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Haut Commissariat des Nations Unies pour les réfugiés

ANNEX A.1 STATEMENT OF WORK

Request for Quotation no. UKRKI/RFQ/2024/037

Provision of all materials, labor, tools, equipment and the performance of all operations necessary for the improvement of the UNHCR emergency shelter and renovation of the UNHCR office in Kyiv

A. INTRODUCTION

The United Nations High Commissioner for Refugees (UNHCR) has been present in Ukraine since 1994, when the Agency supported the repatriation of Crimean Tatars, and concluded a Host Country Agreement with the Government of Ukraine in 1996. In line with its mandate, UNHCR provides protection services and assistance to help refugees, internally displaced persons (IDPs), returnees, war-affected and stateless people access their rights and essential services and find sustainable solutions. In 2014, UNHCR scaled-up its presence in eastern Ukraine to provide humanitarian services and assistance to people impacted by the war. Following the full-scale invasion by the Russian Federation in February 2022, UNHCR has further expanded its operation and is now present in several locations across the country.

To know more about UNHCR's operation and its mandate visit <https://www.unhcr.org/>

B. PURPOSE

In light of the ongoing war and its impact on all of Ukraine, UNHCR is launching an initiative to enhance working conditions and winter preparedness for its staff while also improving accessibility for Persons with Disabilities (PWDs). To this end, UNHCR invites qualified and experienced construction companies to participate in a competitive bidding process. The project scope includes providing all necessary materials, labor, tools, and equipment for renovating the UNHCR emergency shelter, upgrading a bathroom for PWDs, constructing a coffee station, improving door entrance and pathway for PWDs, and replacing the carpet in the UNHCR office in Kyiv.

Bidders are expected to thoroughly read and comprehend the Annexes before preparing their offers.

C. SCOPE OF WORKS

General description

The project sites are located at the UNHCR Country Office at Eurasia Business Centre, 75 Zhylianska Street in Kyiv.

Project I: Renovation of the UNHCR emergency shelter

Exact location: Basement 1 (Parking), Eurasia Business Center

1. Floor insulation at parking lot spaces 111-114 (see Локація 1 at drawings);
2. Floor insulation at parking lot spaces 117-118 (see Локація 2 at drawings);



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3. Installation of two partitions at parking lot spaces 111-114 (see Локація 1 at drawings)

Please refer to the following Annexes for detailed information.

Annex A.2: Technical drawing_DWG_Parking Modernization

Annex A.3: Technical drawing_Parking Modernization

Annex C.1: Financial Offer Form / Bill of Quantities - Renovation of UNHCR Emergency Shelter (Parking area)

Project II: Renovation of bathroom for PWDs

Exact location: UNHCR office, 3rd floor, Eurasia Business Center

Please refer to the following Annexes for detailed information.

Annex A.4: Technical Drawing - Renovation of bathroom for PWDs

Annex A.7: Methodology manual on accessibility to residential and public facilities for people with disabilities_Edition V (supplemented)

Annex C.2: Financial Offer Form / Bill of Quantities - Renovation of bathroom for PWDs

Project III: Construction of a coffee station and renovation of door entrance and pathway for PWDs

Exact location: UNHCR office, 3rd floor, Eurasia Business Center

Please refer to the following Annexes for detailed information.

Annex A.5: Technical Drawing - Construction of coffee station and renovation of door entrance and walkway for PWDs

Annex A.7: Methodology manual on accessibility to residential and public facilities for people with disabilities_Edition V (supplemented)

Annex C.3: Financial Offer Form / Bill of Quantities - Construction of coffee station and renovation of door entrance and walkway for PWDs

Project IV: Replacement of carpet

Exact location: UNHCR office, 3rd floor, Eurasia Business Center

Please refer to the following Annexes for detailed information.

Annex A.6: Technical Drawing - Replacement of carpet

Annex C.4: Financial Offer Form / Bill of Quantities - Replacement of carpet

The below **General Scope of Works** shall be used as a reference to the Contractor for all Projects. A detailed description of the scope of works is provided in Annex C (Financial Offer Form / Bill of Quantities) and the Technical Drawings which are an integral part of this Statement of Works.

1. Clearing off the site (ingress and egress);
2. Demolition/Dismantling works;
3. Masonry;
4. Tile laying;
5. Painting and waterproofing;



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6. Electrical works;
7. Plumbing;
8. Installation of plumbing fixtures/bathroom fixtures, washing machine and dryer unit;

1. Clearing off the Site (ingress/egress)

- Prior to the start of actual works, the site has to be cleared of all obstacles to allow enough space for tools, equipment, materials, and movement of workers;
- The site should also be prepared to prevent or lessen the risk of dust and debris scattering to other parts of the building;
- During construction activities at frequent intervals or as directed by the Project Manager, workers shall remove accumulations of debris and rubbish from the work area;
- Upon completion of the project, all areas disturbed by construction activities including those areas used for material storage, and construction sheds shall be cleared of all equipment, tools, scrap, debris and rubbish. The Contractor shall haul all debris and rubbish and leave the site in a clean and orderly condition.

2. Demolition/Dismantling works

- All the necessary operations for total or partial demolition/dismantling will be performed, such as the existing tiles, shower, and toilet fixture to be replaced, and removal of scaffoldings (if any);
- The Contractor shall perform all the necessary demolition/dismantling required to complete all the work. In addition to what was described in the Annex C (Financial Offer Form / Bill of Quantities) all scaffoldings shall be dismantled and removed when all work is done. Even though not specifically indicated or described in this SoW or in the Annex C (Financial Offer Form / Bill of Quantities), the Contractor shall still be responsible for performing the demolition/dismantling and removal of all items which do not become part of the completed work unless specifically accepted by the UNHCR;
- Demolition/dismantling work shall include but not necessarily be limited to the following:
 - Damaged electrical conduits and accessories;
 - Damaged existing floor finishes (i.e. tiles) that shall be carefully cleared prior to the laying of the new floor finishes;
 - Existing sanitary fixture (i.e. basin, toilet, etc.) which will be replaced;

3. Masonry

- The Contractor shall ensure that all materials to be used for masonry works are of standard quality appropriate for the intended purpose. Sub-standard materials shall not be accepted by UNHCR; The water to be used for the concrete mixture shall be clean and free from injurious amounts of oil, acid, alkali, salt, organic matter, or other deleterious substances;
- The Contractor shall ensure that the masonry works undergo a proper curing process to ensure strength and durability;
- All works shall be performed by skilled and experienced workers, thoroughly competent to execute the required work;

4. Tile laying

- The Contractor shall dismantle the existing tiles (refer to Annex C (Financial Offer Form / Bill of Quantities)) and replace them with the tiles approved by UNHCR;
- Tiles shall be cut to the proper size and shall have no broken or chipped edges and no apparent surface imperfections;



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- Any cutting required on tiles shall be done with a masonry saw and/or tile cutter to ensure all cuts are square and clean;
- The mortar (and/or tile adhesive) to be used for tile laying shall be of the type and consistency necessary for a good and firm bond;
- After the installation of tiles and as soon as the mortar setting bed has sufficiently hardened, the tiles shall be washed with clean water (and/or wet sponge) to ensure that no mortar remains on the surface and that the joints are not blocked for the application of tile grout;
- Bricks shall be laid on firm ground (i.e. sand), properly installed and does not move/displaced when stepped-on/pressure is applied;
- The Contractor shall ensure that the tile installations are leveled;
- The Contractor shall employ only experienced tile installers, thorough competent to execute the work in accordance with the best practices and methods common to the trade;

5. Painting and Waterproofing works

- The Contractor shall perform all painting work if applicable and when needed as per the information on the Annex C (Financial Offer Form / Bill of Quantities);
- All paint, primers, thinners, varnish, filling putty, waterproofing, etc. shall be of standard quality appropriate for the intended purpose and/or as per the information in the Annex C (Financial Offer Form / Bill of Quantities);
- Before application of any paint, the Contractor shall inspect all surfaces scheduled to receive paint in accordance with the following:
 - On plaster surfaces, all nail holes, hairline cracks or other imperfections shall be filled with a putty colored to match the finished work. Any large cracks shall be cut out to provide good anchorage and the cracks filled with such material and in such a manner as is acceptable to UNHCR;
 - The Contractor shall not mix paints of different brands before or during application. All paint and the like shall be brought on to the works in sealed tins;
- All coats shall be thoroughly dried and hardened before the next coat is applied;
- The Contractor shall provide and use sufficient clean drop cloths to protect all work and material, including floors to prevent physical injuries or stains during the progress of the work and shall make every reasonable effort to ensure that drips, splashes, and spills are kept to an absolute minimum;
- The Contractor shall, upon completion of painting, remove all paint where it has been spilled, splashed or splattered on surfaces, including fixture and glass, and leave the entire job site in a neat, clean and orderly condition satisfactory to UNHCR;

6. Electrical works

- The Contractor shall perform all electrical works required for a complete workable electrical network as described in the Annex C (Financial Offer Form / Bill of Quantities);
- All electrical installations, materials, and equipment shall be in strict compliance with the Ukrainian codes and standards;
- Only a licensed electrician shall be allowed to conduct/supervise electrical works;
- All electrical work shall be executed in a professional manner, presenting a neat appearance upon completion, and shall be tested and approved by the site Engineer;
- Accurately locate conduits in walls and partitions so as to be completely concealed and as nearly vertical as possible with no exposed conduit bends on the ceiling. Conduits shall never be installed



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diagonally in walls and horizontally only where unavoidable. Locate conduits with appropriate distance from the hot water piping or other hot surfaces;

- Make wire joints and splices only at junction or outlet boxes, never inside conduits. All joints shall be firmly made with wire nuts or similar and properly insulated in a manner approved by the site Engineer;
- Electrical devices such as switches and receptacles shall be securely installed in the outlet boxes and shall be squared and leveled. All electrical device wiring connecting screws shall be properly fixed to avoid disconnection or short-circuits;

7. Plumbing

- The Contractor shall perform all plumbing work required for a complete workable plumbing system as described in this SoW and Annex C (Financial Offer Form / Bill of Quantities);
- The piping materials, sanitary fixture, faucet/tap, etc. for plumbing work shall consist of standard quality and type appropriate for the intended purposes as per the manufacturer's recommendation with no dents, cuts, or any manufacturer's or handling defects;
- Piping joints shall be properly secured ensuring a strong bond able to withstand the water pressure;
- The Contractor shall ensure that piping works are done in a professional manner, clean, and straight;
- All shower and sanitary fixture shall be firmly secured to the wall or floor by approved means;
- All taps should be easy to operate, and they shall allow precise control of water flow to minimize splashing;

8. Installation of plumbing fixtures/bathroom fixtures, washing and dryer machine

- Only licensed electrician(s) shall be allowed to conduct/supervise the electrical connection of the equipment;
- The Contractor shall ensure proper care is provided when handling the equipment to avoid handling damages;
- Only standard quality electrical cables, circuit breakers, sockets, switches, etc. shall be provided by the Contractor appropriate for the intended purpose. No sub-standard materials shall be accepted by UNHCR;
- Wirings, pipes, and hoses shall be properly installed in a clean and organized manner depicting professional workmanship;
- All equipment shall only be turned-over to UNHCR upon satisfactory completion of testing and commissioning at the presence of a UNHCR representative;

D. Quality Control

- The Contractor shall supply all the materials, labor, tools, equipment (including transportation), and the performance of all the operations necessary for the requested works in Kyiv office;
- The Contractor shall supply and use substantially the same as existing or higher quality materials. No sub-standard materials shall be used in the project;
- The Contractor shall carry out the construction works in close coordination with the UNHCR focal point and in accordance with this SoW, Annex C (Financial Offer Form / Bill of Quantities), and as agreed with UNHCR;
- The Contractor shall, during the progress of work, keep the work area organized and regularly cleaned;



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- The Contractor shall be responsible for protecting completed work from other construction activities and shall be responsible to replace or repair any damaged items either existing or supplied by the Contractor;
- The Contractor shall test all completed and newly installed electrical wiring system for faults and shall fix any defects prior to final inspection;
- All electrical equipment, fixtures, fittings, devices, etc., shall be tested prior to installation. These products must comply with Ukrainian and/or international quality standards and manufactured by reputable companies;
- All work deficiencies shall be quickly identified and corrected. All works shall be done in accordance with the strict Ukrainian and/or international quality standards;

E. Safety Measures

- The Contractor must ensure to follow any government regulations on safety measures;
- The Contractor shall provide and maintain during the entire Contract period all safety measures necessary for the protection of the people, the property, or the adjacent properties, and shall be solely responsible for any damage to life and property caused as a result of not having taken adequate precautions against such damage;
- The Contractor shall be responsible for making arrangements with and obtaining necessary permits from relevant authorities (i.e. Property Management Unit – Eurasia Business Center) to ensure access to site for construction personnel, delivery of materials, tools, and equipment, and performance of work;
- Maintain clear access for roads and sidewalks on the project site and public property;
- Fire-fighting and fire protection
 - The Contractor shall provide and maintain adequate fire-fighting and protection measures during construction works;
 - Flammable liquids shall be stored in and dispensed from safety containers approved by the site Engineer;
- First-Aid
 - Provision of the first aid to workers on the site is sole responsibility of the bidder

F. Inspection System

- The Contractor shall maintain an adequate inspection system and perform such inspections to ensure that the works carried out conform with the contract requirements;
- If the Contractor does not promptly replace or correct rejected work, the UNHCR may (a) by Contract or otherwise, replace or correct the work and charge the cost to the Contractor or (b) terminate for default Contractor's right to proceed;

G. Change Order

- In case of any unforeseen works to be done that were not covered by this SoW nor in the Annex C (Financial Offer Form), the Contractor shall notify UNHCR immediately upon identification of the unforeseen works and shall cease forthwith until authority to proceed is obtained from UNHCR;
- UNHCR may, at its discretion, increase the proposed quantity of goods and services by up to 15% of the total contract value, without expecting any changes to the rates or prices submitted.
- In case of variation, the following steps will need to be followed:
 - Contractor to notify UNHCR about the proposal to implement additional works or variation.
 - UNHCR engineer to review and verify the requirement for the variation.



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- The unit price of additional quantities of items/services included in the BOQ to remain unchanged.
- Rates of works/services not included in the BOQ must remain within the applicable market range. UNHCR to verify the reasonableness of the proposed prices of items/services required for the completion of variation and not included in the BOQ
- Contractor can proceed with the variation ONLY in case a written authorization is provided by UNHCR project engineer. If the overall value of the project needs to be increased due to the variation, an updated Purchase Order is also a prerequisite prior work commencement.

H. Work Progress Schedule

To be included in the technical offer, the Contractor shall submit a Work Progress Schedule (i.e. Project timeline, Gantt Chart) as appropriate with schedules for each Project. Show complete sequence of works by activity, identifying work of separate stages and other logically grouped activities.

I. Defects Liability Period

- Upon completion of the projects and certification of the Acts of Acceptance by UNHCR, the Defect Liability Period (DLP) shall be initiated for a duration of one (1) year, during which the contractor shall be responsible for rectifying any defects or deficiencies identified by UNHCR.
- The Defect Liability Period (DLP), commencing from the date of the issuance of the Acts of Acceptance (as mentioned above), shall cease after one (1) year given that all defects or deficiencies have been corrected by the Contractor.

J. Subcontracting

- if the bidders intend to subcontract one or more parts of the projects, this must be clearly stated by the bidder in its technical offer.
- UNHCR reserves the right to reject any or all subcontractors proposed if their participation in the project which may cause damage to the interests of UNHCR. The Contractor agrees to promptly replace any subcontractor rejected by UNHCR under this clause.

K. Payment terms

- Payments will be processed based on the completion of each Project.
- The standard payment terms of UNHCR is net 30 days upon satisfactory delivery of goods and/or services, receipt of the invoice (and supporting documents, if any) and acceptance thereof by UNHCR.
- Any Purchase Orders and payments will be made in the local currency, Ukrainian Hryvnia (UAH), following the United Nations Operational Rate of Exchange (UNORE) in effect on the date the Purchase Order was issued by UNHCR.
- By participating in this bidding exercise, the Bidders understands and accepts that it is their sole responsibility to ensure that the Bank Account of the company is able to receive payments in Ukrainian Hryvnia (UAH). Failure to provide proof of bank details may result in disqualification from further evaluation.
- UNHCR shall not provide advance payments unless the Contractor provides a bank guarantee certificate with a face amount equal to the amount of the requested advance payment.

NOTE: The Annex E: UNHCR General Conditions of Contract for Civil Works (Rev. October 2000) shall apply.



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L. EURASIA BUSINESS CENTER (PROPERTY MANAGEMENT) RULES FOR CONDUCTING REPAIRS AND CONSTRUCTION WORKS

1. Coordination and Preparation:

Documentation Approval:

- The contractor prepares the project and technical documentation.
- Submission for approval by UNHCR to Technical Maintenance Service.
- Repair works cannot start without written permission from the Landlord.
- Provide copies of licenses and permits to Technical Maintenance Service.

2. Commencement of Repair and Construction Works

To start repair works on leased premises the contractor must:

- Obtain necessary approvals and permits from the Technical Maintenance Service of the Landlord and relevant authorities as per Ukrainian law (if required).
- Formalize a repair works permit among the Contractor, UNHCR, and Technical Maintenance Service.
- Submit a list of Contractor employees to Technical Maintenance Service via UNHCR, including contact details for emergencies.
- Provide a repair works schedule to UNHCR and Technical Maintenance Service for supervision.
- Coordinate repair works start and end times with Technical Maintenance Service.
- Coordinate with Technical Maintenance Service:
 - o 24 hours before starting works outside leased premises or in areas of other tenants.
 - o 24 hours before works on specific engineering systems such as water supply, fire alarms, cabling, and sprinkler systems.

3. Rules for Repair and Construction Works at Business Center "EURASIA":

When conducting repairs at Business Center "EURASIA," Contractor employees must follow these rules:

- In case of an air raid alarm, cease all activities immediately and evacuate to the designated underground parking area.
- Entry to the building is allowed only for listed Contractor representatives.
- Use designated service entrances; refrain from using first-floor areas for storing materials.
- Park subcontractor vehicles in designated areas as per Technical Maintenance Service guidelines (Upon approval form the landlord).
- No noisy repairs are allowed on weekdays between 9:00 to 18:00.
- Works causing unpleasant odors must be done outside working hours with prior notice to Technical Maintenance Service.
- Prohibit storing toxic, flammable, or odorous substances on premises.
- Deliver equipment and materials to the building following Technical Maintenance Service requests; ensure proper loading/unloading procedures.
- Prohibit blocking entrances/exits or storing materials without permission.
- Conduct welding works according to fire safety rules and with a work permit from the Technical Maintenance Service.
- Install warning signs during painting works.



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- Remove construction debris daily; ensure timely disposal to prevent fire hazards.
- Ensure repair works do not disturb other tenants.
- Maintain appropriate behavior and attire; unskilled personnel are not allowed.
- Prohibit graffiti, vandalism, radios, or advertising materials inside the building.
- Contractor is responsible for violations and fines imposed by authorities.
- Comply with Technical Maintenance Service and Security Service requirements.
- Provide access to leased premises for inspections and emergency works by Technical Maintenance Service representatives.

4. During Repair Works, the Contractor Must Ensure:

- **Air Quality Control:** Install pre-filter air purification systems on exhaust ventilation during repairs, maintaining filters daily.
- **Dust Prevention:** Fit protective covers on air ducts near leased premises to contain construction dust, removing them daily.
- **Door Management:** Close doors leading to leased premises, sealing openings without doors with polyethylene-based insulation, except during deliveries.
- **Electrical Safety:** Securely close electrical system control panels daily, prohibiting storing materials inside.
- **Temporary Electrical Setup:** Provide temporary electrical equipment without running cords through common areas or other tenants' spaces.
- **Energy Conservation:** Minimize energy consumption during repairs, agreeing on electrical connections with Technical Maintenance Service.
- **Fire Safety Measures:** Cover fire detectors during repairs, reopening them only after each session, coordinating with Technical Maintenance Service.
- **Equipment Usage:** Prohibit gasoline-operated equipment, ensuring proper maintenance and removal of gas and oxygen cylinders after repairs.
- **Prohibited Actions:** Forbid locking doors with adhesive tape and using mechanical devices to prop doors open.
- **Cleanliness Maintenance:** Ensure cleanliness during repairs and in the building, timely removing construction waste to prevent fire hazards.
- **Sanitary Facilities Usage:** Use designated sanitary facilities during repairs; misuse leads to removal from works.
- **Premises Restoration:** Restore premises to usable condition after repairs, cleaning sewage pipes before connecting to the central system.
- **Inventory Storage:** Prohibit storing cleaning inventory without coordination and storing flammable materials only in approved areas.

Note: Violations may result in work suspension or removal from the building.