

Terms Of Reference Part (3)

WINDOWS CLEANING SERVICES

Background

The UNHCR Building in Tunis, Lac 1, requires the effective provision of cleaning services for its office windows-Eternal Wash and Window frame cleaning.

Scope of Work:

This is to provide cleaning services of high industry standards using environmentally friendly cleaning products and supplies (for premises outside windows of approximately 3452 m2. The layout is 04 floors.), situated in the Lac 1, Tunis.

Deliverables

The scope of the Contract shall include but not be limited to the following:

- Removing dirt and grime from windows and glass surfaces using a non-abrasive glass cleaning solution, water, and rubber squeegee blades.
- Determining whether window glass is clear, reflective, or tinted, and adapting window cleaning techniques accordingly.
- Using a scrim or microfiber cloth to dry around the edges of the glass.
- Using toweling cloths to remove excess water and moisture from windowsills.
- Ensuring that all window cleaning and lift equipment are in good working order.
- Operating aerial lift platforms and other lift equipment to reach the windows of high-rise buildings.
- Appropriately cleaning up after each job to ensure that there is no residue or dirt left behind.

Supplies and equipment

The contractor will provide all equipment, as well as environmentally friendly cleaning supplies required for carrying out the work. This comprises of but is not limited to:

- Ladders
- Supported scaffolding
- Suspended platform or cradle
- Rope Access - using abseiling equipment, consisting of a safety harnesses and rope connections to lower individual window cleaners to positions where they are enabled to clean.

Terms Of Reference Part (3)

- Aerial work platforms (Boatswain's chair-anchored to a roof structure, counterweight configuration, or connecting points designed for the purpose or Suspended platform)
- washing-up liquid
- microfiber cloth

Premises

All invited parties will be welcome to make a site visit to assess the premises prior to submitting an offer. Floor plans could be obtained, if required, at the visit to the premises.

Work schedules

The cleaning would be performed four (4) times per year: once every three (3) months.

The cleaning work will be carried out within the following timeframe – from 7am to 2pm. The contractor should inform in writing before scheduling the cleaning service of the windows prior to 24h notification to the designated officer in charge.

Qualifications of contractor

- Local certification in the relevant area, the company should have at least 3 years of relevant experiences in providing services of windows cleaning.
- Provide the list of qualified Staff that would be allocated to UNHCR.
- Provide a compressive list of equipment to be used to provide the required services.
- Provide a minimum of two References (contact names, e-mail addresses and telephone number).
- Provide security Training certification or qualification for the company and staff.

Qualification of the cleaners:

- Completion of elementary level education.
- Skilled and experienced in delivering high quality cleaning services complying to the utmost standards of high-end premises.
- Sufficient trustworthiness to be allowed access to offices in the highest UNHCR officials and even the most sensitive areas of the UNHCR premises.
- Physically and mentally fit to efficiently and effectively perform the services required, and of utmost integrity and ethical in their behavior in all times.
- The personnel must have training and experience in similar environments; and must not have criminal records or pending court cases against them.

Terms Of Reference Part (3)

Responsibility of UNHCR:

- UNHCR will provide access to the staff and sufficient place to install the equipment.
- UNHCR Building Access will be issued by UNHCR security in accordance with UN Regulations.
- UNHCR reserves the right to deny access to any of the contractor's employees if the Administration deems it necessary.

Quality Assurance

The Administrative Associate will monitor the contractor's performance and take appropriate actions to ensure deficiencies are properly handled

Safety and Security

The outsourced personnel will be working in the UNHCR Premises for the cleaning of the windows. The contractor will have to provide security clearance from local police authorities of all staff selected to deliver services at UNHCR-premises.

A copy of the National Identity Card along with the photograph will also be provided for the record.

Use of Drugs or alcohol in UNHCR premises is strictly prohibited. Violation of this requirement will result in cancellation of the agreement with the company.

The contractor shall, at the close of each workday, secure facilities, equipment, and supplies. UNHCR will accept no liability or claim for loss or damage to the contractor's equipment or supplies, or personal property of the contractor's employees. The contractor shall establish and implement a method of accounting for all used equipment.

It is also the responsibility of the contractor to prohibit the opening of locked and/or restricted areas by the contractor's employees to permit entrance of persons other than contractors employees engaged in the performance of assigned work in those areas.

The contractor shall be responsible for all costs for replacement in case of window or frame damages, or any other damages that may be resulted due to the delivered service such as falling materials, pathway damage...

The contractor shall be responsible for his employees, any injury, insurance, and any claim by the contractor's employees in case of accident. These employees are not considered at any given time UNHCR employees. The contractor shall be responsible for providing medical, pension cover and government tax to employees in compliance with local practice.