



Terms of Reference

Service: Cleaning Services for Norwegian People's Aid (NPA) Offices in Erbil

Office: NPA - DHC

Immediate Superior: NPA Operations Coordinator

Location: Erbil, Iraq

1. Purpose

This document outlines the requirements for cleaning services for three office apartments located in 4 Towers, Ankawa. The cleaning service provider will be responsible for daily cleaning tasks, waste management, and maintaining a hygienic environment in the specified apartments.

2. Scope of Work

The cleaning service provider will perform the following tasks daily, based on request and need:

- **Cleaning of the apartments:** Including living spaces, common areas, balconies, and kitchens.
- **Waste Management:** Disposal of trash and emptying dustbins in all areas.
- **Washing of Cups and Dishes:** As needed, if used.

3. Service Requirements

- **Quotations must be provided in IQD, detailing costs on a per day, per week, and per month basis.**
- The company must assign daily two staff to complete the required tasks.
- NPA has three offices in the 4 Towers building in Ankawa (all flats are in the same building) with the following sizes:
 - **First Apartment:** 247 m² (4+1)
 - **Second Apartment:** 247 m² (4+1)
 - **Third Apartment:** 230 m² (3+1)
- Service will be provided for 8 hours per day.

4. Company Qualifications

- The cleaning company must provide details of its previous experience with international non-governmental organizations (INGOs) or international companies.
- The company must comply with employment laws in the Kurdistan Region of Iraq (KRI) and Iraq.

5. Selection Criteria

Priority will be given to companies that meet the following criteria:

- **Price:** Competitive pricing for daily, weekly and monthly services.
- **Previous Experience:** Proven success in providing services to INGOs or international companies.
- **Payment Terms:** Flexibility and clarity in payment terms and methods.

6. Compliance and Legal Requirements

- The cleaning company must adhere to all relevant labor and employment laws in the Kurdistan Region of Iraq (KRI) and Iraq.



7. Submission Instructions

- Bidders must submit their offers using the form provided below in section #8, along with their company profile, registration documents, and a list of previous experience, to the following email: iraq_tender_dhc@npaid.org .
- The deadline for submissions is 4:00 PM on 19th October 2024.
- **Any emails received after this period or missed any required documents will be automatically disqualified.**

8. Company Offer:

Apartment	Price in IQD per Day	Price in IQD per Week	Price in IQD per Month
Apartment #1			
Apartment #2			
Apartment #3			
TOTAL			