

TORs for Cleaning Services 2021 - UNHCR Egypt

The service provider must provide proof of the following:

- 1- History in the cleaning/housekeeping industry in corporate or multinational entities.
- 2- At least 3 Reference letters from 3 previous/current customers within the past three years.
- 3- Communication plan to ensure successful management of the contract.
- 4- Demonstrate the capability to manage their personnel on the ground.
- 5- Demonstration of an acceptable training program and proof that the personnel on duty have received proper training prior to recruitment.
- 6- Provide trained back-up at short notice and ensure sending details prior to the startup of the personnel. A focal person to be deployed to the Office, based on acceptance and approval by UNHCR.
- 7- Quick response for any complaints. Specified communication channels (focal points) and back-up plan in place of responsible staff members.
- 8- Employee performance management plan and performance improvement incentives.
- 9- Properly registered staff in accordance with Egyptian law.
- 10- The Contractor will present official criminal record cards (official reference check) for all cleaners after contract establishment.
- 11- Invoices to UNHCR with VAT in a separate line in soft and hard copies. Separate invoice for each location.
- 12- Demonstrates ability and flexibility to change the number of cleaners or working hours as per UNHCR needs with prior agreement.
- 13- All staff must be vetted by the Egyptian Police and have no criminal record. Designation of staff to be done jointly with UNHCR or cleared by UNHCR Admin Officer;

- 14- Insurance Plan for all its employees both social and medical insurance covering the whole contract period of staff. Copies of the documents to be provided to the Admin Officer;
- 15- Take accountability and immediate action for any misconduct or unethical behavior from their staff.
- 16- Contractor must provide UNHCR with full details and documents of all personnel assigned to premises.

Section A: Office Cleaning

Daily Tasks:

The necessity of stressing and exercising the following according to COVID-19 measures and hygiene requirement on daily basis like disinfecting constantly all shared facilities and equipment and ensuring using sterile materials in cleaning

1. Properly cleaning/dusting all desks, drawer tops and tables, Disinfecting door handles;
2. Cleaning all offices including sweeping, mopping and drying of floor surfaces;
3. Cleaning all conference rooms including vacuum cleaning of the carpets as well as cleaning of the tables surfaces;
4. Cleaning all halls, corridors and staircase(s), including sweeping, mopping and drying of all floors;
5. Cleaning all elevator(s) including sweeping, moping, and drying as well as cleaning the walls, mirrors and doors of the elevator (s) and disinfecting it regularly;
6. Cleaning of all toilets including toilet seats, wash basins, floors and other surfaces at least twice a day with hourly checks with a record maintained for presentation to UNHCR;
7. Ensure all toilets are replenished with toilet rolls, hand drying paper rolls and hand wash liquid detergent at all times during the official working hours;
8. Replacing water bottles in all water dispensers; monitoring and refilling sanitizer's dispensers

9. Emptying of trash bins and ashtrays and removal of garbage from offices, toilets and other locations to the external garbage containers in a designated storage area;
10. Vacuum cleaning of all carpets (end of the day);
11. Cleaning of external waiting areas and yards, including removal of any dry leaves, cleaning of pavement and parking around the offices;
12. Cleaning of the Cafeteria space including sweeping, moping and drying as well as cleaning the chairs, tables and other equipment;
13. Report faulty or broken equipment, furniture or fixtures to the Admin Officer.

Weekly Tasks:

1. Cleaning of all doors, windows (glass and aluminum frames) and balcony windows/ separators;
2. Cleaning of main and emergency stairs;
3. Wet wiping of all desks, tables and conference tables, filing cabinets and cupboards;
4. Cleaning of all chairs (and sofas) whether fabric, leather, steel or plastic;
5. Dusting all areas within high-hand reach, including windowsills, ledges, mouldings, baseboards, filing cabinets, bookshelves, radiators, charts, bulletin boards, pictures;
6. Cleaning of lights, air-conditioning units surface, heaters, fridges, water dispensers and other appliances;
7. Cleaning of all shutters and / or curtains internally and externally;
8. Shampoo clean carpets;
9. Spot and stain removal;
10. Cleaning of internal and external walls of the premises including dusting, wet cleaning and mopping (as appropriate);
11. Cleaning of ceilings and walls including dusting and removal of cobwebs;
12. Dry foam cleaning of all carpets in the office;
13. Washing of all garbage bins (twice a month);

14. Cleaning of external staircases and roofs for waiting areas.
15. Deep cleaning every Saturday.
16. Watering of indoor and outdoor plants.

Monthly Tasks:

1. Provision of pest control spraying to the office and the garden on monthly basis.

Section B: Cleaning Materials & Equipment

1. Cleaning machines in all offices shall be of professional high-quality brand new or in excellent condition. Cleaning materials must be environmentally friendly, must comply with Egyptian National Standards by mutual consent of both parties. Ensure that enough stock of cleaning material kept at our premises to avoid any shortage.
2. Scrubbing, polishing and shampooing machine for ceramic, marble and laminated (parquet) floors (brand only)
3. Vacuum cleaner
4. Steam cleaner
5. Carpet wet cleaning/shampooing machine
6. Brooms
7. Floor wax
8. Hand brushes
9. Hand gloves
10. Furniture polish
11. Floor detergent
12. HDF floor cleaning agent
13. Carpet shampoo
14. Window glass cleaner

15. Disinfectant
16. Detergents for stains
17. Dusters for furniture
18. White mops for floors
19. Buckets
20. **Environmentally friendly** bottles of liquid hand soap 500 ML, tissue rolls compressed (Toilet & Kitchen), c-fold tissues and hand tissue boxes (brand only) to be provided by the company. You will be requested to cover the above items with a maximum ceiling of EGP 15,000 per months, any extra quantities will be reimbursed by UNHCR
21. 4 Parquet mops from NODUST company to be replaced twice a month (Alex office)
22. Gardening tools (Alex only)
23. Provide chemicals & fertilizer to the garden (Alex office)

Section C: Miscellaneous Tasks

1. On request, carrying, removal and re-arranging of furniture including desks, chairs and cabinet files.
2. On request, carrying/moving of boxes, files, papers, posters and stationery to other locations.
3. Cleaning staff can be requested to conduct some simple work in the cafeteria.

Section D: Number of Staff / Location / Responsibilities

Staffing for each of the above services will be mutually determined by UNHCR and the Contractor. Each location shall have a supervisor and every cleaner will have his designated area of responsibility, as guided by the head cleaner for the area.

The Contractor is responsible to provide 2 uniform sets including relevant shoes for Summer and 2 uniform sets for Winter to staff and ensures that the cleaners always adhere to wearing the company's uniform properly and maintain it clean. The condition of the uniforms should be verified regularly.

The Contractor undertakes to provide daily meals to staff.

The Contractor undertakes to adhere to the Labor Laws and Practices in Egypt when formulating their shift structure and determining the hours each person is to work per 24-hour period.

Cleaning personnel should receive the agreed upon salaries on a fixed monthly date(s). They should also be provided with annual/sick leaves in addition to Social Insurance and Medical benefits according to the Egyptian Labor law.

Supervisor:

Duties:

1. Manage the duties of the cleaners ensuring that they all conduct their duties competently;
2. Manage the duty roster and schedules ensuring that the required number of personnel reports for duty each shift;
3. Liaise on a daily basis with the responsible UNHCR Admin Focal Point;
4. Report all incidents to the responsible UNHCR Admin Focal Point;
5. Submit all required reports promptly and properly;
6. Ensure that the cleaners are clean and properly dressed at all times while on duty;
7. Ensure that the cleaners report for duty on time and do not leave their duty posts until properly relieved;

Qualifications:

The Supervisor: The service provider is to provide proof of the following:

- 1.1 Minimum of a Grade 12 secondary school qualification; preferably Hospitality Institute graduate;

- 1.2 Speaks and understand Basic English;
- 1.3 Must have good experience in the field of office maintenance and cleaning; preferable experience in hotels
- 1.4 Must have at least 6 years' experience of a supervisory role in a similar environment;
- 1.5 Must display a high level of integrity;
- 1.6 Should have a clear understanding of customer service guidelines/principles;
- 1.7 Reduce risks to health and safety in the workplace.

Cleaners (including female):

Duties:

1. Report on time for duty and remain at duty post until properly relieved;
2. Report for duty properly dressed in a clean and neat uniform;
3. Take proper care of all UN equipment at the facility/office;
4. Report any and all incidents to the Supervisor and responsible UNHCR Admin Focal Point;
5. Be courteous and polite at all times;
6. Perform all duties as cleaner according to UNHCR Code of Conduct.

Minimize the use of mobile phones during working hours except for necessity.

Qualifications:

1. Minimum of a Grade middle school qualification,
2. Must be able to read and write Arabic;
3. Must be vetted by the Egyptian Police;
4. Must not have a criminal record;
5. Min 18 years of age;
6. Characteristics: honesty, integrity and polite;

7. At least 5 years' similar experience;
8. Maintain personal hygiene standards at all times while present in the building. (Must appear presentable to the office)
9. UNHCR recommends cleaning personnel to receive a net wage not less than EGP 3,500 for cleaners and EGP 5,000 for the supervisor. UNHCR may also consider an annual salary increase of up to 10% of gross salary for staff whose performance is considered satisfactory by UNHCR. This is further subjected to the proposed performance management system and any modifications requested by UNHCR. The final rate of increase and/or other benefits/reward mechanisms will be determined at the contracting stage.

Section E: Working Hours

Core working hours Saturday to Thursday 07:00 to 17:00. Friday is off.

Required number of staff 21 cleaners, 1 Gardner and 4 supervisors:

- Alexandria Office: 7 Staff: 1 Supervisor, 5 Cleaners, 1 Gardner
- Zamalek Office: 8 Staff: 1 Supervisor, 7 Cleaners including one evening shift (2-9 pm)
- Main Office: 7 Staff: 1 Supervisor, 6 Cleaners
- RSD/T Building: 6 Staff: 1 Supervisor, 5 Cleaners

Other Conditions:

- To ensure involvement of UNHCR Admin Focal Point in confirming that cleaner staff are fulfilling the requirements mentioned in the contract, request any replacements, in case of poor performance, and be involved in the selection of new staff, if needed.
- UNHCR can at any time increase or decrease the number of services/staff required from the contractor.
- For any work beyond this time, double shifts (or longer continues working hours) requires authorization of the UNHCR Contract Manager/Location focal point.

Section F - Evaluation of offers:

The offers will be evaluated using the PASS/FAIL methodology. Offers which PASS – ALL - evaluation criteria will be considered for financial evaluation. The following criteria will be applied:

- Formal requirements:
 - Completed, signed and stamped *Confirmation on vendor sanction lists* – Annex C;
 - Completed, signed and stamped *Vendor Registration Form* – Annex D;
 - Copy of business license in Egypt;
 - Copy of tax card/certificate;
- Copies of 3 contracts with corporate entities or international organizations for rendering same services within the last 3 years;
- Minimum three positive reference letters, with contact details of the client, within the last three years;
- Sample of social insurance for cleaners;
- Sample of medical insurance for cleaners;
- Organigramme for your company with dedicated focal personals to UNHCR (account manager, area managers for each location, ...etc.);
- CVs of all staff dedicated to manage UNHCR`s account: account manager, area manager, etc.
- Employee performance management plan and performance improvement incentives;
- Sample of official criminal record cards (official reference check) for each cleaner/supervisor;
- Provide catalog and/or samples for the allocated cleaning materials;
- Provide catalog for the machineries and tools which will be used for this contract.