

## **TORs for Cleaning Services- UNHCR Egypt**

### **The service provider must provide proof of the following:**

- 1- History in the cleaning/housekeeping industry.
- 2- References.
- 3- Communication plan to ensure successful management of the contract.
- 4- Demonstrate a capability to manage their personnel on the ground.
- 5- Demonstrate that they have an acceptable training program and that the personnel on duty have received proper training.
- 6- Provide back-up at short notice.
- 7- Quick response for any complains.
- 8- Properly registered in accordance with Egyptian law.
- 9- Invoices to UNHCR with VAT in a separate line.
- 10- Demonstrates ability and flexibility to change the number of cleaners or working hours as per UNHCR needs with prior agreement.
- 11- All staff must be vetted by the Egyptian Police and have no criminal record.
- 12- Insurance Plan for its employee both social and medical insurance.
- 13- Take accountability and immediate action for any misconduct or unethical behavior from their staff.

### **Section A: Office Cleaning**

#### **Daily Tasks:**

1. Cleaning all offices including sweeping, mopping and drying of floor surfaces.
2. Cleaning all conference rooms including vacuum cleaning of the carpets as well as cleaning of the tables and desk surfaces.
3. Cleaning all halls, corridors and staircase(s), including sweeping, mopping and drying of all floors.
4. Cleaning all elevator(s) including sweeping, moping, and drying as well as cleaning the walls, mirrors and doors of the elevator (s).

5. Wet cleaning of all toilets including toilet seats, wash basins, floors and other surfaces twice a day and whenever required.
6. Ensure all toilets are replenished with toilet rolls, hand drying paper rolls and hand wash liquid detergent at all times during the official working hours.
7. Replacing water bottles in all water dispensers.
8. Emptying of trash bins and ashtrays and removal of garbage from offices, toilets and other locations to the external garbage containers in a designated storage area.
9. Vacuum cleaning of all carpets (end of the day)
10. Cleaning of external waiting areas and yards, including removal of any dry leaves.
11. Cleaning of the Cafeteria space including sweeping, mopping and drying as well as cleaning the chairs , tables and other equipment.

**Weekly Tasks:**

1. Cleaning of all doors, windows (glass and aluminum frames) and balcony windows/ separators.
2. Cleaning of main and emergency stairs.
3. Wet wiping of all desks, tables and conference tables, filing cabinets and cupboards.
4. Cleaning of all chairs (and sofas) whether fabric, leather, steel or plastic.
5. Dusting all areas within high-hand reach, including windowsills, baseboards, filing cabinets, book-shelves, radiators, charts, bulletin boards, pictures.
6. Cleaning of lights, air-conditioning units surface, heaters, fridges, water dispensers and other appliances
7. Cleaning of all shutters and / or curtains.
8. Spot and stain removal.

**Monthly Tasks:**

1. Cleaning of internal and external walls of the premises including dusting, wet cleaning and mopping (as appropriate);
2. Cleaning of ceilings including dusting;
3. Dry foam cleaning of all carpets in the office;

4. Washing of all garbage bins (twice a month);
5. Cleaning of window shutters internally and externally;
6. Dusting all other areas such as ledges, pipes, mouldings, bookshelves beyond a high-hand reach;
7. Cleaning of external staircases and roofs for waiting areas.

## **Section B: Cleaning Materials & Equipment**

1. Cleaning machines in all offices shall be of professional high-quality brand. Cleaning materials must be environmental friendly, must comply with Egyptian National Standards by mutual consent of both parties. Ensure that enough stock of cleaning material kept at our premises to avoid any shortage.
  1. Scrubbing, Polishing and Shampooing machine for ceramic, marble and laminated (parquet) floors (brand only)
  2. Vacuum Cleaner
  3. Steam cleaner
  4. Carpet wet cleaning/ shampooing machine
  5. Brooms
  6. Floor Wax
  7. Hand Brushes
  8. Hand Gloves
  9. Furniture Polish
  10. Floor Detergent
  11. Carpet Shampoo
  12. Window Glass Cleaner
  13. Disinfectant
  14. Detergents for stains
  15. Dusters for furniture
  16. White mops for floors

17. Buckets
18. 4 Parquet mops from NODUST company to be replaced twice a month (Alex office)
19. Gardening tools (Alex only)
20. Provide chemicals & fertilizer to the garden (Alex office)
21. Cleaning materials consumed by UNHCR staff:
  - a. Liquid hand soap (Lifebuoy, Dettol or equivalent),
  - b. Tissue rolls 150gm (Toilet & Kitchen),
  - c. Hand tissues (Fine, Zina or equivalent -300 tissue),
  - d. C-Fold Tissue Dispenser (Hotel),
  - e. Transparent plastic cups.
  - f. The above mentioned five items expected monthly expenses for all offices is EGP 12,000, payment shall be made according to the actual consumption.

### **Section C: Miscellaneous Tasks**

1. Daily distribution of newspapers to selected staff in each location/ office premises.
2. On request, carrying, removal and re-arranging of furniture including desks, chairs and cabinet files.
3. On request, carrying/moving of boxes, files, papers, posters and stationery to other offices.

### **Section D: Number of Staff / Location**

Staffing for each of the above services will be determined by mutual consent of the two parties, depending on office premises, size, total area, and type of office i.e. free standing building, units or prefab offices. Each location shall have a supervisor as separate if the number of service staff required is more than 5 or to have one of the cleaners having the additional task of site supervisor if the number of service staff required on site is less than 5.

The cleaners should always adhere to wearing the company's uniform properly and maintain it clean.

The cleaners should regularly check for spots and take action immediately.

Supervisor:

Duties:

1. Manage the duties of the cleaners ensuring that they all conduct their duties competently
2. Manage the duty roster and schedules ensuring that the required number of personnel reports for duty each shift.
3. Liaise on a daily basis with the responsible UNHCR Admin Focal Point
4. Report all incidents to the responsible UNHCR Admin Focal Point
5. Submit all required reports promptly and properly
6. Ensure that the cleaners are properly dressed at all times while on duty
7. Ensure that the cleaners report for duty on time and do not leave their duty posts until properly relieved.

Qualifications:

The Supervisor: The service provider is to provide proof of the following:

- 1.1 Minimum of a Grade 12 secondary school qualification.
- 1.2 Speaks and understand Basic English.
- 1.3 Must be experience in the field of office maintenance and cleaning.
- 1.4 Preferable to have a hotel background.
- 1.5 Should have experience in managing and supervising cleaners in a similar environment

Cleaners (including female):

Duties:

1. Report on time for duty and remain at duty post until properly relieved.
2. Report for duty properly dressed in a clean and neat uniform

3. Take proper care of all UN equipment at the facility/office
4. Report any and all incidents to the Supervisor and responsible UNHCR Admin Focal Point
5. Be courteous and polite at all times
6. Perform all duties as cleaner according to UNHCR code of conduct.

Cafeteria chef:

Specialized staff to prepare decent snack, drinks and sandwiches

Undergo a health test to ensure that he/she is health and hygienically fit to perform such tasks.

Qualifications:

1. Minimum of a Grade 12 secondary school qualification, preferably Hospitality Institute graduate.
2. Must be able to read and write Arabic.
3. Must be vetted by the Egyptian Police
4. Must not have a criminal record.
5. Min 18 years of age.
6. Characteristics: honesty, integrity and polite.
7. At least 5 years' experience in cooking and serving.

Buffet:

Take proper care of UNHCR equipment at the office.

Serve food, beverages or desserts to UNHCR staff during meetings.

Prepare bills for food and beverages.

Order items needed to replenish supplies.

Set up and clean dining areas for meals.

Brew coffee and tea and fill containers with requested beverages.

Qualifications:

1. Minimum of a Grade 10 secondary school qualification, preferably Hospitality Institute graduate.
2. Must be able to read and write Arabic.
3. Must be vetted by the Egyptian Police
4. Must not have a criminal record.
5. Min 18 years of age.
6. Characteristics: honesty, integrity and polite.
7. At least 2 years' experience in cooking and serving.

Gardener:

Maintain diverse planting of trees, shrubs, perennials, grasses and bulbs.

Hand-water and monitor irrigation of plantings, especially during time of establishment and drought.

Perform seasonal landscape work including pruning, clean-up, bulb planting, dividing and transplanting, leaf removal.

Scout for pests and disease.

Clean up litter in planting beds, to keep the garden, thoroughfare and footpaths clear and free from litter at all times

Clean and maintain tools and equipment.

Qualifications:

1. Minimum of a Grade 10 secondary school qualification, preferably Hospitality Institute graduate.
2. Must be able to read and write Arabic.
3. Must be vetted by the Egyptian Police
4. Must not have a criminal record.
5. Min 18 years of age.
7. At least 5 years' experience in gardening.

- Bidders must ensure that they adhere to the Labor Laws and Practices of the country when formulating their shift structure and determining the hours each person is to work per 24hour period.
- Cleaning personnel allocated to the respective UN facility should receive not less than the minimum net wage (cleaner, buffet or gardener) of EGP 2,500; Chef EGP 3,000 and supervisor EGP 4,000.
- Payable annual/sick leaves in addition to Social Insurance and Medical benefits according to the Labor law of the country.
- All other requirements (uniforms, training, etc.)

**Ensure that:**

2. All staff are trained and up to the UN standards.
3. Honesty of all staff and provide us with the relevant documents to prove that.

Once staff are assigned for our office and have satisfactory performance, they remain without change

**Section E: Working Hours**

Core working hours Saturday to Thursday 07:00 to 17:00. Friday is off.

Required number of staff 33 with the following details: (Tabulation attached)

Alexandria Office: 7 Staff: 1 Supervisor, 1 Buffet, 4 Cleaners and 1 Gardner

Zamalek Office: 9 Staff: 1 Supervisor, 1 Chef, 1 Buffet, 6 Cleaners

Main Office: 8 Staff: 1 Supervisor, 2 Buffet and 5 Cleaners

RSD/T Building: 9 Staff: 1 Supervisor, 2 Buffet and 6 Cleaners

Other Conditions:

UNHCR can at any time increase or decrease the number of services/staff required from the contractor.

For work beyond this time, over time will be paid on an hourly basis on prior authorization of the UNHCR Contract Manager/ Location focal point.

Pest Control:

Companies to provide separate offer for the Pest Control service with monthly visits and emergency required visits.

## Details of offices and recommended number of staff:

Offices:

- Zamalek Office
- 6 Of October main building
- RSD/T building
- Alexandria office

Recommended number of needed staff:

Office	Total	Supervisor	Chef	Buffet	Cleaners	Gardener
Zamalek	9	1	1	1	6	0
Main Building	8	1	0	2	5	0
RSD/T	9	1	0	2	6	0
Alexandria	7	1	0	1	4	1
<b>Total</b>	<b><u>33</u></b>	<b>4</b>	<b>1</b>	<b>6</b>	<b>21</b>	<b>1</b>

- Cleaning personnel minimum net wage:
- Cleaner, buffet or gardener: net salary of EGP 2,500.
- Chef: net salary EGP 3,000.
- Supervisor: net salary EGP 4,000.