

**TERMS OF REFERENCE
FOR THE CLEANING AND FACILITY MAINTENANCE SERVICES
OF THE UN PREMISES IN MONGOLIA**

The UNFPA Mongolia CO on behalf of United Nations in Mongolia is going to hire a professional service provider for the Provision of high-quality facility maintenance and cleaning services for the UN Premises located in Sukhbaatar District, UN Street 14, Ulaanbaatar 14201, Mongolia.

1. Background:

Under the overall supervision of the UN Common Premises Coordinator and in close cooperation with the UN Operations Management Team (OMT), the service provider shall perform the below-mentioned tasks.

- A. To provide high quality cleaning service for the office rooms and other indoor common spaces of the UN House located in Sukhbaatar District, UN Street 14, Ulaanbaatar 14201, Mongolia. UN premises to be cleaned is as follow.

Floor	Description	Overall space (m ²)	Office space (m ²)
B1	Basement garage/Building maintenance rooms	612.45	
1	Office space (Building lobby including receptionist desk and visitors' desk)	350.52	92.62
2	Office and common space	478.06	246.6
3	Office space and UN auditorium	659.37	444.53
4	Office and common space	419.44	272.24
5	Office and common space	645.09	494.74
6	Office and common space	634.1	270.65
7	Office and common space	649.99	499.33
		3836.57	2320.71

Additionally

- Two (2) emergency staircases from basement floor to 7th floor
 - Three (elevators)
- B. To provide high quality facility maintenance services (indoor and outdoor) for the UN premises;
- C. To provide high quality façade cleaning service for the UN House building
- D. To provide on-call assistant support service for logistical support and coordination at events taking place at the common meeting rooms including arranging the event settings and hospitality related works;

2. Scope of work:

A. UN HOUSE CLEANING SERVICE

UN house cleaning service is expected to be provided by the service provider through skilled cleaners (workers) daily. Specific requirements are outlined below.

A/ CLEANING OF THE WORKSTATION AND OFFICE AREA

1. Daily works

- To wipe and disinfect accessible furniture, surfaces with a moist cloth (office tables, desks, shelves, chairs)
- To remove fingerprints on vertical surface (door frames, handles, glass);
- To empty waste bins and replace bags in the waste bins;
- To mop solid floors;
- To vacuum-clean carpet;

2. Weekly works

- To clean furniture, picture frames, accessories by appropriate polish;
- To clean the plastic parts of chairs and Hoover upholstery;
- To clean upside of tables, wardrobes and other wood furniture;
- To dust additional interior components (radiators, hangers, picture frames)
- To mop solid floors in less accessible areas;
- To vacuum clean and dust office chairs;
- To wash office windows from inside.

B/ CLEANING OF COMMON AREAS

(Lobby, halls, staircases, elevators, guard hut, basement area, garage, ventilation system area)

1. Daily works

- To wipe accessible surfaces with a moist cloth (tables, desks, shelves, chairs) of the Reception area;
- To wipe the surface and objects with disinfectant;
- To mop solid floors of Reception area and lobby;
- To vacuum clean textile surfaces subjected to walking up and down the room, as well as doorsills;
- To remove fingerprints on all surfaces (glass walls, glassed-in door of the lift, doors around door handle, picture frames etc.);
- To empty waste bins and replace bags in waste bins of the Reception area
- To clean and disinfect elevator cabs thoroughly, to remove fingerprints from elevator facing made of rust-resistant material on each floor.
- To wipe and disinfect accessible surfaces with a moist cloth (office tables, desks, shelves, chairs) of the Guard Hut;
- To wipe and disinfect glass panels, wooden and metal doors, waiting chairs, handles;
- To vacuum clean the waiting area;
- To mop solid floors with disinfectant;
- To empty baskets and waste bins, empty and replace bags in basket or waste bins of the Guard Hut;

2. Weekly works

- To clean emergency stairways of UN building;
- To clean and disinfect passage doors and doorsills carefully;
- To clean the basement technical rooms;
- To sweep and clean the basement garage floor, clean the garage walls, glass doors;
- To clean the technical area on the building roof;
- To mop all solid floors in the above-mentioned areas.

C/ CANTEENS, KITCHENETTES

1. Daily works

- To wipe and disinfect accessible furniture, surfaces with a moist cloth (canteen cabinets, tables, shelves, chairs, canteen pedestal, sink)

- To remove fingerprints on surfaces (canteen shelves, pantry, doors around handles, storage of hygienic stuff, refrigerator etc.);
- To empty recycling waste bins;
- To change bags in baskets, if necessary;
- To mop solid floors, socles included;
- To vacuum clean textile surfaces and door mats;
- an out area made of rust-resistant materials and in-built equipment's;

2. Weekly works

- To wash and clean the canteen cabinets, internal surfaces,
- To clean and disinfect ceramic tiles, sinks,
- To wipe and disinfect canteen furniture, accessories,
- To clean heating radiators; windows, windows frames,
- To clean the ventilation tubes, covers;
- To clean the curtains;
- To thoroughly clean and disinfect the floor, walls.

D/ SANITARY ROOMS

1. Daily works

- To clean and disinfect wash basins, mirror, soap dispenser;
- To clean and disinfect WC, flush mechanisms, pissoirs, showers, storage spaces;
- To clean the partition walls;
- To replace/fill in the toilet seat papers;
- To replace/full in the toilet papers;
- To empty baskets and waste bins;
- To change bags in baskets;
- To mop solid floors, socles included;
- To fill in the check list after each cleaning
- To let the CPC know if any parts in the WC are not functioning including tap/fauset

2. Weekly works

- To wash the whole surface of doors and doorframes;
- To clean out ceramic tiles and surfaces, to remove water and urinary stone in sanitary facilities;
- To clean heating radiators;
- To clean the ventilation tubes, covers;
- To clean and disinfect the partition walls;
- To clean the windows, windows frames.

B. FACILITY MAINTENANCE SERVICES

The maintaining service for the UN facility is expected to be provided by the service provider through skilled personnel daily. The service should include below.

- To clean the UN compound surrounding areas including the main entrance to the compound, emergency gates, basement garage entrances, the UN House surrounding roads, parking lots, garden area from leaves, snow, and garbage;
- To assist with gardening works including cleaning the green areas in the compound, cleaning and watering the trees, bushes, and trimming of the compound grass;
- To conduct a routine checkup at the technical rooms at the UN House roof and provide updates on conditions and notify if any malfunctions are observed;
- To support with registration of the electricity, heating and water measurement control units and accompany/escort the Service Bureau workers;

- Supports with the preparation of event logistical works including installing the banner, and arranging the overall settings of the auditorium (setting up tables, moving chairs),
- Conducts light electric work including support with the installation/replacement of the office, common area, compound lights fixture, bulbs, light switches.
- Conducts a daily check of all plumbing related matters including WC pipes, sewage line and provides a light plumbing support;
- Repairs and ensures maintenance of UN House agencies' furniture and inventory, doors, door handlers, windows;
- Support with fixing the paintings, white boards, maps, calendars, banners at the walls, and moving furniture, equipment and supplies;
- Other maintenance works to be conducted on a need basis.

C. UN HOUSE FACADE CLEANING SERVICE

- The service provider is expected to provide high quality cleaning services of the UN House external facade, ensuring safety and security rules in May, August and September
- Conduct high ceiling cleaning services in the lobby, auditorium, common meeting rooms and offices on a quarterly basis;
- Provide on call service when necessary.

D. ON CALL SERVICE ASSISTANT SUPPORT

The service provider is expected to provide on-call assistant support service for below tasks through skilled workers with required background. Service fee will be calculate on a daily basis or hourly basis per person.

- Provides logistical support and coordination at events taking place at the and common meeting rooms including arranging the event settings and hospitality related works;
- Prepares in advance tea and coffee for the meetings, and upkeep the meeting rooms for the next meeting;
- Serves tea/coffee to visitors and provides support at the official meetings.

Personnel (workers) of the service provider:

- The company shall commit enough resources to perform the work within the mutually agreed time schedule;
- The workforce shall consist of full time professional and back up personnel, and fully insured workers, who are experienced and skilled to perform the job;
- The company shall provide an experienced site supervisor to work closely and collaboratively with the Common Premises Coordinator and required to be present at the site once a week, guiding and supervising the work;
- The facility service personnel must undergo a medical checkup and be certified as physically fit to work to perform the duties;
- The facility service personnel must always wear uniforms with Company logo/insignia and should be equipped with necessary equipment to undertake cleaning;
- The facility service personnel should ensure safety and health rules and comply with all applicable OSHA (Occupational safety and health) standards;
- The facility maintenance personnel need to be adequately trained so they understand and respect the procedures that will ensure effectiveness of the cleaning and disinfecting, use the proper personal protective equipment, prevent contamination of other areas and minimize occupational health and safety risks to personnel;
- In case of change of personnel, the service provider shall inform the UN Common Premises Coordinator and obtains a prior approval on eligibility and suitability of the personnel.

Cleaning materials and supplies, tools and equipments to be used:

The service provider shall be responsible for all labor, environmentally friendly supplies, materials, products and adequate equipment/tools to clean the UN compound as well as conduct the maintenance works. In providing the services, the facility service personnel assigned by the service provider should have the highest standards of integrity and treat the UN property with care. The service provider shall be liable for any damages caused by the facility service personnel due to negligence and erroneous actions.

- General cleaning supplies, washing detergents, soaps, carpet cleaning liquids, disinfectionants, glass cleaning liquids, etc.;
- Garbage plastic bags;
- Mops, vacuum cleaners, carpet washing equipment, washcloths, buckets, gloves, etc.;
- Paper hand towels, liquid soap;
- Toilet papers, toilet seat covers;
- Equipment, tools and materials for the facility maintenance, gardening service Support;
- General cleaning and washing equipment, protective robes, equipment, supplies for the facade cleaning work;

3. Expected output

No	Deliverables	Arrangement
1	UN House cleaning service*	Every official work days for 1 year
2	Facility maintenance service*	Every official work days for 1 year
3	Façade cleaning	3 times in a year in May, August and October
4	On-call service assistant support	On a need basis

*-The work is scheduled during Monday-Friday between the hours of 7:30AM-16:30PM,
- Lunch time to be held during 11:00AM-12:00PM,
- No changes in the agreed days or time are permitted without consent of UN.

4. Institutional arrangement

The service provider shall work under overall supervision of the Common Premises Coordinator and in close cooperation with Operations Management Team (OMT).

5. Duration of the work:

One year, with possibility of extension of two more years based on satisfactory performance.

6. Duty station

UN house, UN street-14, Sukhbaatar district, -Ulaanbaatar, Mongolia

7. Security Regulations:

- The UN working hours are from 08:30 to 18:00 hours from Mondays to Thursdays, 08:30 to 14:30 hours on Fridays;
- The UN Premises are subject security regulations managed by UN Department of Safety and Security and guarded by UN selected security company. The security rules are always to be

observed and the diplomatic status of the UN staff is to be respected by company and its personnel. Briefing on the security regulations of UN Premises shall be provided by UNDSS at the beginning of the contract.

- When working in UN Premises, an access ID card to be worn by cleaning personnel always.
- Smoking and use of alcohol in UN Premises are strictly prohibited. Violation of this requirement will result in cancellation of the contract with company.

8. Minimum requirements and qualifications for the company:

- Officially registered entity with all required specialized licenses to provide the mentioned services;
- Minimum three (3) years of relevant experiences in providing package services including outdoor/indoor cleaning, building maintenance, gardening, façade cleaning, service support;
- Financially sound and stable, as may be evidenced by authentic financial statements for the last two (2) years of operation;
- References from at least 3 companies located in Ulaanbaatar and employing at least 30 employees; References will focus on the facility service provider's responsiveness to cleaning, facility maintenance service matters and problems, the quality of the services performed and the dependability of meeting needs;
- The company should have an internal Quality assurance, service quality control system;
- The company should enroll their personnel into a full set of trainings including onboarding, OSHA, cleaning standards, methods, customer service, communications skills trainings;
- The company should have an approved response plan towards the cleaning, disinfection works as well as preventative measures during the Covid-19 and emergency situations;
- Providing a safe and healthy workplace, and ensure that all facility service personnel are properly trained with appropriate equipment, tools and materials;
- The company personnel shall be competent and fully trained to perform their assigned work;
- Ownership of the necessary equipment and stock of supplies to provide efficient and quality cleaning services – a list to be provided.

9. Requirement and qualifications for facility service personnel:

- Minimum two (2) years' experience in facility maintenance and cleaning service;
- Good understanding of cleaning and facility maintenance work steps from work set-up through planning, actual implementation and completion;
- Good work ethics such as reliability, dedication, productivity, trustworthiness, ability to work independently and proactively;
- Demonstrated knowledge of cleaning, maintenance and gardening supplies and operation of relevant equipment and tools, safe use of relevant materials;
- Familiarity with safety and security rules, as well as OSHA (Occupational safety and health administration) standards;
- Full enrollment into a full set of trainings including onboarding, OSHA, cleaning standards, methods, customer service, communications skills trainings;
- Well aware of the Covid-19 and emergency response plans in relation to cleaning, disinfection works;
- The contractor's personnel must comply with all the precautionary measures like social distancing, use of face masks, hand washing/cleaning while working at the UN House;
- Experience of working with other international organization is an asset.

10. Evaluation criteria

Combined Scoring method will be used in the selection of the service provider, where the technical proposal will be weighted a max. of 70%, and combined with the price offer which will be weighted a max of 30%.

- Technical evaluation – To assess technical capacity of the institution. Minimum technical score of the institution to obtain during the technical evaluation should be 70 out of 100 score. The overall technical score will be allocated as follow.
 - The experience of the organization – 35 score
 - Management structure and human resource capacity – 35 score
 - Proposed methodology, approach and quality assurance mechanism – 30 score
- Financial evaluation – Technical offers which obtained 70 score will be considered as technically compliant for the financial evaluation. The lowest financial offer among the technical compliant offers will obtain the highest score which is 100. Others will be compared with that offer and will obtain scores lower than 100.
- In overall, the bidder who obtained the highest cumulative scores will be selected.
- Reference check – UNFPA shall do reference check in order to verify applicants' background, experience and capacity