

Annex B (i)

TORs for Cleaning Services for UNHCR Representation Office in Islamabad

1. Details of UNHCR Office in Islamabad.

Covered Area:	22,000 Sq. Ft. (Approx)
Open Area:	30,000 Sq. Ft. (Approx)
Lawn Area internal:	10,000 Sq Ft (Approx)
Lawn Area external:	26,000 Sq ft (Approx)
Car Park:	10,000 Sq Ft (Approx)

2. Number of Offices (Different Sizes): 50
3. Total staff strength: 100-110
4. Number of Official Vehicles: 25
5. Number of washroom (M/F): 15 (8/7)

6. RAHA secretariat;

Covered Area:	3000 sq ft, (Approx)
Offices:	05
Halls:	02
Washrooms:	04

7. Number and Composition of Staff proposed:

Sr. No.	Title	Unit	Remarks
1	Supervisor		See job Descriptions Below
2	Handy Man		
3	Cleaners / Labour (Male)		
4	Cleaners / Helpers (Female)		

5	Gardeners		
6	Car Washer		

- Contractor should provide full time Janitors plus extra par time Janitors if necessary. Working hours should be:

- The full time Janitor: Monday to Saturday (7.00-15:30).

- Part-time Janitors: Monday to Friday (15.30-17.30).

- All Janitors: Sunday (Holiday).

In addition, some flexibility of working hours is required as and when needed.

8. Details of Services required:

DAILY:

- Vacuuming, dusting, emptying bins of all the offices
- Mopping of open areas, drives ways, cafeteria area, Refugee Waiting Area
- Washing of Front Entrance Area
- Garbage Collection and disposal
- Maintaining wash room cleanliness
- Placing Toilet Rolls, soap and towels etc
- Replacing water bottles on water dispenser
- Cleaning of all the lawns
- Watering the plants
- Washing of Towels
- Movement of Furniture and equipment
- Washing of Official Cars
- Maintenance of electrical and other fixtures
- Minor repair of furniture and equipment
- Checking of water pump, washroom fitting, electrical fittings, Central Heating
- Maintenance of A/Cs
- Stock keeping/issuance of office Supplies, electrical supplies
- Assigning Duties and monitoring activities of cleaning team

WEEKLY:

- Cleaning of Internal Glass Partition
- Cleaning of windows and ventilators
- Cleaning of open water channel
- Carpet Runner Washing
- Disinfecting of Equipment and furniture
- Thorough Cleaning, cutting, trimming of External lawns
- Through Cleaning of external car parking and storage area

MONTHLY:

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- Carpet washing / Shampooing
- Sofa/chairs cleaning/shampooing
- Cleaning of sewerage
- Seasonal plantation of plants
- Cleaning of required storage places and updating list of consumables

9. Other Requirement:

- Provision of uniforms for summer and winter.
- Provision of the professional equipment, tools and cleaning materials to ensure the required standard of services.
- Payment of staff salaries by 1 of each month, through bank transfers.
- Arranging the Diplomatic Enclave Access cards for staff
- Provision of cleaning material and supplies by 1st of each month.
- Ensure Salaries and Allowances, working hours and social security as per the prevailing labor laws of the county. Social security payment should be included for the team.

10. Job Descriptions:

Supervisor:

- Liaise between UNHCR Administration and Company on staff related matters.
- Assigning day to day duties to the cleaning staff by making schedules, rosters.
- Recording Daily Attendance, leaves/absences, overtimes of staff and share the monthly status for processing salaries.
- Ensuring the punctuality of the staff (in and out timings)
- Keeping overtime record of staff and submit the details
- Stock keeping of cleaning material, prepare request for replenishment, record issuance of such material.
- Ensure the garbage disposal from the premises on daily basis.

Handy Man:

- Carry out Minor repair and maintenance work related to electrical, plumbing, and painting of office fixtures and equipment.
- Checking electrical and washroom fixtures on daily basis and report repair requirement for action.
- Maintain the stock of supplies required for repair/maintenance work and request replenishment as and when required.
- Checking of water pumps, air conditioning plants to ensure these are in working condition at all times.
- Any other duties assigned by the supervisor.

Janitor / Labor (Male):

- Perform day to day cleaning duties as assigned by the supervisor.
- Move furniture and equipment within offices, to and from the store as and when required.

- Re arrange the Meeting Room for different events.
- Collection of disposal of garbage on daily basis.
- Any other duties assigned by the supervisor.

Janitors/Helpers (Female):

- Perform day to day cleaning duties as assigned by the supervisor.
- Maintain the female washrooms in clean and hygienic condition at all times.
- Ensure the availability of toiletries in the washrooms at all times.
- Washing of Towel.
- Help staff by moving documents, shredding papers etc
- Any other duties assigned by the supervisor.

Gardener/Labor:

- Maintain internal and external lawn areas in clean and presentable condition at all times and dispose the garbage on daily basis.
- Carry out timely plantation, watering and trimming of all indoor and outdoor plants.
- Maintain the gardening tools and machines in working condition at all times.
- Move furniture and equipment within offices, to and from the store as and when required.
- Any other duties assigned by the supervisor.

Car Washer:

- Clean/wash interior and exterior of official cars as requested by the transport section on daily basis.
- Keep washing area clean and tidy.
- Make responsible use of water and available cleaning material.
- Perform any other duties assigned by the supervisor.

TENTATIVE CLEANING SUPPLIES LIST (BUT NOT LIMITED TO THESE ITEMS ONLY):

- Liquid hand soap.
- Toilet paper.
- Disinfectant for cleaning of the washrooms.
- Bleach for cleaning of floors.
- Furniture spray polish.
- Window/glass spray cleaner.
- Air freshener for washrooms.
- Brooms.
- Floor mops.

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- Floor water wiper.
- Buckets.
- Garbage Bags.

UNHCR and the contractor should agree on types or brands that will be supplied.

N:B As stated in the tender document a sight visit to all three (3) offices is mandatory before you submit your offer

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