



TERMS OF REFERENCE

Cleaning Services

1. Background

United Nations Population Fund (UNFPA) is an international development agency that works to deliver a world where every pregnancy is wanted, every childbirth is safe and every young person's potential is fulfilled.

UNFPA seeking to procure cleaning services for its shared premises, United Nations Joint Presence Office (UNJPO), in Nuku'Alofa, Tonga. The UNJPO is a shared office among UN agencies and UNFPA is responsible for the management of its cleaning.

2. Scope of Work

The selected service provider will provide cleaning services for the entire UNJPO on a daily basis and perform other duties as described below.

2.1. Daily Cleaning

- Cleaning of all offices, common areas, corridors, and restrooms
- Dusting and wiping of furniture, fixtures, and equipment.
- Vacuuming and mopping of floors
- Emptying and disposal of trash bins
- Collecting and washing dishes
- Cleaning and sanitizing restrooms
- Cleaning and sanitizing the kitchen.
- Disinfecting high-touch areas (e.g. door knobs, switches)
- Watering and maintaining plants and flowers (as needed)

2.2. Bi-weekly Cleaning (twice a week)

- Cleaning of internal and accessible external windows, glass partitions, and mirrors
- Cleaning of cabinets and appliances inside and outside where applicable (e.g toaster, fridge, microwave)
- Removal of stains and spots from walls and surfaces
- Cleaning of UN designated vehicles

2.3. Waste Management (daily)

- Collection, segregation, and proper disposal of waste in accordance with the local regulations
- Ensuring waste bins are regularly emptied and cleaned.

2.4. Supplies & Equipment

- Provision of cleaning supplies, and equipment necessary for the effective execution of cleaning services
- Provision and restocking of consumables for the restrooms and kitchen such as soap, dish washer soap, toilet paper, and tissues.
- Regular maintenance and replacement of cleaning equipment

2.5. Other Services (Upon request)

- Setting up beverage and food stations before meetings and office events
- Brewing coffee and prepare tea according to the specified requirements.
- Maintaining cleanliness and tidiness of the stations throughout the meetings and events
- Assisting meeting/event participants with serving themselves and provide any necessary assistance.



- Carpet deep cleaning
- External windows cleaning

3. Frequency / Time Schedule

- See above for expected frequency of cleaning and the provision of other services.
- Daily between 06:00 – 10:00 and 15:00 - 19:00 hours, except for Saturday and Sunday
- The above time schedule can be adjusted when 'other services' are requested.
- The contractor will adhere to the UN official holidays, which will be provided and might not be in full accordance with the Tongan national holiday schedule.

Duty Station

United Nations Joint Presence Office, Level 1, Royco Building, Fatafehi Rd, Tonga.

Duration of Work

- One-year contract with UNFPA
- The proposed contract is for a period of 1-year from the date of commencement of Contract, with an extension option for additional 1 year, but this is subject to the Contractor performance.

4. Experience & Expertise

- Demonstrated experience in providing cleaning services, preferably for similar office spaces or environments.
- Ability to handle and use cleaning chemicals safely.
- Possession of valid licenses and permits required for providing cleaning services.
- Have a clear criminal record.

5. Cost

- Cleaning services (including chemicals, garbage bags, paper towels and toilet paper, liquid soap and consumables to be used in restroom, equipment and special cleaning devices)

6. Competencies

- Cleaning services provider should be passionate, motivated and well-trained, so they can provide the level of attention to details that UNDP can expect from any national commercial cleaning services.

7. Required Skills and Experience

Educational Qualifications:

Minimum high school qualification or level of janitorial qualification is essential but not strictly requires.

8. Experience

- Minimum of 5 years of work experience on the preferred field of practice
- Proven track record in rendering satisfactory cleaning services to at least 1 company/entity.
- Have previous work experience for UN Agencies Office, Foreign Embassy, Development Partners

The personnel must have had training and experience in similar environments; uphold high ethical standards and must not have criminal records or pending court cases against them.

9. Language requirements

Fluency of Tongan language and some knowledge of English Language is required.

10. Technical Criteria for Evaluation

- Provide police clearance.
- Business licence
- Reference from other employers