Questions & Answers
RFQ/UNDP/PETRA/002/2022

Assignment Name:
Provision of Cleaning and Security Services for PETRA Office in Palu

TO ALL INTERESTED BIDDERS

Q: Working hour during working days (Monday – Friday) for cleaning service is from 06.30 – 17.30 (11 hours include break time) and from 07.00 – 12.00 on Saturday. With this situation can we calculate over time for them?

A: There will be no allocation for overtime hours during contract period. Please refer to article D of the Terms of Reference (TOR) on the Working Days and Hours. The required services shall be rendered on a forty (40) hour basis from Monday to Saturday for Cleaning Services; and Monday to Sunday for Security Services. During national declared holidays, the firm’s personnel deployed to the UN premises shall also report for work to render regular services without additional costs.

1. Cleaning Services
   a. Working days : Monday to Saturday
   b. Working hours :
      Monday to Friday (06:30-17:30) with the following daily working schedule:
      - 06:30-08:30 – working period (2 hours)
      - 08:30-09:30 – break
      - 09:30-11:00 – working period (1.5 hours)
      - 11:00-13:00 – break
      - 13:00-14.30 – working period (1.5 hours)
      - 14:30-15:30 – break
      - 15:00-17:30 – working period (2,5 hours)
      - Total 7.5 hours/day, and 37.5 hours (Monday – Friday)

      Saturday (07:00-12:00) – including break, working hours only 2,5 hours

Q: Please clarify the working shift schedule for security service: 07.00 – 15.00 = 2 persons, 15.00 – 23.00 = 1 person, 23.00 – 07.00 = 2 persons, and 1 person off or how the personnel allocation will be per 24 hours?

A: The shift allocation for security personnel will be as follows:
   1. 07:00 – 15:00 (2 persons)
   2. 15:00 – 23:00 (1 person)
   3. 23:00 – 07:00 (1 person)

   Note: 2 other persons would be off as per agreed rotating schedule that will be determined prior to contract initiation.

Jakarta, 24 January 2022