

Terms of reference (ToRs) for the procurement of services below the EU threshold

Provide cleaning services for GIZ offices

**Project number/
cost centre:**

18.9206.6-001.00

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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

As a service provider in the field of international cooperation for sustainable development and international education work, we are dedicated to shaping a future worth living around the world. The Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH has been working in Iraq since 2014 and has maintained a country office in Baghdad since 2018. On behalf of the German Federal Ministry for Economic Cooperation and Development (BMZ), the Federal Foreign Office (AA) and the European Union (EU), GIZ is working on the three priority areas in Iraq. GIZ offers support in Iraq to help refugees, internally displaced people and host communities improve their living conditions. Here, the aim is to promote social cohesion, create income opportunities and revitalise the local economy. In addition, GIZ has adopted a holistic approach to help improve the country's economic policy framework. It also promotes the employment and economic prospects for young Iraqis. These measures are being implemented in the autonomous region of Kurdistan and in central Iraq. To ensure that Iraqis have better access to public services in the future, GIZ is also supporting the decentralization of the Iraqi administration. The aim is to improve organizational structures and work processes at various administrative levels.

This Term of Reference (TOR) outlines the requirements for the cleaning service provider to maintain cleanliness and hygiene in GIZ-Erbil. The objective of this contract is to ensure a clean, safe, and sanitary environment in all designated areas.

This coverage should take place between 1st January 2026 and 31st December 2026.

The Contractor shall provide cleaning services once daily in the morning between 7 to 10, covering all offices, corridors, washrooms, and other related areas within the premises. Each floor shall have one assigned cleaner responsible for monitoring cleanliness during necessary times throughout the day, including attending to specific cleaning needs or washing dishes in the kitchen when required. The standard working schedule for the one assigned for monitoring shall be five days per week, from Sunday to Thursday, for eight (8) hours per day including a one-hour break. The detailed cleaning schedule and timing shall be mutually agreed upon by both contractual parties prior to commencement of services.

The GIZ has its own Project Office buildings for which it requires the provision of cleaning services; however, a supervisor at the location is not required.

The offices and approx. square meters:

Floor #	Sqm	Number of full-time Cleaners (7:00 AM to 4:00 PM) up to	Number of Part time cleaners (7:00 AM to 10:00 AM or 17:00 – 19:00) up to
Floor 2	2,125	1	2
Floor 4, & 5	1,975	1	2
Floor 12	1,074	1	0
Total Sqm	5174	3	4

The cleaning services required under this contract will cover the following areas:

- Office spaces
- Meeting rooms
- Restrooms
- Common areas (lobbies, hallways)
- Kitchens and break rooms

- Outdoor areas

2. Tasks to be performed by the contractor

The service provider will be responsible for the daily, weekly, and monthly cleaning tasks as outlined below.

A. Cleaning Schedule and Frequency

• **Daily Cleaning Tasks**

- Dusting and wiping surfaces (desks, tables, counters, all furniture, wall decorations, IT equipment, etc.)
- Vacuuming and/or mopping floors
- Emptying trash bins and replacing liners
- Cleaning and sanitizing restrooms (toilets, sinks, mirrors)
- Restocking restroom supplies (toilet paper, hand soap, etc.);
- Cleaning and sanitizing kitchen and break room areas
- Kitchen benches and sinks shall be kept clean and free of crockery, cutlery, and other food-related items at all times. The Contractor shall ensure regular cleaning and washing of dishes, plates, utensils, and other kitchenware throughout the day, maintaining hygiene and tidiness in all kitchen areas.
- All kitchen appliances such as microwave ovens, coffee machines, etc. must be kept clean
- Disinfecting high-touch areas (door handles, light switches, etc.)

• **Weekly Cleaning Tasks**

- Deep cleaning of Restrooms
- Cleaning glass surfaces (windows, mirrors, doors)
- Deep cleaning of fridges.
- Vacuuming furniture (chairs, sofas)

• **Monthly Cleaning Tasks**

- Cleaning air vents and light fixtures
- Cleaning walls, baseboards, and hard-to-reach areas

B. Material and Equipment

- The service provider shall supply all cleaning materials, tools, and equipment required to perform the services. All products used must be non-toxic, environmentally friendly, and approved by GIZ.
- 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.

C. Employee Vetting Requirements:

The service provider shall ensure that all personnel, including cleaners, assigned to perform services under this Agreement meet the following criteria:

1. **Clear Criminal Record:** All personnel must provide a valid certificate of good conduct or equivalent documentation verifying the absence of any criminal record. This documentation shall be updated annually or upon request by the Client.
2. **Identity Verification:** The service provider shall verify the identity and legal employment status of all personnel prior to deployment.
3. **Health and Safety Compliance:** Personnel must meet all health requirements as stipulated by applicable laws and regulations, including any required medical checkups or vaccinations.
4. **Pre-Hiring Approval:** The service provider shall provide a list of proposed personnel, including their names, identification documents, and proof of a clear criminal record, to the GIZ for review and approval prior to hiring.

D. Employee Conduct:

The Company shall ensure that its personnel adhere to Iraqi/KRI Labor Law and high standards of professionalism, including:

1. Maintaining confidentiality regarding Client premises and operations.
2. Abiding by applicable workplace safety and cleanliness protocols.
3. Avoiding any behaviour that could harm the reputation or operations of the GIZ.

E. Employment Documentation:

The Company shall maintain detailed records for all personnel assigned to this Agreement, including:

- Copies of identification documents.
- Proof of completed background checks.
- Signed contracts or agreements.

F. Right of Refusal:

The GIZ reserves the right to refuse or request the replacement of any personnel who fail to meet the specified standards or whose conduct is deemed unsuitable.

G. Compliance Monitoring:

The service provider agrees to cooperate with periodic audits or checks conducted by the Client to verify compliance with this clause.

H. Performance Standards

- The service provider is expected to maintain the highest level of cleanliness and hygiene standards at all times. Inspections will be conducted by GIZ to ensure compliance with the required standards.

Period of assignment: from **01.01.2026 until 31.12.2026.**

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) (1.6.1,1.6.2,1.6.3)

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 cleaning materials 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.

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 confidential.
- The contractor is to provide non-criminal record certificates for each cleaner upon conclusion of the contract.
- The Contractor shall fully comply with all applicable laws, regulations, and guidelines of the Kurdistan Regional Government (KRG), including labor and staffing requirements. The Contractor must ensure that all personnel engaged in providing cleaning services are legally employed, properly documented, and meet all KRG and GIZ standards.

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.

(Cleaners up to 7)

For the technical assessment, an average of the qualifications of all specified members of the

Fee days	Number of experts	Number of months per expert	Total	Comments
Designation of expert pool (Cleaner up to 7)	Up to 7	12	84	Please refer to chapter 2 and specific tasks describes in chapter 4

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 GIZ Offices 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
- Language (2.6.2): Basic English language skills for everyday communication

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

GIZ reserves the right to request up to 7 cleaners. However, GIZ may choose/request fewer than 7 cleaners based on demand.

5. Costing requirements

Assignment of personnel and other expenses

Specification of inputs

6. Requirements on the format of the tender

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.