

**REQUEST FOR PROPOSAL: No. RFP/GRC/2024/004**

**ANNEX A – TERMS OF REFERENCE**

for the establishment of a Frame Agreement about Cleaning and Waste Management Services at  
UNHCR CO Athens premises

located at 91 Michalakopoulou Str., Athens, 1st and 2nd floors

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# **1 INTRODUCTION**

## **1.1 Background**

UNHCR Athens requires the effective provision of high standards cleaning services including waste management.

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

Cleaning products and supplies used for these services shall be environmentally friendly and comply with the local environmental regulations. The Contractor must at all times comply with the relevant provisions of the 2005 Law on Environmental Protection.

UNHCR is located at 91 Michalakopoulou Str., Athens 11528, on the 1<sup>st</sup> floor with a total of 1,346 m<sup>2</sup> gross floor space and 2<sup>nd</sup> floor with a total of 1,393 m<sup>2</sup> gross floor space. In addition, the compound includes: 2 balconies (one on each floor) and around 100 – 130 staff members are hosted.

If the official UNHCR premises are moved to a new location (within metropolitan Athens) with similar layout and approximate floor space 1500 sqm, the Contractor shall continue to provide the services within the scope of the existing Frame Agreement (FA). Cleaning programmes and tasks will be adjusted according to the requirements of the new premises.

Cleaning staff shall work all weekdays that the Office operates, while cleaning services on weekends may be also required on ad-hoc basis. The official holidays of the UN do not necessarily coincide with the official holidays in Greece. It is noted that cleaning staff will follow the UN holiday schedule that will be communicated each year. Therefore, the Bidder shall ensure that cleaning staff are available on all UN workdays, even when those coincide with official holidays in Greece.

Hereunder you may find the holidays of Greek Operation for the year 2024, please note that might defer from year to year:

1 January	New Year's Day	Monday
18 March	Clean Monday	Monday
25 March	Independence Day	Monday
10 April	Eid al-Fitr	Wednesday
3 May	Good Friday	Friday
6 May	Easter Monday	Monday
17 June	Eid al-Adha (observed) <sup>1</sup>	Monday
28 October	Independence Day	Monday
25 December	Christmas Day	Wednesday

## **1.2 Deliverables**

*NB: The below description concerns the current premises and may be adjusted in case of move.*

Deliverables shall include, but are not limited to:

- Cleaning of offices, meeting / conference facilities, common areas

- The server / technical rooms only upon request, occasionally
- Cleaning of all kitchenettes (4) and dining area (1)
- Cleaning of all bathrooms (8 bathrooms, 22 toilets) and their fixtures
- Collection of garbage for waste removal and emptying waste containers and placement in appropriate municipality bins in the street
- Collection of recyclable materials such as glass, plastic and batteries and deposit in designated recycling containers within the building for removal by professional recycling Contractor or placement in the appropriate municipality containers in the street (as applicable).
- Collection of paper and carton boxes/packing materials and deposit in designated recycling containers within the building for removal by recycling Contractor or the appropriate municipality containers in the street as applicable
- Appropriate cleaning / treatment of various floor surfaces, including mats and carpets, as applicable.
- Window cleaning (internal side only) / polishing of glass areas (top to bottom).
- Glass partitions cleaning (top to bottom).
- Clean all surfaces from top to bottom.
- Cleaning of facades, external walls in balconies
- Water the plants of both floors (internal & external) as required
- Prepare & serve coffee if / when required
- Place and refresh water daily in the main reception areas and where required (e.g. meeting rooms)

The below mentioned areas are required to be clean at all times, with all visible dirt removed from floors and surfaces, irrespective of weather conditions, and otherwise in accordance with what has been specified in the related service programme.

- ✓ The Reception area and all entrance areas
- ✓ All indoor public spaces / foyer areas on each floor, including areas around coffee machines and water dispensers
- ✓ The kitchens and dining areas
- ✓ All meeting and conference facilities
- ✓ Offices
- ✓ Toilets
- ✓ Other rooms, as required, i.e. storage etc.

## **2 REQUIREMENTS**

The following sections present in detail the required cleaning services and their frequency as well as other requirements related to this RFP.

### **2.1 CLEANING SERVICES**

#### **2.1.1 Service and Stock Logbooks**

In the building (exact location to be established) there will be logbooks, which shall be maintained as required by the supervisor and/or staff of cleaning services for the premises in cooperation with the designated UNHCR staff member as appropriate.

**Presence Logbook:** Cleaning staff will sign in and out of the building upon arrival for their shift and at departure, noting the dates and actual arrival/departure times. The accuracy of the entries will be verified by the designated UNHCR staff member.

**Service Logbook:** A daily record shall be entered for the time at which service was performed, along with the names of each of the service staff responsible for service on that day. Moreover, any observations which may be relevant to the cleaning service requirements should be noted, and brought to the awareness of the UN focal person.

**Stock Logbook:** The stocks of all cleaning supplies and consumables will be recorded on a daily basis in the Stock Logbook. Cleaning staff will make the appropriate entries for items used and record the receipt of cleaning supplies and consumables.

All Logbooks shall be kept up to date at all times and will be available to the designated UNHCR focal person.

### 2.1.2 Service Programme

The service is divided into three different intervals/frequency groups. These groups are called A, B, C.

**Service programmes are expected to be provided from 07:00 to 21:00 during weekdays with the following duties which are not limited to the below breakdown:**

#### **Daily (Regular) Cleaning Duties on work hours – from Monday to Friday shift(s) should end at 21:00:**

*General cleaning of offices and open areas:*

- Wastepaper baskets / garbage stands: To be emptied. Bags and sacks to be replaced, empty cardboard boxes to be removed.
- Office desks / tables: Clean dust and remove stains with moist cloth horizontal and vertical surfaces of furniture, desks, bookcases, cabinets, and drawer cabinets, telephones, office equipment (desktops and keyboards, copiers, shredders, scanners). Documents etc. should not be moved, glasses/plates collected and washed. Special instructions for the cleaning of technical equipment will be provided to cleaning staff.
- Doors /vertical surfaces: Remove fingerprints and stains from vertical surfaces (doors, window partitions, walls, etc.)
- Windowsills / ledges / other fixtures: Dust window frames, seats, fan coils, office blinds, footstools, sills, plugs, light switches, skirting boards, heater units, piping.
- Linoleum floors: Sweep and mop floors with suitable cleaning materials. Remove all smudges, rubber marks and stains with appropriate materials/solutions. After 17.00, vacuum clean and mop floors.
- Entrance areas: Sweep/vacuum clean and mop. Remove all stains from glass surfaces (doors etc) and from walls.
- Glass doors/ partitions /walls: Polished to remove fingerprints/ stains from top to bottom
- Rubber mats: To be washed clean
- Cups and other kinds of crockery left around are to be placed in one of the assigned service-stands near the kitchen.

- Empty boxes and the like left in the corridors are to be removed and placed in appropriate recycling containers.
- Garbage is to be placed in containers in the assigned place. After 17:00hrs, windows and doors are to be closed, and all lights which need not be on are to be switched off.
- Window frames are to be dusted and stains removed.
- Chairs are to be placed properly around the tables and superfluous chairs are to be stacked in the assigned places. Loose cushions and sofas/chairs/office chairs to be brushed / vacuum cleaned /wiped as applicable.
- Water dispensers wiped clean, overflow trays emptied, and surrounding areas mopped of water spills as necessary.
- Vacuum, clean & mop all offices, open areas, kitchens, toilets.
- Clean all switches, door handles etc.

#### *Dining Area:*

- Dining area is to be cleared of cutlery and crockery left around. (To be placed in one of the assigned service-stands near the kitchen).
- Buffet areas to be wiped clean.
- All tables and chairs are to be wiped clean.
- Vacuum-cleaning & mop.

#### *Kitchenettes:*

- Counter tops and sinks to be cleaned. Remove calcium deposits and water stains from faucets, stainless steel surfaces etc., and cupboard doors are to be wiped on the outside.
- Paper towels replenished. Tea towels / cloths changed.
- Refrigerators cleaned with suitable solution, and fridge shelves and drawers washed in case of spills.
- Fill dishwasher and replace items in cabinets when wash is finished.
- Dishwasher external surfaces cleaned with suitable solution.
- Wash crockery/cutlery by hand when necessary in order to ensure supply of clean crockery/cutlery at all times.
- Clean kitchen furniture, tables and chairs.
- Empty waste baskets and replace bin bags.
- Sweep and mop floors.
- Clean kitchen appliances (toaster, microwave, kettle, coffee machine etc.) with suitable solutions, wash their washable parts and turn off as necessary.
- Clean external surfaces of kitchen cabinets with suitable solutions and clean the inside to remove grease or stains as required.

#### *Toilets and Shower Rooms:*

- Wastepaper baskets and garbage bins are to be emptied and bags to be replaced.

- All sanitary and electric installations, as well as paper towel containers, mirrors and switches are to be wiped clean /polished.
- Door handles wiped and stains on doors are to be wiped off.
- Floors and doorsteps are to be washed.
- Supplements of paper products and soap are to be distributed and replenished as required.
- Lights are to be switched off.
- Remove calcium deposits from taps, pipes and stainless steel surfaces.

#### *External Areas*

- Clean, sweep and mop balconies on both floors (incl. the glass doors from top to bottom).
  - Empty and wash ashtrays.
  - Wash door mats.
- **Daily Cleaning (Regular) Cleaning Duties on work hours – from Monday to Friday shift(s) should begin at 07:00:**

#### *Meeting and conference rooms (to be checked and cleaned after workshops, meetings):*

- Tables tidied and wiped clean. Cups and other crockery are to be returned to kitchen area.
- White boards are to be cleaned with suitable solutions.
- Chairs are to be aligned around tables.
- Bins are to be emptied.

#### *Kitchenettes:*

- Waste bins emptied / bags replaced.
- Paper towels replenished. Tea towels / cloths changed.
- Fill dishwasher and replace items in cabinets when wash is finished.
- Clean kitchen furniture, tables and chairs.
- Empty waste baskets and replace bin bags.
- Sweep and mop floors.
- Clean kitchen appliances (toaster, microwave, kettle, coffee machine etc.) with suitable solutions, wash their washable parts.
- Clean external surfaces of kitchen cabinets with suitable solutions and clean the inside to remove grease or stains as required.
- Water dispensers wiped clean, overflow trays emptied, and surrounding areas mopped of water spills as necessary.

#### *Toilets and Shower Rooms:*

- Wastepaper baskets and garbage cans are to be emptied and bags to be replaced.
- Floors and doorsteps are to be washed.
- Supplements of paper and toilet soap are to be distributed and replenished as required throughout the day.

### *External Areas*

- Empty and wash ashtrays.
- Clean, sweep and mop balconies on both floors.

### *Other*

- Stand-by capacity to clean spills or similar.
- Prepare tea/coffee tray and deliver to designated office (occasionally).
- Water plants.

- **Weekly Cleaning Duties every Friday by afternoon shift(s)**

- All loose and fixed furniture, as well as all technical equipment (PCs, monitors, keyboards, etc.) is to be thoroughly dusted.
- Telephones, desk lamps and accessible desk / table surfaces are to be thoroughly wiped clean.
- Windowsills and panels above floors are to be dusted, and stains removed.
- Doors, door handles and (light) switches on walls are to be wiped with suitable solutions and stains removed.
- Partition walls to be wiped on top.
- Mats to be washed / cleaned as necessary.
- Fire doors, alarm switches to be wiped and glass surfaces polished from top to bottom. Fire extinguishers to be dusted.
- Alarm boxes: front surface to be polished.
- Refrigerators in kitchenettes: Thoroughly cleaned (outside and inside), expired and spoiled products disposed of.

- **Monthly Cleaning Duties every last Friday of month:**

- All chairs with upholstery are to be vacuum cleaned/brushed, and other chairs are to be wiped (with a moist cloth).
- All window frames are to be wiped with a moist cloth.
- All technical equipment is to be thoroughly wiped with a well-wrung cloth (computer screens are to be cleaned/polished per UNHCR instructions).
- All empty shelves and empty shelf areas are to be wiped. All edges and overhangs on walls as well as all pipes at a height which can be reached are to be dusted.
- Dining area: Chairs and table legs are to be wiped. Lamps positioned over the dining area tables are to be wiped clean.
- All loose cushions in guest / foyer areas are to be removed and vacuum cleaned on both sides.
- The internal surfaces of the refrigerators wiped clean, shelves and drawers washed.
- Toilets and Shower rooms: Electric installations as well as walls and floors are to be free of calcium deposits, and cleaned and disinfected.
- All doors are to be wiped on both sides, wall tiles and mirrors are to be wiped and polished.
- Waste bins and buckets are to be washed inside and out.



- Shower curtains are to be washed with suitable solution (while hanging) and left to drip dry.
  
- Stands for garbage disposal bags are to be wiped clean.
- Chests of drawers and small items of furniture are to be moved and wiped, and the floor underneath is to be cleaned (vacuumed or wiped)
- Doors, top edges, door frames and door handles are to be dusted and wiped clean. Radiators and all connected pipes are to be dusted / wiped.
- Walls are to be wiped.
- Entrance areas and glass walls / corridors / partitions are to be wiped / polished from top to bottom.
- Plaques and framed pictures are to be wiped, the glass is to be polished and dust and cobwebs on the back to be vacuum cleaned / wiped off.
- Highly positioned lamps (ceiling light etc.) are to be dusted / wiped.
- Cobwebs are to be removed with a brush on a telescopic rod from the entire premises (internal and external areas).
- Dining area: Tables are to be wiped on the underside.
- Toilets and Shower Rooms: Floor outlets are to be cleaned and flushed, all floors are to be de-greased and cupboards are to be dusted / wiped. Shower cabins, sinks, toilets are to be disinfected.
  
- Toilets and Shower Rooms: All sanitary appliances are to be free of calcium deposits, and disinfected.
- All visible pipes and overhangs are to be wiped.
  
- Refrigerators and microwave ovens are to be moved away from the wall and cleaned on the back, the floor underneath, and the walls behind are to be cleaned and washed.
- All free beams are to be vacuum-cleaned on top.
  
- Windows cleaned on the inside
- All windowsills are to be wiped dry (of moisture / water), and all objects which are removed during the cleaning process are to be replaced.
- A rubber mat must be used under the water bucket everywhere in the office building.
- Window cleaning in the conference rooms shall not be carried out while these rooms are being used.
- Ladders and tools are to be stored in the places assigned to them.
- All window cleaning exercises must be advised in advance, by the supplier.

## **2.2 Products Provided by the Contractor**

The Bidders are requested to submit the detailed list of products that will be utilized on the UNHCR premises, which are presented in detail in [Section 2.3.1 Supplies/Materials](#).

## **2.3 Supplies and Storage Rooms**

The Contractor will provide all equipment as well as cleaning and hygiene supplies required for performance of the service.

Paper towels, toilet rolls, liquid hand soap, hand sanitizers and sanitizing wipes are to be distributed for the use of staff, where stands have been put up and beside all sinks / wash basins and in kitchenettes.

**All costs associated with supplies are to be included in the price of the cleaning service.**

A stock of these items is to be maintained at all times in the Storage Rooms to cover consumption for at least one month. Plastic bags etc. and all other materials/equipment necessary for carrying out the cleaning service, are also to be stored in the service store.

Supplies of goods are to be ordered, received, stored and managed by the Contractor delivering the cleaning service. The site supervisor or on-site personnel of the cleaning service, along with the UNHCR Designated Person, shall always be present to receive supplies when delivered to the premises upon prior agreement.

Cleaning staff, in coordination with the UNHCR Designated Person, are to maintain accurate records of the consumption of all materials and receipt of replenishment stock in the appropriate Logbook as stated in [Section 2.1.1](#).

All rooms assigned for the storage of service materials are to be kept locked.

Rooms are to be locked immediately after the service has been carried out in those rooms and keys delivered to UNHCR focal person/ Designated Person.

### **2.3.1 Supplies/Materials:**

Materials include (but are not limited to):

#### *2.3.1.1 Cleaning equipment*

- Brooms/Brushes of all types, mops, dusters, dust pans, buckets etc.
- Floor polishing machines
- Vacuum cleaners
- Any other equipment/material as deemed necessary to perform all the cleaning tasks for the office
- Window cleaning equipment
- Professional Cleaning trolleys TTS

#### *2.3.1.2 Cleaning supplies environmentally friendly and/or biodegradable (as applicable)*

- All types of cleaning agents for toilets, floors, walls, glass
- Polish for floors, furniture and metal fittings
- Cleaning Pads, scouring pads and floor cleaners
- Deodorizers and deodorizing blocks
- Dishwashing liquid
- Kitchen sponges
- Wettex wipes

- Liquid detergent for dishwasher
- Salt for dishwasher
- Small and large garbage bags

#### 2.3.1.3 *Hygiene supplies*

- Toilet paper
- Hand towels
- Liquid hand soap
- Kitchen paper
- Approved hand sanitizing liquids based on alcohol, according to WHO guidelines, with at least 70% alcohol content
- Sanitizing wipes with suitable alcohol or disinfectant content

A list of all the proposed materials shall be provided by the Bidder, along with information of their basic ingredients and approving bodies/certifications as applicable; for example, alcohol content of sanitizers and approval of the National Organization of Medicines (EOF), environmentally-friendly products, biodegradability of wipes, bleach content of cleaning agentsetc.

## 2.4 Work Schedule, Premises & Security Regulations

Cleaning service at the UNHCR (both floors) will start on weekdays at 07:00 and finish at 21:00.

On exceptional basis, during weekends, and with sufficient advance notice, additional cleaning may be requested by UNHCR. The Contractor shall provide a financial quotation based on the work schedule and tasks communicated by UNHCR, which UNHCR may accept at its discretion. Submission of a quotation does not imply that the additional work will proceed.

On the technical offer the contractor should indicate how many shifts and number of personnel required, materials are to ensure completion of requested services. No price should be indicated in the technical proposal.

The UNHCR is subject to a number of security regulations and are subject to change. The said security rules are to be observed and the diplomatic status of the UN staff respected by the cleaning staff. The security regulations of the UNHCR shall be given to the Contractor by the responsible Officer of the UNHCR.

All staff of the Contractor will need to present their Greek ID card or passport both to the building security guard (main entrance foyer) and UNHCR Reception (1<sup>st</sup> floor) when reporting to the UNHCR premises for the first time. It is noted that the office building where UNHCR is located has separate security services and regulations that need to be followed as requested.

The Contractor shall ensure that cleaning staff employed on the premises remains constant. Any staff replacements must be notified well in advance, whenever possible (annual leaves), and in all cases prior to the arrival of the replacement staff.

**Note:** An ID Access-card, issued by UN, is to be carried visibly at all times by the cleaning service staff when working on the premises and safeguarded against loss. Should such occur cleaning staff shall immediately notify Reception and the UNHCR Designated Person. Cleaning staff will report at 1<sup>st</sup> floor Reception upon arrival and departure and sign the Presence Logbook. The staff of the Contractor are

required to wear a uniform when they are working inside the UNHCR. It is noted that any costs associated with the provision and cleaning of uniforms shall be the responsibility of the Contractor.

Smoking is allowed only in designated external areas (balconies). Consumption of any kind of alcoholic drinks is prohibited on UNHCR premises.

## **2.5 Personnel**

The Contractor will designate a qualified Account Manager for UNHCR, and suitable back-up, who will manage the Frame Agreement and related Purchase Orders. The Account Manager will have a supervisory role in respect to the cleaning staff and the services provided; s/he will monitor all services provided to UNHCR, will respond to any performance/conduct related questions and be responsible for UNHCR requests. The Account Manager shall have at least 3 years of previous experience in a reputable facilities management company, providing the services described in this document, and will have good working knowledge of English.

The cleaning staff employed on the UNHCR premises will have at least 2 years of experience in providing the requested services in a comparable context. The Contractor shall have adequate number of cleaning staff to ensure timely replacement of staff who report ill (even last minute), are on sick leave or annual leave.

In the unfortunate event that UNHCR is not satisfied with the performance/conduct of a cleaning staff or Account Manager, the Contractor will be notified accordingly and shall replace the staff concerned for the duration of the Frame Agreement.

Cleaning staff shall address all their enquiries and requests, as well as any grievances (should such occur) to the designated Account Manager only, who will then communicate as necessary with the UNHCR focal person. The UNHCR focal person is to be contacted by cleaning staff only in cases that damages are noticed on the premises/equipment that require attention.

All staff of the Contractor must maintain professional conduct at all times and carry out their tasks in a non-intrusive manner.

## **2.6 Responsibilities of the Service Provider**

The service provider shall be responsible for his personnel who will remain totally under the supervision of the service provider. The service provider shall be responsible for the payment of salaries, contributions and insurance of their service personnel.

The service provider should depute a qualified and dedicated staff to manage the contract, who will coordinate activities and execution of work and be responsible for the supervision of the work.

The service provider is responsible for the selection and recruitment of candidates for the service. Cleaning staff on sick leave, maternity leave and vacation should be replaced by the service provider. The service provider shall formally inform UNHCR and provide a copy of the identification of the replacement.

All employees will have to be covered under insurance against any personal accident and UNHCR will not be liable for payment of any compensation on that account.

The service provider should provide proof of compliance with national regulations regarding labour law, accident, workmen compensation Act, workmen insurance, etc. This will be the sole responsibility of the service provider, UNHCR will not be a party at any kind of dispute relating to the above. In case any liability arises due to non- performance by the service provider, under no circumstances UNHCR shall be liable for the same.

The successful service provider must ensure that the take-home salary offered to its cleaners is competitive in the market, according to the legislation of the country which will ensure a fair, acceptable, and decent living.

## **2.7 Special Requirements and Conditions**

All communication between UNHCR and the Contractor shall be exclusively in English and in writing.

- The Contractor's Account Manager response time is prompt; e-mails are acknowledged within 24 hours, phone calls returned within 2 hours, and response/solutions proposed to UNHCR suggestions and/or problems within 3 days. Problems reported by UNHCR are always resolved promptly.
- When UNHCR submits a request for additional services (as described in [Section 2.4](#), the Contractor shall respond according to the UNHCR request and its requirements, and the offer itself shall bear no cost for UNHCR. The Contractor shall acknowledge receipt of the request within 2 hours and respond within 24 hours. The requests will be submitted by e-mail in English and the Contractor shall respond by e-mail also in English providing the necessary information.
- Additional services may be assigned to other Suppliers, at the discretion of the UNHCR, which reserves the right not to proceed with the Contractor's offer if better options than those quoted are found by UNHCR.
- UNHCR General Conditions of Contracts for the provision of Goods and Services (Annex X): Any Contract or Purchase Order that will be issued as a result of this RFP shall be subject to the General Terms and Conditions attached hereto. The mere act of submission of a Proposal implies that the Service Provider accepts without question the General Terms and Conditions of UNHCR.
- Respecting UN Code of Conduct (Annex X): UNHCR implements a zero tolerance on fraud and other proscribed practices, and is committed to preventing, identifying and addressing all such acts and practices against UNHCR, as well as third parties involved in UNHCR activities. UNHCR expects its Service Providers to adhere to the UN Supplier Code of Conduct.

### **2.7.1 Health Protection Measures**

In alignment with current health and safety guidelines, the Contractor's staff and the services outlined in this document shall adhere to all applicable techniques ensuring the well-being of all parties involved.

#### Hygiene Practices:

Regular handwashing and proper hygiene practices are mandatory for all personnel. Staff should utilize personal protective equipment as necessary to maintain a safe and sanitary environment.

Compliance with hygiene protocols, including the appropriate disposal of waste and materials, is essential.

#### Sanitization:

Premises and facilities shall be maintained through routine cleaning and sanitization processes.

Cleaning products endorsed by relevant health authorities must be used for disinfection.

Special attention should be given to frequently touched surfaces and commonly used areas to uphold cleanliness standards.

#### Maintenance:

Adequate ventilation and efficient waste disposal mechanisms should be in place to ensure a healthy environment.

Thorough cleaning of various spaces, including restrooms, common areas, and kitchens, is integral to maintaining a sanitary setting.

Cleaning materials and supplies should be consistently stocked and replenished to meet operational requirements.

#### Communication and Feedback:

The Contractor is encouraged to provide additional suggestions for enhancing health protection measures beyond those mentioned above.

Any requirements by Authorities regarding health should be followed and it is the Contractor's responsibility to be followed.

## **2.8 Invoicing and Payment Instructions**

Payment shall be made monthly on submission of an invoice at the end of the service delivery, in an amount not exceeding the Contract Price indicated in the respective Purchase Orders.

The Contractor shall invoice UNHCR and send the invoice(s) to the Finance Department of UNHCR. Copies of the invoice(s) shall be shared via e-mail to mailboxes that will be indicated on the Purchase Order. It should be noted that these requirements may change/be adjusted according to needs and shall be communicated/agreed between UNHCR and the Contractor.

The Contractor shall be able to issue detailed bulk invoices with separate lines for each of the charges applied or as requested by UNHCR.

All invoices shall be free of errors and should reach UNHCR on time. The invoice(s) shall reflect the following:

- Period they pertain to
- Separate lines for each of the charges applied
- VAT on separate line (if applicable)

- Purchase Order Number of UNHCR to which the invoice relates.

UNHCR shall, on the fulfilment of the delivery terms and following receipt of satisfactory services/materials, and unless otherwise provided in the Contract or Purchase Order, make payment by bank transfer to the Contractor's bank account within 30 days of receipt of the Contractor's detailed invoice for the services/materials, as well as copies of any other documentation specified in the Contract.

Please note the following conditions for release of payment:

- Submission of detailed invoice
- Satisfactory acceptance of goods and services

**Important:** UNHCR does not do advance payment; therefore, no upfront payment shall be processed. The Contractor shall invoice the services in full to UNHCR at the end of each calendar month.

## **2.9 Quality Control**

The service provider shall have a Quality Control system in place that shall be presented as part of the bid submission and provide for the requests presented below:

- Have in place internal quality control, corporate standards and workflow related to facilities management in a similar context.
- Designate a focal person for the management of the UNHCR contract, and a suitable back-up, receiving also complaints or suggestions and proposing immediate remedial action.
- The Account Manager will also act as Quality focal person for UNHCR for all the services/materials elaborated in this document.

## **3 EVALUATION**

### **3.1 Technical Evaluation**

The Technical Evaluation will amount to 60% of the total score, including the assessment of the materials/equipment that will be presented in the Technical Offer. The main points of the Technical Evaluation criteria are stated below and further detailed in the Request for Proposal document.

- Description of company and supporting documentation (company registration in order, financially sound concern, Bidder is not/has not been subject to Judgment for fraud, corruption or any other illegal activity, conformity to all stipulations of Greek Labour Law).
- Previous experience in cleaning services/facilities management/ providing similar services to international organizations or similar agencies/companies with comparable requests (at least three (3) reference letters of satisfactory performance), list of current major clients.

- Compliance with ToR requirements (Bidder has sufficient personnel to handle UNHCR requirements/requests, response times to requests, scope of work and realistic approach to implementation, quality of output and materials/equipment, invoicing/pricing requirements).
- Personnel (UNHCR designated Account Manager and cleaning staff meet UNHCR requirements, key personnel of Bidder remain constant).
- Compliance to equipment and material requirements (company provides required equipment/materials, compliance to “green” requirements/materials and recycling, Bidder presents cleaning materials used as well as relevant certificates/ approvals of usage by the Authorities).
- Capacity to operate in manner consistent with necessary health and safety requirements (personnel approach to tasks, compliance with UNHCR requirements, materials used).

Bidders are requested to read thoroughly the cover letter of the present tender document with reference number RFP/GRC/2024/004 regarding the content and the technical evaluation criteria of the technical proposals.

UNHCR reserves the right to undertake a post-qualification exercise, aimed at determining, to its satisfaction, the validity of the information provided by the Bidder. Such post-qualification shall be a combination of the following:

- Verification of the accuracy, correctness and authenticity of the information provided by the Bidder on the legal, technical and financial documents submitted.
- Validation of the extent of compliance to the Bid’s requirements and evaluation criteria based on what has so far been found by the evaluation team.

Further to the above, it should be noted that UNHCR reserves the right to the following:

- Inquiry and reference checking with current or past clients on the quality of performance for on-going or completed contracts.
- To undertake market or other research in respect to the quality, prices, certification etc. of the materials/equipment proposed by the Bidder.
- Other means that UNHCR may deem appropriate, at any stage within the selection process, prior to awarding the contract.

### **3.2 Performance Evaluation / Key Performance Indicators**

UNHCR will monitor the performance of the Contractor based on the below Key Performance Indicators.

- ToRs are adhered to.
- Cleaning schedules are adhered to and all tasks are carried out with the indicated frequency.
- All Logbooks are up to date at all times and recorded information is accurate.
- Quality standards of cleaning and materials are as requested.



- Cleaning materials provided are environmentally friendly (and as requested if specific conditions apply, i.e. pandemic etc.).
- Supplier's Account Manager response time is prompt (acknowledge e-mails within 24 hours, return phone calls within two hours, propose solutions to UNHCR suggestions and/or problems within 3 days). Problems are resolved promptly.
- Cleaning staff maintains professional conduct at all times and communicate any arising issue to the FA's Account Manager. Approaching UNHCR focal person only when necessary (matter of urgency).
- Charges in accordance with the Price list.
- Invoicing is on time and without errors.
- Timely payment of any amount (VAT or other taxes) owned by the supplier to UNHCR (if applicable)