

**Annex 2: Technical Specifications Form**

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| **Required Services as per TOR** | **Indicate Comply/Not Comply** | **Alternative Offer as applicable** |
| **Location of Service Performance**1. IOM Main Office in Ramlet El Bayda
2. IOM office in Rabieh
3. IOM office in Chtoura, Bekaa
4. IOM office in Tripoli
5. Any other designated location within the country
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| **Office areas:**offices, office rooms, meeting rooms, kitchenettes, canteens, internal glass panels, internal/external windows, doors, stairs, and cabinets/storage areas. |  |  |
| **Service Inclusions:**1. Clean and remove dust from furniture, shelves, office equipment, and wipe floors, walls, etc.
2. Clean all glass and boards.
3. Clean all toilets including toilet bowls, lavatory basins, mirrors, floor, and walls.
4. Clean all kitchenettes including dishwashing, floor and sink cleaning.
5. Monitor the availability of the household/cleaning supplies and provide a list of the required items on a weekly basis.
6. Empty and clean all trash bins, carry to designated area and replace the removed trash bags.
7. Remove and wash all kitchen utensils (mugs, cups, etc.) from desks and meeting rooms.
8. Replenish and load water dispensers.
9. Wash, mop or wipe staircases and elevators.
10. Clean all balconies.
11. Sweep and clean the parking areas.
12. When needed, perform deep cleaning.
13. 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.
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| **Schedule of Services:** * 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.
	2. Contracted cleaning staff should be available for 9 (nine) hours per day (07:00-16:00) including a 30-minute break.
	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.
	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.
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| **Responsibility of the Service Provider:** * 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.
	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.
	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:
1. Annual leave entitlements as per the applicable law.
2. Medical leave entitlements as per the company’s policy.
3. 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. * 1. 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.
	2. The Service Provider shall be responsible for arranging the transportation of its personnel to and from IOM premises.
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| **Qualifications of personnel:** **Supervisor:** 1. Should be able communicate well in English.
2. Well trained or knowledgeable about the different office cleaning tasks.
3. Has at least a 3-year’ experience in supervising cleaning staff.

**Cleaning Staff:** 1. Should be well trained to perform the different office cleaning tasks.
2. Has at least 2 years’ experience as an office cleaning staff.
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| **Others**IOM may increase or decrease the number of Cleaning Staff based on the needs and requirements of its operation.  |  |  |

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## Supplier’s authorized signature over printed name