

ANNEX A. TERMS OF REFERENCE (TORs)

for the Establishment of FA agreement for the provision of facilities management services for UNHCR office premises in all Greece.

LOT 1. Supply and Installation of security devices and monitoring security response services for UNHCR main Office in Athens and field offices across Greece.

Statement of the requirement for LOT 1

A) UNHCR OFFICE IN ATHENS

1.1 The successful bidder shall supply and install high security quality devices together with the provision of monitoring security response services 24/7 to the United Nation Office for Refugees (UNHCR) office premise in Athens, Greece as defined on the paragraphs below.

1.2 All the provided equipment shall include installation and commissioning together with cabling together with a warranty of the equipment's and the installation (i.e. access control system, security alarm system, emergency lighting, CCTV system etc.).

UNHCR Office space includes:

- (i) Office Space with an approximate area of 1400spm
- (ii) With an estimate staff between 80 to 120 staff.

Bidders will provide on the technical proposal detailed description of the manner in which its company would respond to the services described on this terms of reference.

1.3 All the security systems installed needs to comply with EU or US standards and have a warranty period. The quantities provided may change therefore is an estimation provided. The type of the equipment required are described as follows:

1.3.1 Provision of Access control and time attendance devices and cards

All UN facilities need to be equipped with access control equipment (key card or code access control, solid doors, speaker phone).

Item	Description	Quantity	NOTE	Comments
1	Smart card & Keypad reader	10	For (Admin, ICT, Finance units etc.)	Price per unit will be indicated only in the financial proposal
2	Fingerprint smart card & keypad reader	2	For the Main Door with attendance record system	Price per unit will be indicated only in the financial proposal
3	Readers control panel W/battery	24		Price per unit will be indicated only in the financial proposal
4	Magnetic lock	4		Price per unit will be indicated only in the financial proposal
6	Access control locks for the wooden doors	16		Price per unit will be indicated only in the financial proposal

7	Push to exit button	TBD		Price per unit will be indicated only in the financial proposal
6	Emergency exit kit for the magnetic doors	4		Price per unit will be indicated only in the financial proposal
7	Software for 32 reader capacity	1		Price per unit will be indicated only in the financial proposal
8	Smart cards	200		Price per unit will be indicated only in the financial proposal
All these devices need to include the installation and commissioning with wiring and conducts.				

1.3.2 Supply and installation of CCTV system

item	Description	Quantities	Comments
9	DOME indoor IP camera 1/3 " CCD 650TVL, Digi D/N, 25IR LED, DNR, OSD, 3.6mm, Ø123mm,DC12V, surface & Flush or	Min 8 units	Price per unit will be indicated only in the financial proposal
10	Digital Video Recorder 16Ch, 200/ 133ips@D1 (720H/960H), 2TB, 4-Audio in, Full HD Monitoring (HDMI), 3HDD, H.264, DVD-RW, USB, IR Remote, eSATA	1	Price per unit will be indicated only in the financial proposal
11	32" LED Monitor With HDMI, AV , VGA INPUTS	1	Price per unit will be indicated only in the financial proposal
12	Switch 24 ports POE 10/100/1000	1	Price per unit will be indicated only in the financial proposal
13	Patch Panel	1	Price per unit will be indicated only in the financial proposal
All these devices needs to include the installation and commissioning with wiring and conducts.			

1.3.3 Provision of Motion detection alarm systems:

Item	Description	Quantities	Comments
14	Intruder alarm control panel Zones complete keypad and battery	TBD	Price per unit will be indicated only in the financial proposal
15	Panic button wooden door traps alarms	5	Price per unit will be indicated only in the financial proposal
16	Motion detector	TBD	
All these devices needs to include the installation and commissioning by the supplier including cabling			

Note: a site visit will be organize with to the premises for the potential bidders.

1.3.4 Supply and installation of Shatter resistance Film (SFR) in all glass windows of the office premises and main office entrance door included.

Item	Description	Quantities in square meters.	Comments
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20	<p>Shatter resistance Film Minimum 8mil</p> <ul style="list-style-type: none"> • Impact resistance • Peel adhesion • Weathering • Surface abrasion resistance • Bomb blast mitigation • Wind borne debris <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 50%;">Standard</th> <th style="width: 50%;">Characteristic</th> </tr> </thead> <tbody> <tr> <td>16 CPSC 1201 Safety Glazing</td> <td>Impact Resistance</td> </tr> <tr> <td>16 CPSC 1201 Safety Glazing</td> <td>Weathering</td> </tr> <tr> <td>ANSI Z97.1</td> <td>Impact Resistance</td> </tr> <tr> <td>ANSI Z97.1</td> <td>Weathering</td> </tr> <tr> <td>BS 2606</td> <td>Impact Resistance</td> </tr> <tr> <td>ASTM D3330-96 ASTM G26</td> <td>Peel Adhesion</td> </tr> <tr> <td>ASTM D1044-94</td> <td>Surface Abrasion Resistance</td> </tr> <tr> <td>ASTM D635-88</td> <td>Rate of Burning</td> </tr> <tr> <td>GSA's Method for Glazing Systems Subject to Air Blast Loading</td> <td>Bomb Blast Mitigation</td> </tr> <tr> <td>Dade County Small Missile Test</td> <td>Wind Borne Debris</td> </tr> </tbody> </table>	Standard	Characteristic	16 CPSC 1201 Safety Glazing	Impact Resistance	16 CPSC 1201 Safety Glazing	Weathering	ANSI Z97.1	Impact Resistance	ANSI Z97.1	Weathering	BS 2606	Impact Resistance	ASTM D3330-96 ASTM G26	Peel Adhesion	ASTM D1044-94	Surface Abrasion Resistance	ASTM D635-88	Rate of Burning	GSA's Method for Glazing Systems Subject to Air Blast Loading	Bomb Blast Mitigation	Dade County Small Missile Test	Wind Borne Debris	<p>TBD</p> <p>*All Glass windows and Balcony doors</p>	<p>Price per square meter will be indicated only in the financial proposal.</p>
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Note: a site survey will be organize with to the premises for the potential bidders.

1.3.5 Provision of Full signalization of Emergency lights products.

Item	Description	Quantities	Comments
21	Emergency lights LED With autonomy of 60 min, batteries Ni-Cd high temperature visible up to 24M	TBD	Price per unit will be indicated only in the financial proposal
22	Fire extinguishers signs (size of 30X30 cm), Stickers	TBD	Price per unit will be indicated only in the financial proposal
23	Green arrows (size of 30x30 cm) Stickers	TBD	Price per unit will be indicated only in the financial proposal
24	Red arrows	TBD	Price per unit will be indicated only in the financial proposal

	(size of 30x30 cm) Stickers		
25	Signs for the assembly point (size of 60X60X60 cm) Stickers	TBD	Price per unit will be indicated only in the financial proposal

Note: A site visit will be organize with to the premises for the potential bidders.

1.3.6 Supply and installation of fire extinguisher and first aid kits

	Description	Quantities	Comments																																										
26	fire extinguisher																																												
	Dry Powder 6kg	TBD	Price per unit will be indicated only in the financial proposal																																										
	Foam 10kg	TBD	Price per unit will be indicated only in the financial proposal																																										
	CO2 6L for servers for electricity	TBD	Price per unit will be indicated only in the financial proposal																																										
27	Fire extinguisher closet with master Key with installation	TBD	Price per unit will be indicated only in the financial proposal																																										
28	Fire Blankets	10 units	Price per unit will be indicated only in the financial proposal																																										
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30	Automated external defibrillator (AED)	1	Price per unit will be indicated only in the financial proposal																																										
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1.4 Site Survey

Site survey: It is highly suggested that Proposers visit the facility and thoroughly familiarize themselves with the premises and the nature to the works. This visit will be organize for those bidders that submit a confirmation email to larrosa@unhcr.org CC fikari@unhcr.org by 3 February 2015 as described on the RFP document. The site visit will be conducted on **8th February 2016**.

.B) UNHCR FIELD OFFICES

UNHCR in order to support the People of Concern influx coming has opened several field offices across Greece including islands, these offices require to be equipped with security measures and alarm devices as minimum.

- Alarm system against intruders, connected to alarm monitoring station
- Smoke detectors, connected to alarm monitoring station
- CCTV surveillance in place

All the security systems installed need to comply with EU or US standards and have a warranty period.

The estimation on the needs for different security items per some of the offices can be found as follows:

2.1 Polykastro office

Polykastro office					
SN	Item		Quantity	Notes	Comments
1		Emergency escape Ladder	2	(one for 5m and one for 8m)	Price per unit will be indicated only in the financial proposal
2	Main gate	Main gate with peel hole (Optical viewer) with installation	1		Price per unit will be indicated only in the financial proposal
3		Secondary door locker for the main doors with installation	2		Price per unit will be indicated only in the financial proposal
4		Speaker phone with a magnetic control button with installation	1		Price per unit will be indicated only in the financial proposal
5		Shatter resistance Film 8mil with installation	TBD	32 M + 8 M for waste	Price per square meter installed will be indicated only in the financial proposal
6		Smoke Detectors (batteries) with installation	16	(4 for basement, 4 for ground floor, 4 for first floor, 2 for 2nd floor)	Price per unit will be indicated only in the financial proposal
7		Fire Alarm	4	(one in each floor)	Price per unit will be indicated only in the financial proposal
8		Emergency lights	5		Price per unit will be indicated only in the financial proposal

9		Flood lights 500watt	2		Price per unit will be indicated only in the financial proposal																																										
10	Fire Extinguishers	Powder 6kg	4		Price per unit will be indicated only in the financial proposal																																										
11		Co2 2liters for electricity	4		Price per unit will be indicated only in the financial proposal																																										
12		Foam 10KG	1		Price per unit will be indicated only in the financial proposal																																										
13		Co2 6L for Servers for electricity	N/A		Price per unit will be indicated only in the financial proposal																																										
14		Fire extinguisher closet with master Key with installation	N/A		Price per unit will be indicated only in the financial proposal																																										
		Fire Blankets	3		Price per unit will be indicated only in the financial proposal																																										
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16		External defibrillator (AED)	1		Price per unit will be indicated only in the financial proposal																																										
17		Signs for the assembly point (size of 60X60X60 cm) with installation	1		Price per unit will be indicated only in the financial proposal																																										
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19		Green arrows (size of 30x30 cm)	5		Price per unit will be indicated only in the financial proposal
20		Red arrows (size of 30x30 cm)	5		Price per unit will be indicated only in the financial proposal
Installation and Commissioning include it together with the cabling					

CCTV surveillance in place office 1 Polikastro

item	Description	Quantities	Comments
21	DOME indoor IP camera 1/3 " CCD 650TVL, Digi D/N, 25IR LED, DNR, OSD, 3.6mm, Ø123mm,DC12V, surface & Flush	TBD	Price per unit will be indicated only in the financial proposal
22	Digital Video Recorder 16Ch, 200/ 133ips@D1 (720H/960H), 2TB, 4-Audio in, Full HD Monitoring (HDMI), 3HDD, H.264, DVD-RW, USB, IR Remote, eSATA	TBD	Price per unit will be indicated only in the financial proposal
23	32" LED Monitor With HDMI, AV , VGA INPUTS	TBD	Price per unit will be indicated only in the financial proposal
24	Switch 24 ports POE 10/100/1000	TBD	Price per unit will be indicated only in the financial proposal
25	Patch Panel	TBD	Price per unit will be indicated only in the financial proposal
All these devices needs to include the installation and commissioning with wiring and conducts.			

2.2 Samos office

Samos					
SN	Item		Quantity	Comments	
1		Emergency escape Ladder	1	5 m	Price per unit will be indicated only in the financial proposal
2	Main gate	Main gate with peel hole (Optical viewer) with installation	0		Price per unit will be indicated only in the financial proposal
3		Secondary door locker for the main doors with installation	2		Price per unit will be indicated only in the financial proposal
4		Speaker phone with a magnetic control button with installation	0		Price per unit will be indicated only in the financial proposal
5		Shatter resistance Film 8mil with installation	TBD	*All Glass windows and Balcony doors	Price <u>per square meter installed</u> will be indicated only in the financial proposal
6		Smoke Detectors (batteries) with installation	7	(4 for the ground floor and 3 for the first floor)	Price per unit will be indicated only in the financial proposal
7		Fire Alarm	0	One at site A and one in front of UNHCR container	Price per unit will be indicated only in the financial proposal
8		Emergency lights	4		Price per unit will be indicated only in the financial proposal
9		Flood lights 500watt	1		Price per unit will be indicated only in the financial proposal
10	Fire Extinguishers	Powder 6kg	2		Price per unit will be indicated only in the financial proposal
11		Co2 2liters for electricity	2		Price per unit will be indicated only in the financial proposal
12		Foam 10KG	N/A		
13		Co2 6L for Servers for electricity	N/A		
14		Fire extinguisher closet with master Key with installation	0		

		(H;1.5mX W;1mXD;0.7m), metal sheet thickness is 0.3mm, Red color																																													
15		Fire Blankets	2		Price per unit will be indicated only in the financial proposal																																										
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23	Digital Video Recorder 16Ch, 200/ 133ips@D1 (720H/960H), 2TB, 4-Audio in, Full HD Monitoring (HDMI), 3HDD, H.264, DVD-RW, USB, IR Remote, eSATA	TBD	Price per unit will be indicated only in the financial proposal
24	32" LED Monitor With HDMI, AV , VGA INPUTS	TBD	Price per unit will be indicated only in the financial proposal
25	Switch 24 ports POE 10/100/1000	TBD	Price per unit will be indicated only in the financial proposal
26	Patch Panel	TBD	Price per unit will be indicated only in the financial proposal
All these devices need to include the installation and commissioning with wiring and conducts.			

2.3 Samos field office

Samos				
SN	Item		Quantity	Comments
1		Emergency escape Ladder	0	Price per unit will be indicated only in the financial proposal
2	Main gate	Main gate with peel hole (Optical viewer) with installation	0	Price per unit will be indicated only in the financial proposal
3		Secondary door locker for the main doors with installation	0	Price per unit will be indicated only in the financial proposal
4		Speaker phone with a magnetic control button with installation	0	Price per unit will be indicated only in the financial proposal
5		Shatter resistance Film 8mil with installation	TBD	Price <u>per square meter installed</u> will be indicated only in the financial proposal *All Glass windows and Balcony doors
6		Smoke Detectors (batteries) with installation	TBD	Price per unit will be indicated only in the financial proposal
7		Fire Alarm	0	Price per unit will be indicated only in the financial proposal
8		Emergency lights	0	Price per unit will be indicated only

					in the financial proposal																																										
9		Flood lights 500watt	0		Price per unit will be indicated only in the financial proposal																																										
10	Fire Extinguishers	Powder 6kg	1		Price per unit will be indicated only in the financial proposal																																										
11		Co2 2liters for electricity	0		Price per unit will be indicated only in the financial proposal																																										
12		Foam 10KG	N/A																																												
13		Co2 6L for Servers for electricity	N/A																																												
14		Fire extinguisher closet with master Key with installation (H;1.5mX W;1mXD;0.7m), metal sheet thickness is 0.3mm, Red color	0																																												
15		Fire Blankets	1		Price per unit will be indicated only in the financial proposal																																										
16	First Aid Kits and other items	First Aid Kit for office (as per the description on LOT 1 and below) <div style="text-align: center;"><u>FAK Contents</u></div> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 10%;">QTY</th> <th>DESCRIPTION</th> </tr> </thead> <tbody> <tr> <td colspan="2">First Aid Kit Comprising of:</td> </tr> <tr> <td>25</td> <td>x25 Adhesive bandages (assorted sizes)</td> </tr> <tr> <td>1</td> <td>x1 Sam splint</td> </tr> <tr> <td>1</td> <td>x1 Oral airway mask - unidirectional valve</td> </tr> <tr> <td>3prs</td> <td>x3prs Resistant latex free gloves</td> </tr> <tr> <td>1</td> <td>x1 Multi cut scissors</td> </tr> <tr> <td>2</td> <td>x2 Compression dressing bandage</td> </tr> <tr> <td>2</td> <td>x2 Space blanket</td> </tr> <tr> <td>2</td> <td>x2 Instant cold packs</td> </tr> <tr> <td>2</td> <td>x2 Water gel dressing 10 x 10cms</td> </tr> <tr> <td>1</td> <td>x1 Roll hypoallergenic adhesive tape - 2.5cms wide</td> </tr> <tr> <td>3</td> <td>x3 Elastic bandages - 10cms wide</td> </tr> <tr> <td>4</td> <td>x4 Triangular bandages</td> </tr> <tr> <td>10</td> <td>x10 Sterile gauze pads (10 x 10cm)</td> </tr> <tr> <td>10</td> <td>x10 Mono-dose saline solution 10mls each</td> </tr> <tr> <td>10</td> <td>x10 Pre-soaked swabs</td> </tr> <tr> <td>1</td> <td>x1 Notebook</td> </tr> <tr> <td>1</td> <td>x1 Pencil</td> </tr> <tr> <td>2</td> <td>x2 Glucogel tube 25g</td> </tr> <tr> <td>1</td> <td>x1 Kit bag Canvas</td> </tr> </tbody> </table>	QTY	DESCRIPTION	First Aid Kit Comprising of:		25	x25 Adhesive bandages (assorted sizes)	1	x1 Sam splint	1	x1 Oral airway mask - unidirectional valve	3prs	x3prs Resistant latex free gloves	1	x1 Multi cut scissors	2	x2 Compression dressing bandage	2	x2 Space blanket	2	x2 Instant cold packs	2	x2 Water gel dressing 10 x 10cms	1	x1 Roll hypoallergenic adhesive tape - 2.5cms wide	3	x3 Elastic bandages - 10cms wide	4	x4 Triangular bandages	10	x10 Sterile gauze pads (10 x 10cm)	10	x10 Mono-dose saline solution 10mls each	10	x10 Pre-soaked swabs	1	x1 Notebook	1	x1 Pencil	2	x2 Glucogel tube 25g	1	x1 Kit bag Canvas	1		Price per unit will be indicated only in the financial proposal
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17		External defibrillator (AED)			Price per unit will be indicated only in the financial proposal																																										
18		Signs for the assembly point (size of 60X60X60 cm) with installation stickers	1		Price per unit will be indicated only in the financial proposal																																										
19		Fire extinguishers signs (size of 30X30 cm) stickers,	1		Price per unit will be indicated only in the financial proposal																																										
20		Green arrows (size of 30x30 cm) stickers	0		Price per unit will be indicated only																																										

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21		Red arrows (size of 30x30 cm) stickers	0		Price per unit will be indicated only in the financial proposal
Installation and Commissioning include it together with the cabling					

2.4 Eidomeni office

Eidomeni					
SN	Item		Quantity	Comments	
1		Emergency escape Ladder	N/A		Price per unit will be indicated only in the financial proposal
2	Main gate	Main gate with peel hole (Optical viewer) with installation	N/A		Price per unit will be indicated only in the financial proposal
3		Secondary door locker for the main doors with installation	N/A		Price per unit will be indicated only in the financial proposal
4		Speaker phone with a magnetic control button with installation	N/A		Price per unit will be indicated only in the financial proposal
5		Shatter resistance Film 8mil with installation	2M		Price <u>per square meter installed</u> will be indicated only in the financial proposal
6		Smoke Detectors (batteries) with installation			
7		Fire Alarm	2	One at site A and one in front of UNHCR container	Price per unit will be indicated only in the financial proposal
8		Emergency lights			Price per unit will be indicated only in the financial proposal
9		Flood lights 500watt	1		Price per unit will be indicated only in the financial proposal
10	Fire Extinguishers	Powder 6kg	3		Price per unit will be indicated only in the financial proposal

11		Co2 2liters for electricity	1		Price per unit will be indicated only in the financial proposal																																										
12		Foam 10KG	0																																												
13		Co2 6L for Servers for electricity	0																																												
14		Fire extinguisher closet with master Key with installation	1	One closet with 5 master keys	Price per unit will be indicated only in the financial proposal																																										
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Installation and Commissioning include it together with the cabling																																															

CCTV surveillance in place office for Eidomeni office

item	Description	Quantities	Comments
21	DOME indoor IP camera 1/3 " CCD 650TVL, Digi D/N, 25IR LED, DNR, OSD, 3.6mm, Ø123mm,DC12V, surface & Flush or similar	TBD	Price per unit will be indicated only in the financial proposal
22	Digital Video Recorder 16Ch, 200/ 133ips@D1 (720H/960H), 2TB, 4-Audio in, Full HD Monitoring (HDMI), 3HDD, H.264, DVD-RW, USB, IR Remote, eSATA or similar	TBD	Price per unit will be indicated only in the financial proposal
23	32" LED Monitor With HDMI, AV , VGA INPUTS	TBD	Price per unit will be indicated only in the financial proposal
24	Switch 24 ports POE 10/100/1000	TBD	Price per unit will be indicated only in the financial proposal
25	Patch Panel	TBD	Price per unit will be indicated only in the financial proposal
All these devices needs to include the installation and commissioning with wiring and conducts.			

2.5 Office of Chios

Chios				
SN	Item		Quantity	Comments
1		Emergency escape Ladder	1	Price per unit will be indicated only in the financial proposal 6 M
2	Main gate	Main gate with peel hole (Optical viewer) with installation	1	Price per unit will be indicated only in the financial proposal
3		Secondary door locker for the main doors with installation	1	Price per unit will be indicated only in the financial proposal
4		Speaker phone with a magnetic control button with installation	1	Price per unit will be indicated only in the financial proposal
5		Shatter resistance Film 8mil with installation	*All Glass windows and Balcony doors	Price per square meter installed will be indicated only in the financial proposal
6		Smoke Detectors (batteries) with installation	7	(one for the kitchen, 6 for the whole office) Price per unit will be indicated only in the financial proposal

7		Fire Alarm	1	One at site A and one in front of UNHCR container	Price per unit will be indicated only in the financial proposal																																										
8		Emergency lights	2		Price per unit will be indicated only in the financial proposal																																										
9		Flood lights 500watt	1		Price per unit will be indicated only in the financial proposal																																										
10	Fire Extinguishers	Powder 6kg	1		Price per unit will be indicated only in the financial proposal																																										
11		Co2 2liters for electricity	1		Price per unit will be indicated only in the financial proposal																																										
12		Foam 10KG	N/A																																												
13		Co2 6L for Servers for electricity																																													
14		Fire extinguisher closet with master Key with installation	0		Price per unit will be indicated only in the financial proposal																																										
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20		Fire extinguishers signs (size of 30x30 cm) stickers	1		Price per unit will be indicated only in the financial proposal
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22		Red arrows (size of 30x30 cm) stickers	1		Price per unit will be indicated only in the financial proposal
Installation and Commissioning include it together with the cabling					

CCTV surveillance in place office for Chios office

item	Description	Quantities	Comments
21	DOME indoor IP camera 1/3 " CCD 650TVL, Digi D/N, 25IR LED, DNR, OSD, 3.6mm, Ø123mm,DC12V, surface & Flush or similar	TBD	Price per unit will be indicated only in the financial proposal
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23	32" LED Monitor With HDMI, AV , VGA INPUTS	TBD	Price per unit will be indicated only in the financial proposal
24	Switch 24 ports POE 10/100/1000	TBD	Price per unit will be indicated only in the financial proposal
25	Patch Panel	TBD	Price per unit will be indicated only in the financial proposal
All these devices needs to include the installation and commissioning with wiring and conducts.			

The exact demand are unable to predict and this stage therefore we requested within the financial proposal for to provide unitary price per item described including installation.

LOT 2. Cleaning Services for UNHCR main Office in Athens

Statement of the requirement for LOT 2

2. The successful bidder shall provide all supervisory, management and other personnel with requisite experience, education and ability and other resources to plan and provide cleaning material and services to the United Nation Office for Refugees (UNHCR) office premise in Athens, Greece as defined on the paragraph below.

UNHCR office space includes:

- (iii) Office Space with an approximate area of 1400spm.

The successful proposer shall perform to the high standards expected and shall follow all applications and directives as identified by the SOW in this contract.

The contractor shall be responsible for providing the following services but not limited to:

A. **Cleaning:**

- General cleaning, after performing floor cleaning, floors must be left in the condition specified (tiles).
- Cleaning must be performed in all areas including corners, behind doors and under furniture and equipment (Computer and other IT Equipment cleaning, telephones and other common areas within the office space).
- Furniture and equipment must be moved during the cleaning process and returned to its original location when cleaning is completed. Chairs must not be placed on tables or desks at any time. All cleaning debris should be moved to trash receptacles.
- Warning signs —Wet surface are to be placed visibly on corridors during the cleaning process and must be removed once the area is dry.

B. **Sweeping:**

- Sweeping is to be performed by use of brooms, brushes, treated dust mops or vacuum cleaners. A properly swept floor is free of debris and visible dirt, dust, grit or food residue.
- The contractor is to supply the brooms, brushes, treated dust mops and vacuum cleaners or other type of items necessary to perform these task.

C. **Vacuuming.**

- Vacuuming will be done when required. The contractor is to supply the vacuum cleaner on and as required basis.

D. **Wet Mopping.**

- Wet mopping follows sweeping and is the cleaning of other than floors using fiber or sponge mops. Mops are to be immersed in clean warm water and detergent and/or disinfectant solution frequently to remove soil preserving the surface and material composition of the floor.

2.1 The successful proposer shall be responsible for providing equipment, materials and personnel for the execution of the services. Proposers must provide full details of floor cleaning equipment and any other equipment intended to use to perform this service.

2.2 The successful proposer shall clean the area indicated in the manner and standards described below and in accordance with the proposed frequency below:

- **2.2.1 Office space area including conference rooms.**

		Frequency as minimum	Comments
Damp wipe on top of partitions, doors, walls , kitchen and cafeteria and conference rooms areas		Daily	
Clean glass and mirrors		Daily	
Polish Desktops, and associated equipment		Daily	
Spot clean picture frames; damp wipe skirting boards & wiring trunks		Daily	
Empty waste bins and make sure are clean and dry.		Daily	At least twice per day morning and evening
Thoroughly mop floors with disinfectant (special attention to corners & edges)		Daily	
Spot clean picture frames/glass; damp wipe skirting boards & wiring trunks		Daily	

- **2.2.2 Common Areas: Kitchen and cafeteria located on the same office space**

	Frequency as minimum	Comments
Put the dishwasher	daily	At least two times per day midday and evening
Remove cobweb; high dusting as required, but not less than once	Weekly	
Damp wipe walls, doors, window ledges etc.	Daily	
Spot clean picture frames/glass; damp wipe skirting boards & wiring trunks	Daily	
Machine scrub floor As required	Daily	daily at least two times per day midday and evening
Put the dishwasher,	Daily	
Remove cobweb; high dusting as required, but not less than once Weekly	Daily	

- **2.2.3 Toilets**

	Frequency of the service as min	Comments
Remove dust and solid materials	Daily	
Scrub clean inside bathroom	Daily	
Clean glass and mirror	Daily	
Replenish toilet paper and hand/ paper towels	Min Twice Daily	
Clean sinks; bench tops, external of cabinets etc.	Min Twice Daily	
Thoroughly clean toilets and urinals with cleaner disinfectant;	Min Twice Daily	
Washing shower curtains / partitions if an	Weekly	
Provision of deodorizers and deodorizing blocks	weekly	

NOTE: *Cleaning materials used for cleaning of toilets must not be used for cleaning any other location, surface, appliance or device. Toilets shall be inspected for fungus/mould growth, and smell. Any such growth must be cleaned with anti-fungus/mould solution/spray or other type of devices that provide fresh ambient*

- **2.2.4 Server and IT room**

	Frequency as minimum	Comments
Sweeping	weekly	IMPORTANT: <i>UNHCR ICT staff will be responsibly to open and close server room allowing cleaning workers perform their task on the server room due to the fragile equipment that this room contains.</i>
Vacuuming.	weekly	

2.3 Working Hours:

The normal work week for the UNHCR offices premises in Greece is from **Monday to Friday** from 08:30 through to 17:30 pm.

The Cleaning staff shall be present and available for work from 07: 30 to 19:00 to ensure overall cleanliness of overall office space. With a minimum of 2 (two) personnel dedicated to cover the office cleaning tasks.

2.4 Personnel assigned and expected by the contractor

UNHCR office will host between 80 to 120 staff within these office premises. The contractor in their proposal they need to understand that also it will be common that UN staff works over the weekends and late hours that normal working hours in order to plan their proposal to better meet the requirement.

A record of attendance and hours worked must be kept by the contractor, showing attendance of the minimum required number of workers at UNHCR main office in Athens , at all times, and it shall be attached to each monthly invoice.

The Contractor is to ensure that the workers report at UNHCR as per the agreed time on the contract and simultaneously at the beginning of each shift. It is the responsibility of the Contractor to ensure that the required number of workers is available at UNHCR premises and in case any problem of illness etc. the Contractor will provide an alternate person to cover the service. **The Contractor shall provide a comprehensive list of the number of posts by type who will be assigned to its Proposal with a minimum of two (2) persons.**

2.5 Responsibility of UNHCR

- **UNHCR focal point:** Prior to the contract commencement, UNHCR will appoint as a primary point of contact, a Responsible Officer (RO). The Responsible Officer will not have authority to authorize any financial commitments.
- **Identification cards:** UNHCR will supply identification cards if necessary for successful proposer personnel to allow access to the office premises to perform the relevant cleaning services during agreed / assigned working hours. The Successful proposer shall advise UNHCR Security focal point or Officer in writing within 24 hours of any UN identification card loss.
- **Storage:** UNHCR shall provide secure storage facilities for the successful proposers cleaning material and equipment within the office space.

2.6 Responsibilities of the successful proposer

3.6.1. Personnel

2.6.2 The Successful proposer: shall furnish all personnel with necessary assistance in order to accomplish the work required by this contract. The successful proposer's personnel shall maintain high standards of personal hygiene. The personnel proposed/identified shall be employees of the Successful proposer. The Contract Manager and all other serving personnel should be able to basic read, write, speak and have a basic understanding of English. It is the Successful proposer's responsibility to insure that all contract employees are qualified to perform the specified job task.

2.6.3 Focal point assistant contact point: The Successful proposer shall provide a full coverage assistance 24/7 to cover any possible issue that may raise. The Contractor focal point of the successful proposer shall be responsible for overall management and coordination of work under this contract for the service required. The contract manager/supervisor shall be the central point of contact for this contract and shall be available at all times to meet on the installation with the Contracting Officer or his/her designated representative.

2.6.4 Experience. The successful proposer shall submit resumes/curriculum vitae substantiating the qualifications of personnel selected for this position.

2.6.5 Employee Uniforms: The successful proposer shall provide all employee uniforms. Successful proposer personnel shall present a neat appearance and shall be easily recognized. Employees shall

wear successful proposer furnished uniforms when on duty. Uniforms shall be in good condition, freshly laundered, well fitting.

2.3.6 Employees shall wear a fresh uniform each day and the successful proposer shall have extra uniform available to allow employees to change if a uniform should become heavily soiled. Uniforms shall not contain commercial advertising except that hats or name tags may contain the name of the successful proposer's firm.

3.3.7 Identification Badges: All successful proposer personnel shall wear identification badges with a minimum of the successful proposer's name and the employee's last name. Identification on the badge shall be readily discernible from a distance of five feet. Identification badges worn by the contract manager/supervisor shall indicate their job title.

3.3.8 Use of Alcoholic Beverages/Drugs: The use of alcoholic beverages or illegal drugs by successful proposer personnel, while on duty, is strictly forbidden. The Successful proposer shall immediately remove and replace employees who are under the influence of alcohol or drugs.

4. Removal of employees

All personnel employed by the successful proposer in the performance of this contract, or any representative of the successful proposer entering UNHCR premises, shall abide by all security regulations of the installation and shall be subject to such checks as may be deemed necessary.

UNHCR reserves the right to direct the removal of an employee for misconduct, security reasons, or any overt evidence of communicable disease. Removal of the Successful proposer employees for reasons stated above does not relieve the successful proposer for responsibility for total performance.

5. Supplies and materials

The successful proposer shall provide all supplies, materials and equipment and other items required for effective operations under this contract. This shall include but is not limited to the following:

- Brooms/Brushes of all types, Mops, Dusters, Dust pans etc.
- Garbage Bags.
- All types of cleaning agents for toilets, floors, walls, glass.
- Polish for floors, furniture and metal fittings.
- Cleaning Pads, scouring pads and floor cleaners.
- Deodorizers and deodorizing blocks.
- Floor polishing machines.
- Vacuum cleaners.
- Any other equipment/material as deemed necessary to perform all the cleaning tasks for the office.

UNHCR will only pay for the materials issued against duly approved PO.

5.1 Control: The successful proposer shall describe proposed methods of storing hazardous supplies/materials if applicable. It is the contractor's responsibility to fully supervise each of its employees to ensure that they use all materials, supplies and equipment safely and correctly and in accordance with the manufacturer's instructions/regulations as the case may be.

5.2 Standards for materials/equipment supplies: All supplies and equipment supplied by the successful proposer shall be of high quality and shall be suited in every respect to the requirements of the Contract (UE standards).

5.3 Performance evaluation meetings: The successful proposer shall be required to meet at least monthly if there is any issue to discuss any performance issue during the provision of service

6. Inspections: UNHCR or third party Quality Assurance Evaluators (QAEs) will carry out announced and unannounced routine and non-routine inspections of the successful proposer's operations.

Site Survey: It is highly suggested that Proposers visit the facility and thoroughly familiarize themselves with the premises and the nature to the works. This visit will be organize for those bidders that submit a confirmation email to larrosa@unhcr.org CC fikari@unhcr.org by 4 February 2016 as described on the RFP document. The site visit will be conducted on **8th February 2016**.

LOT 3. Facilities Maintenance Service for UNHCR office in Athens

Statement of the requirement for LOT 3

3.1 Nature of the service

This Scope of works is deemed to general maintenance services of the UNHCR office in Athens, necessary for the proper functioning of the office premises, for a period of twelve (24) months, renewable if necessary.

The Contractor shall be responsible for providing preventative maintenance for the office space upon UNHCR request.

The frequency of the services can be as following:

Service	Frequency
Preventive maintenance	Once per week to the premises
24/7 maintenance service	Upon call by the client

The Contractor may provide minor renovation works at additional cost on and as-and-when required basis. Quotations for any minor works renovation is considered out of the mandatory services and it should be payable by the receiving party as solicited by a written request by UNHCR. (UNHCR will only pay for the materials issued against duly approved PO).

The works if any, shall not commence prior to receipt of written request and approval by the UNHCR Administrator officer or Designated Officer.

The Contractor is required to provide qualified labor and appropriate supervision to ensure that the tasks (routine/scheduled maintenance as well as repairs and emergency repairs) are carried out in accordance with high quality workmanship and the best industry standards.

A minimum of six-month warranty on workmanship shall be provided by the contractor for each work order provided.

3.2 Type of services delivered:

Subject to the General Terms and Conditions of service with the United Nations, the contractor will be responsible for maintenance, preventive periodic maintenance, supply of parts and repair equipment as needed, according to activity specifications below to ensure proper operation of the building.

This includes, *inter alia*,

- Plumbing
- Carpentry
- Electrical works (cabling, replacing sockets, etc.)
- Changing lighting when

- Air-conditioning maintenance, if necessary
- Generator Technician
- Painting
- Masonry works (when necessary)

Terms and conditions of delivery and performance of services:

The delivery of consumables and execution of contractual services will be in accordance with the instructions given in the frame agreement contract.

Site Survey: It is highly suggested that Proposers visit the facility and thoroughly familiarize themselves with the premises and the nature to the works. This visit will be organize for those bidders that submit a confirmation email to larrosa@unhcr.org CC fikari@unhcr.org by 4 February 2015 as described on the RFP document. The site visit will be conducted on **8th February 2016**.