisfactory services to high-end premises, buildings, condominiums, apartments and offices in various business/financial districts
- Financial sound and stable, as may be evidenced by authentic financial statements for the past 2 years of operation
- Experience in servicing international and diplomatic organizations definitely an advantage, but not mandatorily required.
- Providing a safe and healthy workplace and ensure that personnel are properly trained with the appropriate safety and emergency equipment

Qualifications of the Personnel Assigned of the Contractor

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

General qualification for all personnel

- Be able to effectively understand and carry out rules, orders and instructions
- To be discreet as far as possible, and respectful of the work that is being carried out
- Physically and mentally fit to efficiently and effectively perform the daily services required
- Be healthy 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 UN premises

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

Task Manager (on – site service is not required)

- Bachelor's degree in public administration or business management
- At least 3 years of relevant supervising and managerial experience
- At least 5 years working in the areas of cleaning, building maintenance
- Good communication 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

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

11. 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 etc
- The cost of cleaning materials and tools used by cleaning team is to be specified according to instructions provided in the financial offer
- 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 a monthly basis
- The contractor shall prepare and send invoice to the respective agency for service rendered on a monthly basis
- Payment shall be made by respective agency that uses the service directly to the contractor within 30 days upon receipt of invoice.

12. Office Surface

| Floor | Agency | Gross Space (m²) |
|-------|----------------------|------------------|
| 1 | JTF | 117,12 |
| 1 | UNDP Legal ID Pjct | 34,89 |
| 1 | BPPS-RBAAS | 66,16 |
| 7 | UNDP Climate Ch Pjct | 58,97 |
| 1 | LVMM | 139,52 |
| 1 | UNCDF | 414,69 |
| 1 | UNICRI | 87,35 |
| 1 | CITIES ALLIANCE | 765,84 |
| 6 | UNDP | 573,66 |
| 6 | UNFPA | 271,88 |
| 6 | OHCHR | 318,13 |
| 6 | UNDRR | 236,10 |
| 6 | UN WOMEN | 178,18 |
| 7 | UN HABITAT | 135,43 |
| 7 | UNODC | 135,96 |
| 7 | UNIDO | 187,92 |
| 7 | UNEP | 233,96 |
| 7 | UNOPS BO | 110,04 |
| 5 | UNDP 5th Floor | 93,93 |
| 5 | ILO | 221,60 |
| 0 | UN House | 45,28 |
| | <i>Sub-total</i> | 4.426,61 |
| | Total | 4.426,61 |

Section 5b:

Schedule of Requirements

Technical Specifications on schedule of cleaners per floor

| | Cleaner 1 | | Cleaner 2 | | Cleaner 3 | |
|-----------------------------|----------------|------------------|----------------|------------------|----------------|------------------|
| | <i>Morning</i> | <i>Afternoon</i> | <i>Morning</i> | <i>Afternoon</i> | <i>Morning</i> | <i>Afternoon</i> |
| 1st Floor | 7:00 – 9:00 | 14:00 – 15:00 | | | | |
| 5th Floor | 9:15 – 10:45 | 15:00 – 15:45 | | | | |
| 6th Floor | | 15:45 – 16:45 | 7:00 – 10:45 | | | |
| 7th Floor | | 16:45 – 17:45 | | | 7:00 – 10:45 | |

NB: Working hours per floor can be flexible according to daily needs.