



Terms of Reference (ToR) – Cleaning Services for IOM Lebanon

1. Background:

IOM Lebanon is seeking a Service Provider that can provide Office Cleaning Services to its offices in Lebanon, or any other designated space within the country. The purpose of this bidding is to conclude a Long-Term Agreement (LTA) with a professional Service Provider for the provision of comprehensive cleaning services.

The successful bidder(s) shall be contracted for an initial period of 2 (two) years, with the possibility of extension, subject to satisfactory contract performance and funds availability.

2. Scope of Works:

- 2.1 The Service Provider shall be responsible for the provision of cleaning services to all offices, office rooms, meeting rooms, kitchenettes, canteens, internal glass panels, internal/external windows, doors, stairs, and cabinets/storage areas.

Locations to be covered are as follows:

- a. IOM Main Office in Ramlet El Bayda
- b. IOM office in Rabieh
- c. IOM office in Chtoura, Bekaa
- d. IOM office in Tripoli
- e. Any other designated location within the country

- 2.2 The daily requested services are as follows:

- a. Clean and remove dust from furniture, shelves, office equipment, and wipe floors, walls, etc.
- b. Clean all glass and boards.
- c. Clean all toilets including toilet bowls, lavatory basins, mirrors, floor, and walls.
- d. Clean all kitchenettes including dishwashing, floor and sink cleaning.
- e. Monitor the availability of the household/cleaning supplies and provide a list of the required items on a weekly basis.
- f. Empty and clean all trash bins, carry to designated area and replace the removed trash bags.
- g. Remove and wash all kitchen utensils (mugs, cups, etc.) from desks and meeting rooms.
- h. Replenish and load water dispensers.

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- i. Wash, mop or wipe staircases and elevators.
- j. Clean all balconies.
- k. Sweep and clean the parking areas.
- l. When needed, perform deep cleaning.
- m. When needed, carry out services such as: moving files, loading/unloading goods and office supplies, and any other tasks that may be assigned by the IOM responsible staff.

3. Schedule of Services:

- 3.1 Cleaning services should take place on weekdays, Monday to Friday, starting from 07:00 am till 04:00 pm, unless otherwise requested in writing by IOM.
- 3.2 Contracted cleaning staff should be available for 9 (nine) hours per day (07:00-16:00) including a 30-minute break.
- 3.3 During nationally declared holidays, which are not considered UN Holidays, the contracted cleaning staff should report to their designated location to render their regular tasks.
- 3.4 When needed, IOM may require the cleaning staff to render overtime services, the cost of which shall be billed to IOM during the same month when the services were rendered.

4. Equipment, consumables, and household/cleaning supplies:

IOM, at its own cost, will ensure that all necessary equipment, consumables, and household/cleaning supplies are available at the locations that require the cleaning services.

5. Responsibility of the Service Provider:

- 5.1 The Service Provider shall pay attention to the good presentation and appearance of the cleaning staff. Uniforms shall be provided to each cleaning staff consisting of the following: 2 (two) sets of shirts and 2 (two) pairs of trousers in addition to 2 (two) sweaters for winter.
- 5.2 The Service Provider shall be responsible for ensuring compliance with the national legislation with regards to securing work permits, enrollment in social security and medical insurance coverage for their employees as per the governmental rules and regulations. The Service Provider shall inform IOM when they are able to present evidence that all the required documentation is in place, after signing the contract, in case declared successful.
- 5.3 The Service Provider must share the names and contact details of their staff to facilitate their entry to the designated locations; regular updates must be shared in case of any personnel changes. IOM will be responsible to issue the identification badge and security access card. The Service Provider shall be responsible for ensuring compliance with the national legislation with regards to the following entitlements:
 - a. Annual leave entitlements as per the applicable law.
 - b. Medical leave entitlements as per the company's policy.

- c. For migrant workers, ensure that they are accommodated in a decent location that meets the minimum standards.

These details must be listed within the technical proposal of the Service Provider.

In case of medical leave of the cleaning staff, the Service Provider must be able to provide replacement and notify IOM accordingly.

- 5.4 The Service Provider shall be solely liable for their staff and shall make sure their staff are skilled, properly trained, complying with any workplace health and safety rule, while ensuring that they are aware of the importance of maintaining their proper personal hygiene when on duty.
- 5.5 The Service Provider shall provide a breakdown of the salary of their staff in the Financial Proposal which should reflect the components of the salary that is payable to their staff. The monthly take home salary should be in accordance with the relevant legislation excluding the insurance, work permit, medical, uniform, transportation, and any other charges. These costs should be incorporated within the management fee of the Service Provider.
- 5.6 The Service Provider shall be responsible for arranging the transportation of its personnel to and from IOM premises.

6. Qualifications of personnel:

6.5 Supervisor:

- a. Should be able communicate well in English.
- b. Well trained or knowledgeable about the different office cleaning tasks.
- c. Has at least a 3-year' experience in supervising cleaning staff.

6.6 Cleaning Staff:

- a. Should be well trained to perform the different office cleaning tasks.
- b. Has at least 2 years' experience as an office cleaning staff.

Disclaimer:

- 1. The services of the Supervisor may or may not be required. Any request for a Supervisor must be processed upon confirmation from IOM.
- 2. IOM may increase or decrease the number of Cleaning Staff based on the needs and requirements of its operation.

7. Invoicing

At the end of service delivery (monthly), the Service Provider shall invoice IOM in USD in an amount not exceeding the Contract Price indicated in the respective Purchase Orders.

The invoice(s) shall be sent to the IOM Beirut.

All invoices should be free of errors and should reach IOM on time. The invoice(s) shall reflect the following:

- Services provided.
- VAT on separate line (if applicable)

Important: IOM does not make advance payment; therefore, no upfront payment shall be processed. The Service provider shall invoice the services in full to IOM at the end of each calendar month.

8. Responsibility of IOM

- 8.5 IOM will assign lockers to the cleaning staff to store their personal belongings and uniforms, and to store the cleaning tools and products.
- 8.6 IOM shall, on the fulfilment of the delivery terms and following receipt of satisfactory services, and unless otherwise provided in the Contract or Purchase Order, make payment by bank transfer to the Service provider's bank account within 30 days of receipt of the Service provider's detailed invoice for the services, as well as copies of any other documentation specified in the Contract.

9. Performance Evaluation/Key Performance Indicators

IOM will constantly assess the quality of the service - either on its own behalf or by means of other persons delegated for this purpose. IOM and the Service Provider will have periodic service meetings. The frequency will be agreed upon.

The key performance indicators are:

- Adherence to the ToR and contract agreement
- Responsiveness: respond to any request within 24 hours from date of request by IOM.
- Compliance with reporting requirements as needed.