

**Terms of Reference (TOR)**  
**for the Provision of Cleaning Services for the UN Common Premises in São Tomé and**  
**Príncipe**

The United Nations in São Tomé is planning to solicit proposals from interested companies for the Provision of High Quality Daily Cleaning Services for the UN Common Premises at Avenue of United Nations, São Tomé.

The following, but not limited to, are the services to be performed by the company:

- Effective provision of cleaning services for the assigned premises/space.
- Maintenance of high hygiene and green office/premises environment.

All Personnel (including a supervisor), cleaning equipment and materials (including garbage bags and toilet supplies) are to be provided by the company.

**Scope of Services and Requirements:**

1. Areas to be covered by the requested cleaning services:

The UN Premises to be covered by the requested cleaning services include:

- Ground floor to third (3) floor of the UN Building. Each floor includes closed and open office spaces, three (12) bathrooms, three (3) meeting rooms and four (4) kitchenettes. Approximately 15 staff per floor.
- Three (3) staircases.
- One UN Conference Room at the ground floor
- Small Cafeteria at the ground floor.
- Building entrance including guard house.
- Two (2) bathrooms at the Ground Floor level/Building entrance.

2. Requested Services:

### 2.1 Daily requested services:

- Clean, wipe, vacuum or dust-remove furniture, shelves, portraits, office equipments, carpets, floors, trash bins, walls, etc.
- Clean all glass, mirrors and boards.
- Clean all toilets including toilet bowls, lavatory basins, mirrors, floor and walls. Keep available paper towel, toilet paper, hand soap, etc.
- Clean all kitchenettes including dishwashing, floor and sink cleaning.
- Clean the cafeteria area every three month.
- Empty and clean all trash bins and carry to designated area and replace the removed trash bags.
- Remove and wash all kitchen utensils (mugs, coffee cups, ...) from desks.
- Water and maintain plants pots.
- Maintain and replace flower pots.
- Replace water bottles in water dispensers.
- Clean the building entrance.
- Serving coffee to visitors
- Do internal messenger
- Reporting of non-functioning of WC, kitchen fixtures, light fixtures and others

### 2.2 Weekly requested services:

- Clean all windows and blinds.
- Shampoo, wash and remove oily and dirty stains from all carpets.
- Wash, mop or wipe staircases.

### 2.3 Upon Completion of work:

- Check all doors and windows
- Leave on only designated lights
- Ensure that collected garbage bags are removed from the premises.

3. Cleaning materials and supplies to be provided by the Cleaning Company:

- Vacuum cleaners and shampooers for carpets, water buckets, brooms and shovels, dustpans, brushes, mops.
- Detergents and disinfectants to be used when cleaning toilets, floors, carpets and glass surfaces (windows and mirrors).
- Garbage bags.
- Toilet supplies: Hand soap, Roll tissue and Paper towel.

4. Cleaning personnel:

- The Company shall be responsible for arranging the transportation of its personnel to and from UN premises.
- A great attention should be given to the good presentation and appearance of the cleaning personnel.
- Cleaning personnel shall be dressed in uniforms showing the Company's badge and their name identification and shall be wearing gloves during the implementation of the cleaning services.

5. Cleaning days and times:

- **The cleaners shall have the following shifts:** Monday to Thursday – four (4) cleaners from 7:00 hours to 14:30 hours and one (1) cleaner from 10:00 hours to 17:30 hours. On Friday all five cleaners shall work from 7:00 hours to 14:30 hours.
- **Weekly and monthly cleaning services** should take place on Friday, between the hours of **8:00 a.m. to 14:00 p.m.**
- No changes in the agreed days or time can be made without prior clearance by the UN Office.