

**Terms of reference (ToRs) for the
procurement of services below the
EU threshold**
Provide cleaning services for GIZ office in Ramadi

giz Deutsche Gesellschaft
für Internationale
Zusammenarbeit (GIZ) GmbH
**Project number/
cost centre:**
21.1811.5-001.00

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0. List of abbreviations

AVB	General Terms and Conditions of Contract for supplying services and work
ToRs	Terms of reference

1. Context

The GIZ has its own Project Office building in Ramadi, Anbar, for which it requires the provision of cleaning services.

The GIZ main office building has two floors with 8 bathrooms, 1 kitchen, 5 accommodation rooms, 1 big meeting hall and 9 office rooms as shown in the attached drawing. About 30 workstations are at the main office building.

Next to the main building is an exterior office building with 1 small meeting room and 5 office rooms with a max. of about 15 workstations. In addition, a separate security guard caravan with approximately 30 sqm (incl. one toilet, one CCTV room, one supervisor's room, and one search room) is located next to the entrance gate of the premise.

2. Tasks to be performed by the contractor

The contractor is responsible for providing the following services:

- Service is completed daily for each regular office working day
 - Supervisor cleaner (Cleaner 1) from 09:00 to 17:00 to provide additional cleaning after 10:00 hrs, oversight, and light hospitality services during the office day
 - Regular cleaners (Cleaner 2-6) until no later than 10:00 hrs.
- General cleaning service & garbage disposal service from office buildings as described above (main office building, exterior office building, security guards caravan).
- Ensure that all rooms in the buildings are well organised.
- Supplies of cleaning supplies and disinfectants.
- Disinfectant mopping of all floors in the building.
- Dusting/wiping of all furniture, office and IT equipment and wall decorations.
- Removing rubbish from the building and disposing of it in selected rubbish bins, in accordance with local health regulations.
- Kitchen benches and sinks must be cleared of crockery and cutlery regularly throughout the day, including cleaning of crockery and cutlery
- All kitchen appliances such as microwave ovens, coffee machines, etc. must be kept clean.
- Cleaning of the bathrooms and ensure all supplies in place.
- Regular cleaning of windows, frames, windowsills and interior glazing.
- Responsible for collecting laundry and ironing clothes from the bedrooms, including bed sheets, bed linen, towels, and laundry of guests upon request.
- All required cleaning materials (for mopping, dusting, wiping, kitchen cleanliness) will be provided by the Contractor. The contractor will use its own cleaning equipment, as well as environmentally friendly cleaning supplies required for carrying out the work. The cleaning supplies should be compliant with green housekeeping criteria as it will make part of the technical evaluation. They should be - to the extent possible - free of phosphates, nitrilotriacetic and ammonia, free of substances that contribute to ozone depletion and made from plant-based ingredients, a renewable resource.

Period of assignment: from 01.03.2024 until 28.02.2025.

3. Concept

In the tender, the tenderer is required to show *how* the objectives defined in Chapter 2 (Tasks to be performed) are to be achieved, if applicable under consideration of further method-related requirements (technical-methodological concept). In addition, the tenderer must describe the project management system for service provision.

Note: The numbers in parentheses correspond to the lines of the technical assessment grid.

Technical-methodological concept

Project management of the contractor (1.6)

The tenderer is required to describe its backstopping concept. The following services are part of the standard backstopping package, which (like ancillary personnel costs) must be factored into the fee schedules of the staff listed in the tender in accordance with Section 3.3.1 of the GIZ AVB:

- Service-delivery control
- Managing adaptations to changing conditions
- Ensuring the flow of information between the tenderer and GIZ
- Assuming personnel responsibility for the contractor's experts
- The contractor is responsible for selecting, preparing, training and steering the workers assigned to perform the tasks.
- In the absence of an employee, the contractor must be replaced by another person with the same qualifications for the work.
- The contractor makes available equipment and supplies (consumables) and assumes the associated operating and administrative costs.
- The contractor manages costs and expenditures, accounting processes and invoicing in line with the requirements of GIZ.
- The contractor is required to closely coordinate with the Admin staff of GIZ in Ramadi.

Further requirements (1.7)

The contractor is required to consider a balanced composition of male and female cleaning staff. A fully balanced staff concept may result in the maximum score available in the technical evaluation grid, section 1.7

Other Binding Requirements

- The Contractor and its staff commit themselves to not reveal information (administrative, budgetary, technical, organizational, operational, etc.) obtained during the execution of the contract, all information and all documents being considered as confidential.
- The contractor is to provide non-criminal record certificates for each cleaner upon conclusion of the contract
- Every cleaner must be an Iraqi citizen. International staff for cleaning services will not be accepted; technical offers with international cleaners will be automatically rejected.

4. Personnel concept

The tenderer is required to provide personnel who are suited to filling the positions described, on the basis of their CVs (see Chapter 6), the range of tasks involved and the required qualifications.

The below specified qualifications represent the requirements to reach the maximum number of points in the technical assessment.

Cleaner Supervisor (Cleaner 1)

Tasks of the Cleaner Supervisor

- Coordination of the cleaning staff at the GIZ Ramadi Office on the basis of a work schedule

- Daily inspection of the quality of the cleaning staff's work
- Contact person for the GIZ employees in the Ramadi office
- Keeping cleaning logs
- Checking stocks of cleaning materials
- Ensuring the correct and proper storage of cleaning supplies
- Fulfil the cleaning tasks as described in chapter 2, including the provision of services every working day until 5:00 pm.

Qualifications of the Cleaner Supervisor

- Language (2.1.2): B2-level language proficiency in English
- General professional experience (2.1.3): 3 years of professional experience in the Building Cleaning sector
- Leadership/management experience (2.1.5): 1 year of supervisory position in a company for building cleaning services
- Other (2.1.8): Only Iraqi Citizen and resident of Anbar preferably in Ramadi

Expert pool (Cleaner 2-6)

For the technical assessment, an average of the qualifications of all specified members of the expert pool is calculated. Please send a CV for each pool member (see below Chapter 7 Requirements on the format of the bid) for the assessment.

Tasks of the short-term expert pool

- Performance of Cleaning Services at Ramadi Office as defined in Chapter 2

Qualifications of the short-term expert pool

- Specific professional experience (2.6.4): All experts with 2 years of professional experience in professional building and office cleaning
- Other (2.6.7): Only Iraqi Citizens and resident of Anbar preferably in Ramadi

The tenderer must provide a clear overview of all proposed experts and their individual qualifications.

5. Costing requirements

Assignment of personnel and other expenses

Specification of inputs

6. Requirements on the format of the tender

Fee days	Number of experts	Number of months per expert	Total	Comments
Designation of Supervisor Cleaner	1	12	12	Please refer to chapter 2 and specific tasks describes in chapter 4
Designation of expert pool (Cleaner 2-6)	5	12	60	Please refer to chapter 2 and specific tasks describes in chapter 4
Other costs	Number	Price	Total	Comments
Flexible remuneration	1			A budget of 10% is foreseen for flexible remuneration. Please incorporate this budget into the price schedule. Use of the flexible remuneration item requires prior written approval from GIZ.
Procurement of materials and equipment	1	15,000,000 IQD	15,000,000 IQD	The budget contains the following costs to procure and supply all required cleaning materials and consumables against evidence.

The structure of the tender must correspond to the structure of the ToRs. In particular, the detailed structure of the concept (Chapter 3) should be organised in accordance with the positively weighted criteria in the assessment grid (not with zero). The tender must be legible (font size 11 or larger) and clearly formulated. It must be drawn up in English language.

The complete tender must not exceed 10 pages (excluding CVs). If one of the maximum page lengths is exceeded, the content appearing after the cut-off point will not be included in the assessment. External content (e.g. links to websites) will also not be considered.

The CVs of the personnel proposed in accordance with Chapter 4 of the ToRs must be submitted using the format specified in the terms and conditions for application. The CVs shall not exceed 4 pages each. They must clearly show the position and job the proposed person held in the reference project and for how long. The CVs must be submitted in English language.

Please calculate your financial tender based exactly on the parameters specified in Chapter 5 Quantitative requirements. The contractor is not contractually entitled to use up the days or budgets in full. The number of days and the budgets will be contractually agreed as maximum limits. The specifications for pricing are defined in the price schedule.

7. Option

Type and scope

The contractor is responsible for providing the following optional services:

- Same as defined in Chapter 2 of these Terms of References

Requirements

Exercising the option will depend on either an extension of the current GIZ Commission under which this contract shall be concluded and/or another new or additional GIZ Commission. The decision on continuation is expected to be made in the period December 2024.

The option will be exercised by means of a contract extension on the basis of the individual approaches already offered.

Quantitative requirements for the optional services

Fee days	Number of experts	Number of months per expert	Total	Comments
Designation of Supervisor Cleaner	1	12	12	Please refer to chapter 2 and specific tasks describes in chapter 4
Designation of expert pool (Cleaner 2-6)	5	12	60	Please refer to chapter 2 and specific tasks describes in chapter 4
Other costs	Quantity	Price	Total	Comments
Flexible remuneration	1			A budget of 10% is earmarked for flexible remuneration. Please incorporate this budget into the price schedule. Use of the flexible remuneration item requires prior written approval from GIZ.
Procurement of materials and equipment	1	15,000,000 IQD	15,000,000 IQD	The budget contains the following costs to procure and supply all required cleaning materials and consumables against evidence.

Requirements on the format of the tender for the option

Please submit two price schedules: one price schedule for the main service and one price schedule for the main service and the option (main service + optional service). Please designate each one in the file name.

8. Annexes

- Floor Maps of GIZ Project Office Ramadi
- Minimum standards for sustainable event management at GIZ