

**DATE: 09/08/2024**

**REQUEST FOR PROPOSAL: No. RFP/GRC/2024/004  
FOR THE ESTABLISHMENT OF A FRAME AGREEMENT FOR THE PROVISION  
OF CLEANING AND WASTE MANAGEMENT SERVICES  
AT THE UNHCR OFFICE IN ATHENS, GREECE**

**QUESTIONS & ANSWERS**

**Question 1**

In Annex C of 2017, it was noted that a request was made for 4 hours daily for 4 employees from 18:00 to 22:00, and 2 employees from 11:00 to 15:00. Could you please provide the current cleaning schedule?

**Answer 1**

Under the current cleaning schedule, 4 cleaning staff with 8 hrs shifts each, are working at the two floors of UNHCR CO.

Bidders are kindly requested to propose their own schedule according to the needs that have been identified based on the tender documents and the site visit.

**On the technical offer the contractor should indicate how many shifts and number of personnel required, materials are to ensure completion of requested services. (Annex A, p. 11)**

**Question 2**

Since the information of the total cleaning hours is not given by UNCHR, could you clarify the accepted minimum working hours per day within the timeframe of 09:00 a.m. to 17:00 p.m.? Is the presence of cleaning staff required throughout this time frame?

**Answer 2**

The presence of cleaning staff is required from 07:00 – 21:00 as per tender documents.

**Cleaning service at the UNHCR (both floors) will start on weekdays at 07:00 and finish at 21:00. (Annex A, p. 11)**

**Question 3**

Could you clarify the accepted maximum working hours per day within the timeframe of 07:00 a.m. to 21:00 p.m.?

**Answer 3**

The maximum working hours per shift should follow the Greek law and should not exceed the legal regulations.

#### **Question 4**

For how many individuals should we calculate the hygiene supplies that are included in the monthly pricing?

#### **Answer 4**

The hygiene supplies should follow the individuals hosted in CO premise.

**Around 100 – 130 staff members are hosted (Annex A, p.3)**

#### **Question 5**

Kindly advise the number of workstations in each floor.

#### **Answer 5**

The number of workstations in each floor is around 50 – 65.

Total 100 – 130 workstations.

#### **Question 6**

Is the cleaning of the common areas of the building outside the UNHCR offices (including escalators, elevators etc.) and the outside of the windows included in the services that need to be provided?

#### **Answer 6**

No, as per tender requirements, common areas of the building (stairs, elevators etc.) are not included in the requested services.

The same exists for the outside part of windows.

#### **Question 7**

You refer in the RFP (p 4) that the technical offer should be submitted stamped & signed. You want to print all the appropriate documents, stamp and signed them and scanned them and upload them to the platform?

#### **Answer 7**

Kindly only sign and stamp the first and the last page of the offer.

#### **Question 8**

At page 4 you refer that we should send the bid directly to the address provided in the Submission of the Bid section 2.6 of the RFP. There isn't section 2.6 . You will send us additional information?

#### **Answer 8**

As stated in the RFP document, page 7, Bids should be submitted by file upload to eTenderBox, the online bid registration tool of UNHCR.

The eTenderBox can be accessed via the following URL: <http://etenderbox.unhcr.org>

In order to use eTenderBox, registration on the website is required. This registration is exclusively for eTenderBox and does not replace any other registration with UNHCR.

A supplier should have only one registered email account in the system. The supplier must use only that eTenderBox account for managing its offers to UNHCR. For further guidance related to etenderbox, please refer to Annexes F and G.

All attachments should be in PDF format. (Copies of the PDF format documents may, as an addition, be included in Excel or other formats etc.).

The Technical and Financial offers shall be clearly separated.

#### **Question 9**

How many personnel are employed at your facility? Is there remote working? If yes please specify.

#### **Answer 9**

**Around 100 – 130 staff members are hosted (Annex A, p.3)**

#### **Question 10**

Recycling: We would like the consumption per item, per month or per year.

#### **Answer 10**

The consumption should be calculated by the Bidders according to the number of staff members included in Annex A p. 3 (100 – 130 individuals) & the materials which can be recycled and also be calculated by the Bidders.

#### **Question 11**

Annex A

- p.8 : How many chairs should be vacuumed monthly ?
- p.10: We would like to inform us the monthly quantity and the kind of each Hygiene supplies.
- p.11: for additional cleaning in weekends which is the sufficient notice?

#### **Answer 11**

- 1) Around 100 chairs with upholstery
- 2) The monthly quantity of hygiene supplier should be calculated by the Bidders according to the number of personnel mentioned in Annex A (100 – 130 individuals).  
For the type of hygiene supplies, please refer to **2.3 Supplies and Storage Rooms Of Annex A.**
- 3) One week advance notice (except rare / urgent circumstances which will need urgent support)

#### **Question 12**

Regarding Annex-A, Section 2.3 Supplies and Storage Rooms, Page 10:

"A stock of these items is to be maintained at all times in the Storage Rooms to cover consumption for at least one month."

To accurately determine the necessary stock, are annual consumption figures available for these consumables?

#### **Answer 12**

The volume of materials required should be calculated by the Bidders according to the number of personnel mentioned in Annex A (100 – 130 individuals).

### **Question 13**

Regarding Section 2.3.1 Supplies/Materials, Page 10:

- Liquid detergent for dishwasher
- Salt for dishwasher

Would it be permissible to use 2-in-1 dishwasher tablets to ensure safer and more precise dosing?

### **Answer 13**

Yes, the 2-in-1 dishwasher tablets can be used, as long as the focus remains on quality.

### **Question 14**

Regarding Section 2.3.1 Supplies/Materials, Page 11:

- Sanitizing wipes with suitable alcohol or disinfectant content.

During our visit to the material storage and offices, we observed a significant number of tissue packs. Should we consider these as additional consumables, or are they intended to be replaced by the sanitizing wipes with suitable alcohol or disinfectant content? Additionally, for this type of consumable, which is more personal in nature, is there a maximum allowable quantity per employee that we should consider annually?

### **Answer 14**

**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. (Annex A. p. 10)**

The significant number of tissue packs observed during the site visit, was part of the stock materials.

The bidder should calculate the quantity of each material based on the number of personnel specified in Annex A, (p. 3) – 100 – 130 individuals.

### **Question 15**

Regarding shifts and the required personnel per shift:

Based on the tender documents and our site inspection, we have developed a comprehensive understanding of the cleaning standards, which will largely dictate our staffing levels.

If possible, we would appreciate further clarification on the following services:

Regarding Annex A - Section 1.2 Deliverables:

- Prepare & serve coffee if/when required
- Place and refresh water daily in the main reception areas and where required (e.g., meeting rooms)
- 2.1.2 Service Programme\_Other\_ Prepare tea/coffee tray and deliver to designated office (occasionally)

Questions:

Could you please provide an estimate of the average number of individuals who will be working at each floor?

How many meetings are typically held on a daily or weekly basis at each floor?

How often and in what quantity are coffee/tea preparations required, and at what times of the day are these most frequently requested?

Would you prefer the staff responsible for serving duties to also handle cleaning tasks, or would you prefer these roles to remain entirely separate for hygiene reasons?

**Answer 15**

- The number of cleaning staff working for UNHCR CO, should be identified and proposed by the Bidders, based on the needs analysed in tender documents.
- Around 10 meetings per month in both floors would require coffee / water.
- Coffee tea preparation is not included in the daily tasks of the cleaning staff, since around 10 meetings/month will require such services.
- Meetings are taking place between 09:00 – 18:00, weekdays.
- The staff responsible for coffee / tea preparation & serving on meeting table will also handle cleaning tasks. No extra personnel is required for such services.

**Question 16**

What is the duration of the contract and which is the opening date for the provision of cleaning services?

**Answer 16**

As per the tender document invitation page 1 “UNHCR may award Frame Agreement(s) with initial duration of (1) year, potentially extendable for a further period of one (1) year”. Starting date of new contract is 01/11/2024.

**Question 17**

As for the financial soundness shall we submit the audit’s reports from 2022 and 2023?

**Answer 17**

As per RFPs document (p. 4, para 4), financial soundness (two last year’s audit reports or other documents demonstrating financial stability) is required.

**Question 18**

On page 5 of TOR is highlighted that service programmes are expected to be provided from 07.00 to 21.00. Do you mean that the services will be provided for 14 hours per working day that we will define the number of time schedule per working day?

**Answer 18**

The number of shifts and number of personnel should be identified and proposed by the Bidders. From 07:00 – 21:00 cleaning staffs’ presence in premises is required (for all 14 hrs).

**Question 19**

Is the required experience of the cleaning staff referred to provision of cleaning services in offices of similar capacity?

**Answer 19**

**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. (Annex A, p. 12)**

**Question 20**

Will the 3 years' experience in venues of public sector and private clients will be received as "corporate clients"?

**Answer 20**

Yes, public sector and private clients in a comparable context will be received as "corporate clients".

**Question 21**

Please let us know if the term back up (page 5 of RFP- ADDENDUM I -29.07.24) is unintentionally referred as is it's not mentioned in page 12-13 of TOR.

**Answer 21**

**The Contractor will designate a qualified Account Manager for UNHCR, and suitable back-up, who will manage the Frame Agreement and related Purchase Orders. (Annex A, p.12)**

**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. (Annex A, p.15)**

**Description of qualifications/certificates/evidence of English for Account Manager and back-up. Years of experience of managing comparable clients (at least 3 years). (RFP p. 5)**

**Please description of designated focal person (and back-up) for UNHCR contract, receiving complaints and proposing remedial action. (RFP p.5)**

**Question 22**

Please let us know if we shall include the national holidays and the custom holidays (as "Clean Friday is not considered an official holiday)?

**Answer 22**

**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

**Annex A, p. 3**

**Question 23**

Please let us know what you mean by bulk invoices.

**Answer 23**

If more than one invoice is to be issued per month, all invoices should be issued and shared with the organization on the same date as a group.