

Call for Letter of Expression of Interest for Service request.
“Provision of Cleaning and Maintenance Services”

Project No.: 2022.9203.5-001.01

Project Name: Jadriyah Office VKTR

1. Introduction:

The Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH is a global service provider in the field of international cooperation for sustainable development with around 16,400 employees. GIZ has over 50 years of experience in a wide variety of areas, including economic development and employment, energy, and the environment, and peace and security. Our business volume exceeds two billion euros. As a public-benefit federal enterprise, GIZ supports the German Government and public and private sector clients in around 130 countries in achieving their objectives in international cooperation. With this aim, GIZ works together with its partners to develop effective solutions that offer people better prospects and sustainably improve their living conditions.

2. Requested Services:

2.1. Summary of the requested service:

The GIZ Project Office in Baghdad requires the provision of Cleaning and General facility support services for its office premises. The building is approximately 600 square meters and consists of four floors plus a basement. The building has around 40 rooms, along with 6 restrooms on each floor. The building is equipped with two main kitchens and five coffee areas. Additionally, there are two outdoor areas, fourteen balconies, a terrace, and a roof along with two generators. It is agreed upon, that the service contains the provision of office cleaning, facility support, maintenance work.

2.2. Detailed Description of the requested services:

The contractor commits himself, by means of their personnel employed, to provide us with the below services:

2.2.1. Cleaning Supplies and equipment:

All cleaning materials, i.e. detergents, hand soap, chemical agents, paper towels, sanitary bags, etc., will be provided by GIZ. The contractor will use the provided material in an efficient manner, as well as environmentally friendly cleaning supplies required for carrying out the work.

The contractor should not mix any chemical products while cleaning the GIZ Premises. The contractor shall provide all necessary cleaning tools and equipment required in order to properly carry out the cleaning duties assigned: (vacuum cleaners, special cleaning machines for ceramic tiles, marble floors and walls, carpet ...etc.).

2.2.2. Qualifications and responsibilities of the requested personnel:

I. Cleaners:

All cleaners should speak Arabic or English fluently and have minimum one year of experience.

a) Full time Cleaners (2 Cleaners):
Kitchen and Common Areas:

- Regular clearing and cleaning of kitchen benches, sinks, and appliances (microwave ovens, coffee makers, etc.).
- Dusting and wiping of furniture in common areas and meeting rooms.
- Restocking of kitchen supplies (paper towels, dishwashing liquid, etc.).

Waste Management:

- Emptying wastebaskets and bins in all offices, rooms, and meeting areas on a daily basis.
- Removal of garbage from indoor areas and ensuring proper disposal.

Miscellaneous:

- Watering and dusting of indoor plants.
- Ensuring compliance with GIZ health rules and regulations regarding cleaning and disinfecting surfaces.

Routine Inspections and Cleaning:

- Cleaners are required to perform multiple rounds throughout the day to inspect office needs, including determining if any areas require cleaning or if water dispensers need refilling etc., and carry out necessary tasks accordingly.
- Clean the water dispenser tub each time a new water bottle is installed.
- Perform occasional relocation of furniture and equipment, as well as redecoration of rooms, as required.

b) Part time Cleaners (4 Cleaners):

Desks and Furniture:

- Dusting and wiping of all furniture such as desks, chairs, tables, cupboards, and mobile pedestal drawers.
- Cleaning of light switches, electrical sockets, and doorbells.
- Antistatic cleaning of IT and office equipment, including telephones, monitors, keyboards, printers, copiers, screens, and calculators.
- Cleaning and dusting of light fixtures, coat hangers, picture frames, and posters.

Floors and Carpets:

- Vacuum cleaning of carpet surfaces in offices, meeting rooms, and reception areas.
- Disinfectant mopping of hard floors in offices, meeting rooms, and other indoor areas.

Glass and Windows:

- Cleaning of internal glass panels, windows, and windowsills.
- Regular dusting and cleaning of internal glass surfaces.

Waste Management:

- Washing and sanitizing of wastebaskets and bins.

Kitchen and Common Areas:

- Additional cleaning of meeting rooms, kitchen, and reception area as required.
- Decalcification and cleaning of electrical kitchen appliances such as coffee machines and kettles.
- Perform a deep cleaning of the water dispenser components three times a week.

Miscellaneous:

- Maintaining cleanliness of internal doors and elevator surfaces.

Corridors, Outdoor Areas, etc.:

- Disinfectant mopping of hard floors in corridors and staircases.
- Dusting and wiping of railings, handrails, and other surfaces in staircases and corridors.
- Regular cleaning of all surfaces inside the elevator, including doors and buttons.
- Cleaning of the main entrance door, reception/security entrance, and building's sidewalk.
- Sweeping and cleaning of open areas in front and back of the office building, including terraces and balconies.
- Removal of leaves, trash, and debris from outdoor areas and ensuring the cleanliness of pathways and walkways.

- Cleaning and maintenance of the underground parking area and security office.
- Ensuring that outdoor garbage containers are emptied and cleaned regularly.

Equipment Cleaning:

- Cleaning of building equipment such as heating systems, air-conditioning units, and external light fixtures.
- Regular monitoring and cleaning of exterior glass surfaces, including windows, frames, and windowsills.

Additional Cleaning Tasks:

- Removal of heavy garbage or bulky waste from the building and its disposal according to local regulations.
- Performing additional heavy cleaning tasks as requested by the Facility Manager.

The cleaning staff will receive training from GIZ for GIZ health rules and regulations regarding cleaning and disinfecting surfaces, all cleaners must comply with those rules and perform their daily tasks in accordance with them.

II. General Facility Support and maintenance:

a) Part-Time Cleaners Supervisor (1 Cleaners supervisor):

The cleaners' supervisor should speak Arabic or English fluently and have minimum two years of experience and minimum high school degree.

With the close and direct communication of the GIZ Facility Manager, the Cleaners supervisor will undertake the below tasks:

- Create and manage detailed schedules for cleaning tasks, ensuring that all areas are covered.
- Perform regular inspections to ensure the quality and completeness of cleaning tasks.
- Monitor and ensure that cleaning supplies (provided by GIZ) and equipment are adequately stocked and available for all tasks.
- Manage the allocation of cleaning staff to different tasks based on daily needs and priorities.
- Facilitate training sessions for cleaning staff on health, safety, and environmental practices.
- Ensure that cleaning staff follow GIZ's health regulations and sustainability practices.
- Address any staff behavioral issues or complaints and arrange for replacements if needed.
- Report daily to the Facility Manager on the status of cleaning tasks and any issues that arise.
- Act as a focal point between GIZ and contracted company to address any issues or concerns with cleaning staff or any other administration requests.
- Ensure timely submission of reports on expenses, staff attendance, and any maintenance or supply issues.
- Ensures that the cleaners that are engaged in cleaning the restrooms must not work in the kitchen nor touch any kitchen appliances.
- Ensures that water dispensers have a list printed on top of each water dispenser mentioning the date it was last cleaned.
- The supervisor is responsible for creating a daily To-Do list of all tasks cited in the cleaners' responsibilities and assigning them to the cleaners in both shifts. Tasks should be ticked as done once completed.

- The supervisor must supervise the staff of both shifts.

b) Full-Time Technician (1 Technician):

The technician should speak Arabic or English fluently and have minimum two years of experience.

Upon request from the projects and in coordination with the Facility Supervisor of the building the technician will undertake technical maintenance work in the building including:

- Fixing electrical and Plumbing issues in the building.
- Fixing smaller issues such as locks, doors, and furniture.
- Operate the generators as needed and ensure that any technical problems or issues are reported immediately.
- Ensure that the generators' technical issues are resolved in a timely manner and that they will not escalate to harm any of the houses neighboring GIZ office.
- Monitor the generator's fuel and oil consumption and provide a weekly report for fuel consumption (generator's logbook).
- Inform the Logistics coordinator when it's time to submit fuel/oil or consumables requests.
- Oversee the generator's refueling process and approve the supplied fuel quality and quantity in reference to the quantity requested.
- Conduct periodic maintenance of the generators and replace consumable materials.
- Ensure that the replaced consumables/parts are the correct quantity and quality in accordance with the approved material request.
- Ensure detailed inspection of all building generators and that they are functioning within the acceptable standards, and immediately report any observed malfunctions.

Tools for technical maintenance should be provided by the contractor.

Necessary items such as replacements (new bulbs, keys, locks) will be paid for directly by GIZ.

2.3. Additional Administrative information:

2.3.1 Working Hour and Absence reporting:

Full time working staff:

- Working days are from Sunday to Thursday.
- From 08:00-05:00 pm (With a one-hour lunch break)
- Absence must be reported to GIZ (for one or two days at max).
- The contractor must provide a temporary replacement in case one of the full-time staff is absent for any reason and for a period of more than two days.

Part-time working staff:

- Working days are 5 days a week and 4 hours a day (the contractor must define specific working hours and days in the concept).
- Absence must be reported to GIZ (for one or two days at max).
- The contractor must provide a temporary replacement in case one of the part-time staff is absent for any reason and for a period of more than two days.

2.3.2 Replacement of personnel

The service provider has to consider any approved report submitted by GIZ regarding any bad reputation/personnel behaviors or misconduct and provide a replacement within 48 hours or as soon as possible.

2.3.3 Work location flexibility:

The Contractor must be prepared for potential changes in GIZ working location if GIZ decides to relocate its current office.

2.3.4 Payment plan and terms

- The payment will be on monthly basis
- The company is required to provide documented proof of salary bank transfers for each staff member, ensuring transparency and compliance with payment obligations.
- Invoices, bank transfers statement, timesheet and other relevant documents must be submitted in advance to process the payment.
- The timesheet needs to be approved by GIZ Facility Manager.

3. The requirements for companies to participate in this EOI:

3.1. Company's requirements:

The Service Provider must have the capacity to provide the whole range of cleaning services requested in the in (Article 2. Requested services) with the following qualifications:

- Maintains a good track record in serving international organizations, and medium to large multi-national corporations.
- Have well-organized, efficient, and adequate cleaning accessories and facilities.
- Full availability throughout the working days.
- The service provider must also provide GIZ with the contracts info of the staff assigned to do the tasks.

3.2. Administrative/Technical requirements:

- I. A detailed concept must be prepared and submitted to explain how the contractor is planning to deliver the requested services outlined in (Article 2.2. Detailed Description of the requested services) and as follows:
 - The concept must be legible (font size 11 or larger) and clearly formulated.
 - The concept must be is drawn up in English.
- II. The Service Provider must provide CVs for the proposed staff.
- III. The Service Provider must provide the legal registration documents of the company.
- IV. The Service Provider must provide Tax clearance.
- V. The Service Provider must provide the company's commercial bank account details in IQD.
- VI. The Service Provider must provide 2 relevant reference projects and 2 reference Companies/organizations.
- VII. The submitted document must not exceed 15 pages (excluding CVs).
- VIII. The submitted documents must be correspond to the structure of the EOI.

3.3. Financial requirements:

- I. The Service Provider must provide a cost estimation for the services outlined below and explained in details in (Article 2. Requested services):
- II. GIZ will supply at its own cost the Cleaning Supplies as identified in the "2.2.1. Cleaning Supplies and equipment".
- III. The Company should have the financial capacity to perform the required services and at least 3 annual turnover reports must be provided.
- IV. The Service Provider will charge GIZ for the following services:
 - Company's Administration Fees.

- Cleaners (Full-time and Part-time).
- Cleaners Supervisor (Part-time).
- Technician (Full-time).

4. Further Details:

GIZ is trying to identify a qualified contractor to provide comprehensive cleaning and general facility support services for the GIZ Project Office in Baghdad. The selected contractor will ensure a clean, safe, and well-maintained environment across the office premises, which includes multiple floors, rooms, kitchens, restrooms, and outdoor areas. The contractor will be responsible for delivering high-quality cleaning services, effective waste management, and routine maintenance, while adhering to GIZ's health, safety, and environmental standards.

Interested Companies must submit the above requirements and the full contact details via email to procurement.iraq@giz.de

The subject email must be:

(Provision of Cleaning and Maintenance services)

The deadline for submission is: 17th October 2024 at 2:00 PM

Yours Sincerely,

Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH

E procurement.iraq@giz.de

I www.giz.de