

TERMS OF REFERENCE (SCOPE OF SERVICES)

Provision of Office cleaning and building maintenance for UNFPA Kampala

The United Nations Population Fund (UNFPA) Office in Kampala is outsourcing services of a professional firm for Office cleaning and maintenance services including minor repairs of the building, office furniture, plumbing and electrical systems at their office at plot 12A, Baskerville Avenue, Kololo, Kampala. Effective date of Contract will be 01 April 2019.

Under the overall supervision of the Operations manager, the firm's personnel supervised by a Foreman will be required to perform the services as set out below:

1. Provision of Cleaning Services

(a) General Cleaning. All floors, lavatories and vinyl tile area:

Daily: Five days a week from Monday through Friday excluding United Nations holidays.

- Hand dust all the office furniture including desks, chairs, chair rails, filing cabinets, book cases, work stations, tables, etc.
- Empty all waste baskets and other trash receptacles, while separating recyclable from non-recyclable material into appropriately marked pick up containers
- Remove trash to designated area of removal
- Damp wipe receptacles and replace the liner as necessary
- Dust all door frames, window seals and baseboards
- Maintain clean water sinks and all adjacent floor areas
- Vacuum clean all carpeting as necessary
- Damp, dust and move all composition topped desks and tables as necessary
- Damp with chemical free cloth all telephones and calculators
- Hand dust all moldings, dust as required
- Spot clean all walls, around all light switches, doors and window seals, removing smudges, stains and finger marks
- Clean the entrance door glass, conference room glass, both sides, removing finger marks and smudges
- Maintain the janitor closet in a clean and orderly condition
- Dust all computer equipment and copiers
- Sweep, damp-mop all vinyl tile floors
- Relocate from each floor the large garbage bins with recyclable material (white paper, mixed paper and glass/can) to the loading dock container
- Upon completion of the work day, close all windows, turn off all lights, lock doors and leave the premises in a neat and orderly condition
- Clean the wash rooms and supply the paper towels, toilet tissue and liquid hand soap

Weekly:

- Spot clean window glasses, and internal glass walls

- Spray buff all vinyl tile floors

Monthly:

- Clean all glass partitions
- Shampoo clean all the furniture
- Wash and wax all vinyl tile floors

(b) Lavatories

Daily:

- Sweep and wash all lavatory floors with disinfect all toilet seats (both sides), basins, bowls, urinals and tile walls. This shall be done using acceptable non-pungent disinfectant. Note that special attention must be taken to inspect and clean difficult areas such as underside of the toilet bowl rings and urinals, to prevent buildup of calcium and iron oxide deposits. Wash both sides of the toilet seats with approved germicidal solution and wipe dry. Toilet seats are to be left in the upright.
- Wash and polish all mirrors, powder shelves, bright work and enamel surfaces, including plumbing equipment
- Empty and clean all waste receptacles and dispensers, replace plastic liner
- Supply and replenish toilet tissue holders, sanitary tissues, hand paper towel and soap dispensers with supplies
- Hand dust and clean, washing where necessary, all partition and dispensers
- Remove finger marks from painted walls and doors
- Remove graffiti on sight and clean vents. Collect and place all rubbish in a designated area of the building for removal
- Report chemical deficiencies or malfunctions such as dripping faucets, stoppages, leaks, etc. to the supervisor

(c) Convenience stairways, lobby and corridors.

Daily:

- Check all stairways between floors, sweep and mop as often as necessary.
- Sweep and wash floors
- Machine scrub floors as necessary, wax, buff, apply sealer of finishes as required
- High dust and wash as necessary all electrical and air conditioning ceiling fixtures at least once a month
- Dust all walls daily and wash as required

(d) Specialized cleaning

- Prepare a list of additional ad hoc cleaning services indicating price per round, which will be offered against special written requests.
 - Price should be included for those days when UNFPA will require cleaning when UN holidays are observed. The cleaning requires emptying of garbage from offices, cleaning and replenishing of lavatory supplies.
- (e) Appropriately manage the waste from the cleaning activities
- (f) Supplies and equipment. The contractor shall supply all equipment, appliances and supplies to ensure the continuous cleaning of the building. Such supplies and replenishment of daily toiletries shall include but not limited to paper towels, toilet tissue, liquid soap, and urinal blocks. Chemical and other supplies to be provided by the contractor will be mentioned in their submission proposal. Any future changes to supplies will be agreed upon by both parties and attached as addendum.

The contractor is expected to maintain a daily, weekly and month maintenance log. The contractor is further expected to propose how they plan to enhance recycling / greening possibility of this contract.

2. Building maintenance services

The service provider will provide C.Vs for all the qualified staff in the following categories to undertake the assignment. The proposed staff will be on standby 24/7 to provide the services when called upon. The company will demonstrate experience in provision of the services below and will have local presence on the ground.

- (a) Extermination. At least quarterly, in addition to special ad hoc requests, the contractor will be required to treat all UNFPA occupied areas for cock roaches, mice, crawling insects and other vermin paying special attention to problem areas.
- (b) Air conditioning. Quarterly preventive maintenance and service, technical back stopping and support, remedial maintenance. The number of split AC units are 51 however these may change during the contract period. In any case, invoices shall be based on prevailing contract unit prices. Repairs that require new spares and equipment impacting on contract price shall require express approval before supply and installation. Original invoices and receipts from suppliers shall be furnished to UNFPA for re-imbursement provided they are pre-authorized by UNFPA.
- (c) Electricals. These include minor electrical maintenance including replacement of lights, bulbs, cables, chokes, tubes.
- (d) Plumbing system. These include unblocking blocked water ways, sewerage system, toilets, replacement of broken taps, pipes, etc.
- (e) Minor repairs. Minor office repairs, replacement/repair of damaged tiles, signs, doors, windows, partitions, locks, keys, repair of desks, tables, etc. These will be quoted and analyzed for value for money from time to time and pre-authorized based on quotations.

Basic costing sheet. Bidder should feel free to improve it.

Activity	Frequency	No. of units	Unit of measure	Unit price (Ugx)	Total cost (Ugx)

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Note: Materials, parts and repairs outside normal/scheduled service shall be billed separately (per month as applicable) provided they are pre-authorized.

The contractor is expected to propose how they plan to enhance recycling / greening possibility of this contract.

Initial contract shall be one year, with possibility of extension/renewal.