

► Terms of Reference

[Provision of Cleaning Services for ILO Amman office]

[Background]

The International Labour Organization (ILO) Jordan Country office, based in Amman located in south Abdoun Area near to Australia embassy, is seeking a service provider that can provide office cleaning Services to ILO office in South Abdoun, Amman.

The purpose of the bidding is to conclude a contract with a professional Service Provider for the provision of cleaning services. The successful Proposers shall be contracted for an initial period of 3 (months), with the possibility of contract renewal subject to satisfactory contract performance and funds availability.

[Scope of Services and Expected Outputs]

The Contractor shall provide cleaning services to ILO Amman office (Five floors including the basement floor), each comprised of corridors, toilets, conference room (s) including the kitchen areas, all internal glass panels, windows (internal/External), doors and cabinets.

The Contractor shall be responsible for his personnel who will remain totally under the supervision of the Contractor. The Contractor shall be responsible for the payment of salaries, contributions and insurance of their service personnel. The contractor shall provide proof of compliance with national regulations regarding works contribution to social security and work permits if required. The ILO shall not be responsible for any injury, damages or eventual losses to the Contractor's personnel whilst performing services under this contract and the Contractor shall relieve ILO of any liability as a consequence of such injury, damage or loss to the Contractor's service personnel. To that end, the contractor shall guarantee the following:

- Providing Personal Protective Equipment (PPEs) to all cleaners.
- Hiring personnel who are fully trained as a cleaner.
- Recruiting cleaners characterized with integrity, dedication, accountability and etiquette. Also, accept diversity in the workplace as well as able to deal with ILO staff in a professional manner, courtesy and respect.
- Recruiting personnel who are considerate of their appearance and personal hygiene as well as ensure neatness at all times.
- Replacing any staff refraining from any activity incompatible with the professional and scrupulous performance of their duties. If any of the employees undertaking the task were found unsatisfactory to the Client for, any reason, upon notification, such employee would be automatically replaced.
- Ensuring that his staff will refrain from divulging or using for their advantage or that of a third party any information or documents which may come to their knowledge during the performance to their duties.
- Ensuring that all its personnel employed and assigned to perform under the contract meet or exceed the minimum criteria stated in "Tasks for cleaners" section.
- Providing a replacement cleaner in case one of the main cleaners was on leave or holiday.
- Contractor will pay all cleaners home salary 545.00 JOD and no delay on their monthly salaries.
- Contractor will not replace the four cleaners except the absence of any cleaner in case they take annual leave, sick leave, if they left the company or for any reason.
- Contractor may be requested to provide all supporting documents related to salaries payment, official list or balance from social security or bank confirmation.
- The salaries should be paid (during the contract period) by max 30th of each month.

1.1 DESCRIPTION OF DUTIES:

The cleaning staff of the company must perform the following duties on daily basis:

- Maintaining all bathrooms and sanitary units.
- Adhering to wear the company uniform clearly stating the company name.
- Cleaning the entire workspace for ILO staff members early morning and before their arrival to the office, by 8:30 am max.
- Dry sweeping and damp mopping of all floor areas, including corridors as frequently as needed every day.
- Providing coffee, tea and other refreshments for ILO visitors and guests.
- Preparing the meeting room for meetings and events daily.
- Dusting, cleaning, and shining (when applicable) of all furniture and equipment including, but not limited to: desks, chairs, computer tables, telephones, fax machines, printers, scanners, computers and computer monitors, lamps, frames, bookshelves, maps, and all kitchen equipment.
- Cleaning all windows, windowsills, doors, doorknobs, and doorframes on a weekly basis.
- Thorough cleaning of toilets, bathrooms, mirrors, shower facilities using suitable, non-abrasive cleaning products and disinfectants.
- Replacing of paper towels, toilet paper, and soap in all bathrooms and sanitary units regularly to ensure cleanliness of bathrooms throughout the day.
- Emptying all wastepaper baskets, ashtrays, trashcans as twice a day.
- Regular cleaning of meeting rooms, yards, stores, and all open areas inside the compound.
- Maintaining and watering all plants and trees inside the premises. All flowerpots and green lawn areas must be maintained regularly for aesthetic purposes.
- Sweeping debris and snow from walkways and driveways and performing hose cleaning during appropriate seasons (while minimizing waste of water). This also includes removal of snow from the roofs of the buildings and security entrance prefab.
- Maintaining kitchen areas and keeping them clean.
- Dusting of air-condition units, light fixtures, outside ducts, false ceilings, drapes, and wire mesh. On a Monthly basis.
- Washing and drying of all carpets, rugs, and runners. On a monthly basis.
- Carrying and moving of furniture, boxes, and other items.

1.2 CLEANING ITEMS:

Item No.	Description
1.	Surface cleaning liquid
2.	Wood surface cleaning spray
3.	Floor Wiper Classic 42cm Red
4.	Indoor Broom Standard 30cm
5.	Rainbow Dish Washing Medium Foam Sponge Scourer
6.	Fina classic
7.	Mop for desk
8.	Mop for floor
9.	Sanitizer
10.	Floor Cleaner 3L
11.	Trash Bins (Steel)
12.	Hand Sanitizer
13.	Toilet Bowl Cleaner 750 ml
14.	Washing Detergent Powder 1.5 KG
15.	Plastic Forks
16.	Plastic plates

Annex III

17.	Plastic spoons (large)
18.	Garbage Bags large 70*90 cm
19.	Garbage Bags Medium 50*60 cm
20.	Garbage Bags small 40*55 cm
21.	Mop head (excluding handle)
22.	Mop (including handle and mop head)
23.	Mop bucket 10 Liters
24.	Dustpan and brush
25.	Floor cleaning
26.	Glass cleaner liquid
27.	Hand tissue for bathrooms
28.	Paper cup disposable
29.	Liquid hand soap
30.	Cleaning cloths - 75 *55 cm
31.	Paper tissue 200*3 in PVC bag
32.	Surface antiseptic liquid
33.	Tile cleaning liquid - "Kiwi" 2 Liters
34.	Air freshener spray "
35.	Broomstick (including handle and brush)
36.	Replacement brush head for broomstick

1.3 Prohibitions (during working hours):

- To do work that does not relate to the Cleaners duties.
- To sleep, read books, play table games or use of social networks.
- To take/drink alcohol during duty hour.
- To desert or leave duty post without prior notice and approval.
- To delegate guarding duty to someone else without appropriate permission.

1.4 UNIFORM:

The Company shall ensure that its personnel wear appropriate and clean uniform and carry ILO Contractor's passes at all times whilst on ILO premises. Additionally, the Company shall provide an attendance sheet signed by its employees who were present at ILO for the purpose of this contract at the end of each calendar month.

1.5 Working hours:

Working hours from 07:30 AM until 03:30 PM and in Ramadan and holidays will be according to the ILO working hours or as agreed between ILO and the contractor.

1.6 WORK INSTRUCTIONS AND PROMPTS

Precise work instructions listed in this tender document must be displayed in the buildings in a way that they can be consulted by cleaning staff at any time. Written prompts to cleaning staff shall be provided and displayed where appropriate.

1.7 CLEANING CHECKLIST:

A cleaning checklist must be displayed at all the washrooms, offices, corridors and at the main point of the outer premises of the offices updated and signed on an hourly basis by the cleaners for the cleaning performed and cleaning chemicals used.



1.8 TRAINING:

All cleaning staff employed in carrying out the cleaning service must be regularly trained for their various tasks. This training should cover all environmental practices, occupational health and safety policies and the implementation of the work instructions.

1.9 LANGUAGE

The cleaning staff should be able to communicate in English.

1.10 SUPERVISOR:

A facility manager, foreman/forewoman or coordinator should be nominated to organize and supervise the cleaning. The appointed person should stay in contact with the ILO focal point for cleaning and be reachable during working hours. The supervisor shall meet with the ILO Focal Point for Cleaning on monthly basis in order to discuss the work instructions and solve any problems that may arise as a result of implementing any new cleaning methods.

1.11 CAPACITY TO PROVIDE A SAFE WORKING ENVIRONMENT FOR CLEANING STAFF:

The Company must have a process for reporting and fixing hazards and accidents. All the cleaning staff provided by the company to perform duties at ILO must be insured against hazards and accidents; ILO will not accept responsibility for any damage or loss of life and will not be subject to litigation by the company in the event of any such occurrences.

- Appropriate storage, labeling, handling, and disposal of chemicals
- First aid and accident arrangements.
- Occupational health and safety training for staff
- Regular equipment maintenance.

1.12 COMPLIANCE WITH JORDANIAN LABOUR LAW (SELF DECLARATION):

The bidder shall provide proof that they, as the service provider, comply with the Jordanian Labor Law as stated below.

1.13 CONTRACT CLAUSES - FAIR PAY AND WORK CONDITIONS:

This policy states the contractor must provide a specific minimum wage, health care, Social Security, and transport arrangements. Where available, compliance with such policies should be included as standard in all purchasing contracts.

1.14 Financial Information:

Payment will be made to the successful firm/ company, on monthly basis upon satisfactory delivery of the services by the staff.

Please note that the company should provide take home salary for required personnel inclusive of medical insurance, Social Security & all other entitlements and benefits. The company should provide separately its administrative cost for the management of the contract and personnel. The financial evaluation of the company will be based on the above two price submission.

1.15 STAFF REQUIREMENTS:

The Company shall provide the required number of trained cleaners to ILO for the provision of cleaning at ILO Amman office in Jordan.

REQUIRED HUMAN RESOURCES		
NO	Description of Staff	No of Staff Required
1	Cleaners	4
Total		4

- **ADDITIONAL STAFF:**

The company must be able to provide any number of additional staff at a short notice to meet any additional cleaning requirements of the office.

1.16 Service Personnel & Qualification:

The contractor shall supply all labour, supervision, management and other personnel required to perform the service. All personnel shall be suitably qualified and have the necessary experience required to perform the service. ILO shall have a right to evaluate, test and interview all personnel designated to perform the service prior to commencement of the service. If the ILO requires a cleaner s/he must, as a minimum, have the following:

- 20 years of age and above.
- Physically able to perform all cleaning duties, functions, and activities.
- The contractor must ensure the physical fitness of the cleaners as well as being free from all communicable diseases.
- Minimum two (2) years of relevant cleaning experience.
- The contractor will be responsible for the behavior/actions of the cleaner and will be responsible to provide the immediate replacement in case of complaints/misconduct.
- All cleaners that will be proposed to the ILO must have passed a criminal background check confirming they have not previously been involved in criminal activity, and to have positive past performance appraisals, which can be provided to the ILO upon request.

All cleaners who will be recruited are to be included in the local social security system and benefit from the rights and entitlements at minimum as per the national laws along with the following criteria that shall be included in the bid:

- **Home base salary 545 JOD.**
- **Religious and official holiday, and overtime.**
- **Two uniforms for two seasons (winter & summer) set per person with a good fabric quality.**
- **Personal Protective Equipment (PPE) item and safety tools for cleaning if required.**

1.17 Payment Terms:

1. Time of payment: ILO's general policy is to pay for the performance of contractual services rendered or to effect payment upon the achievement of specific milestones described in the contract. ILO shall effect payments to the Contractor after acceptance by ILO of the invoices submitted by the Contractor upon achievement of the corresponding milestones will normally effect payment within 30 days after receipt of such invoices and payment documentation, and acceptance of corresponding deliverables.
2. Letter of credit: ILO will not provide Letters of Credit to cover payment obligations.
3. Currency of payment: Payment will be made in the local currency which is the currency the contract will be issued.
4. Advance payment: No advance payment will be made.
5. Quotation validity: Quotations must remain valid for (90) days from the deadline for submission of proposals. ILO will make its best effort to select a firm/institution within this period.
6. Quotation currency: The price component must be presented in a single currency of Jordanian Dinar.

7. Duties and taxes: ILO is a tax exempt entity. Proposals must be submitted net of any direct taxes or customs duties.
8. Invoice fee will not be accepted; VAT on the invoice will not be accepted (all UN agencies are VAT exempt).

1.18 ILO's responsibilities:

Any complaint or request shall be made through ILO appointed focal points.

All payments shall be submitted and processed in due time according to the agreed payment schedule.

1.19 Completion criteria:

The ILO will rely on the actual completion and delivery of service provided by the vendor.

1.20 Special Terms & conditions:

The contractor shall be responsible to arrange replacement of cleaner(s) as and when required due to scheduled servicing carried out at no additional cost to ILO. ILO reserves the right to reject, at any time, any cleaner, which is considered to be less than an acceptable standard as referred to in this Terms of Reference.

Other UN agencies are allowed to use this service under the same prices, terms and conditions.

