

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

CONFIDENTIAL

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| <b>PROVISION OF Cleaning and Maintenance SERVICES</b> | <b>Project number/<br/>cost centre:<br/>25.9200.4-001.01</b> |
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## **0. List of abbreviations**

|      |                                                                          |
|------|--------------------------------------------------------------------------|
| AG   | Commissioning party                                                      |
| AN   | Contractor                                                               |
| AVB  | General Terms and Conditions of Contract for supplying services and work |
| FK   | Expert                                                                   |
| FKT  | Expert days                                                              |
| ToRs | Terms of reference                                                       |

## **1. Context**

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.

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. The building is equipped with 2 generators. It is agreed that the service contains the provision of office cleaning, facility support, and maintenance work

## **2. Tasks to be performed by the contractor**

The contractor shall provide the following services:

- General Facility support.
- General cleaning service.
- Technical maintenance of the building and building's generators.

To deliver these services the contractor:

- Is responsible for selecting, preparing, training and steering the national experts assigned to perform the advisory tasks.
- Shall provides equipment and supplies (consumables) and assumes the associated operating and administrative costs.
- Must know that 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.
- Should not mix any chemical products while cleaning the GIZ Premises.
- 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.).
- Shall manage costs and expenditures, accounting processes and invoicing in line with the requirements of GIZ.
- Shall reports regularly to GIZ in accordance with the current AVB of the Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH.

Certain milestones, as laid out in the table below, are to be achieved during the contract term:

| Milestones/process steps/partial services                                                                                                               | Deadline/place/person responsible |
|---------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------|
| Uninterrupted cleaning services are provided so that our projects missions are not compromised.<br>Ensuring that the personnel involved are as follows: | Starting 01.03.2026               |
| Personnel:<br>- Full-time staff<br>I. Cleaners /2<br>II. Technician /1<br>- Part-time<br>I. Cleaners /4<br>II. Supervisor /1                            | Starting 01.03.2026               |

Period of assignment: from **01.03.2026** until **30.09.2026**.

### 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

**Strategy (1.1):** The tenderer is required to consider the tasks to be performed with reference to the objectives of the services put out to tender (see Chapter 1 Context) (1.1.1). Following this, the tenderer presents and justifies the explicit strategy with which it intends to provide the services for which it is responsible (see Chapter 2 Tasks to be performed) (1.1.2).

The tenderer is required to describe the key **processes** for the services for which it is responsible and create an **operational plan** or schedule (1.4.1) that describes how the services according to Chapter 2 (Tasks to be performed by the contractor) are to be provided.

#### Project management of the contractor (1.6)

The tenderer is required to draw up a **personnel assignment plan** with explanatory notes that lists all the experts proposed in the tender; the plan includes information on assignment dates (duration and expert days) and locations of the individual members of the team complete with the allocation of work steps as set out in the schedule.

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 3.1 of the GIZ AVB:

- Managing adaptations to changing conditions
- Ensuring the flow of information between the tenderer and GIZ
- Assuming personnel responsibility for the contractor's experts

#### **Further requirements (1.7)**

- **The service provider must have the capacity to provide the whole range of cleaning and maintenance services requested in the ToR with the following qualifications:**
  - a. Maintains a good track record in serving international organizations, and medium to large multi-national corporations.
  - b. Have well-organized, efficient, and adequate cleaning accessories and facilities.
  - c. Full availability throughout the working days.
  - d. Financially capable of rendering the transport services.
  - e. The bidder must also provide GIZ with the contracts info of the staff assigned to do the tasks.
  - f. The Company shall ensure that all proposed, are Iraqi national staff, aged 18 and above, possess a valid security clearance (non-conviction certificate). And in compliance with Iraqi labour law.

#### **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 7), 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.

##### **Team leader (Part-time - Cleaners' Supervisor):**

###### Tasks of the team leader

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

- Overall responsibility for the advisory packages of the contractor (quality and deadlines)
- Coordinating and ensuring communication with GIZ
- 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 behavioural 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.

#### Qualifications of the team leader

- Education/training (2.1.1): Highschool degree.
- Language (2.1.2): B2-level language proficiency in Arabic or English
- General professional experience (2.1.3): 3 years of professional experience
- Specific professional experience (2.1.4): 2 years in Cleaning services
- Leadership/management experience (2.1.5): 1 year of management/leadership experience as team leader

#### **Key expert 1 (Full-time - Technician)**

##### Tasks of key expert 1

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 refuelling 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.

#### Qualifications of key expert 1

- Education/training (2.2.1): Elementary School
- Language (2.2.2): B1 -level language proficiency in Arabic
- General professional experience (2.2.3): 4
- Specific professional experience (2.2.4): 3
- Leadership/management experience (2.2.5): 1

#### **Key expert 2 (Full time - Cleaners (2 Cleaners)) :**

##### Tasks of key expert 2

Full-time cleaners are responsible for maintaining the overall cleanliness and organization of kitchen areas, common spaces, and meeting rooms. They focus on high-frequency tasks such as waste management, restocking supplies, and routine inspections throughout the day to ensure a clean and comfortable environment for staff and visitors and as follows:

##### **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.

#### Qualifications of key expert 2

- Education/training (2.2.1): Elementary School
- Language (2.2.2): B1 -level language proficiency in Arabic
- General professional experience (2.2.3): 2
- Specific professional experience (2.2.4): 1

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.

### **Key expert 3 (Part-time Cleaners (4 Cleaners)):**

#### Tasks of key expert 3

Part-time cleaners are tasked with specific cleaning activities, primarily during non-peak hours, to minimize disruptions. They focus on detailed cleaning of desks, furniture, floors, and communal areas, ensuring a hygienic environment. Cleaning of workstations must be performed only when staff are not actively working to avoid disturbance while performing the following tasks:

#### **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.

Qualifications of key expert 3

- Education/training (2.2.1): Elementary School
- Language (2.2.2): B1 -level language proficiency in Arabic
- General professional experience (2.2.3): 2
- Specific professional experience (2.2.4): 1

**5. Working hours and conditions:**

➤ **Working Hour and Absence reporting:**

Full-time staff:

- Working days are from Sunday to Thursday.
- From 07:00-04:00 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.

➤ **Replacement of experts**

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

➤ **Work location flexibility:**

- The Contractor must be prepared for potential changes in GIZ working location if GIZ decides to relocate its current office.
- GIZ has the right to terminate the Contract before the end of the term as follows:
  - For convenience at any time upon a written notification with one-month advance notice period to the Contractor, or
  - Immediately in case of any material breach of this agreement by the contractor.

## **6. Sustainability aspects.**

**The contractor should agree on the following items:**

### **6.1. Gradual Reduction of Plastic Usage:**

- GIZ commits to reducing its environmental footprint and actively working towards maintaining a safe and sustainable environment. As part of this commitment, GIZ shall adopt measures to minimize plastic usage within its operations and facilities.
- GIZ shall conduct continuous internal assessments to identify key areas of plastic consumption to develop a comprehensive Gradual Plastic Reduction Strategy.
- Both parties shall engage in periodic meetings to review progress, share insights, and jointly address any challenges or opportunities that may arise during the implementation of the Strategy and to make any necessary adjustments.

### **6.2. Energy Efficiency:**

- The contractor's staff holds the responsibility of ensuring energy efficiency within the premises. This includes the diligent practice of switching off lights and air conditioning systems during working hours for unoccupied spaces and after working hours for the entire building to minimize power consumption.

### **6.3. Education and Training:**

- The contractor should conduct regular training sessions for their staff on environmental practices, waste management, and energy conservation. This can help raise awareness and ensure that sustainability principles are followed consistently.

GIZ will conduct training and promote recycling practices among its staff members.

### **6.4. Confidentiality – property – security:**

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.

Specification of inputs

| Fee days                           | Number of experts | Number of Months per expert | Total | Comments                          |
|------------------------------------|-------------------|-----------------------------|-------|-----------------------------------|
| Team Leader (Cleaners' Supervisor) | 1                 | 7                           | 7     | 1 Supervisor for 7 Months         |
| Technician                         | 1                 | 7                           | 7     | 1 Technician for 7 Months         |
| Full-time cleaners                 | 2                 | 7                           | 14    | 2 Full-time cleaners for 7 Months |
| Part-time cleaners                 | 4                 | 7                           | 28    | 4 Part-time cleaners for 7 Months |

## 7. Requirements on the format of the tender

The structure of the tender must correspond to the structure of the ToR. 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 15 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 can also be submitted in English language.

Please calculate your financial tender based exactly on the parameters specified in ToR Quantitative requirements.

## 8. Option

After the services put out to tender have been completed, important elements of these tasks can be continued or extended. Specifically:

### Type and scope

The contractor is responsible for providing the following optional services:

- General Facility support.
- General cleaning service.
- Technical maintenance of the building and building's generators.

### Requirements

Exercising the option will depend on Successfully completing the initial term. The decision on continuation is expected to be made in the period 1 month prior to the expiration of the initial

term. If the option is exercised, it is anticipated that the contract term will be extended to **30.09.2027**.

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**

|                                    |   |    |    |                                    |
|------------------------------------|---|----|----|------------------------------------|
| Team Leader (Cleaners' Supervisor) | 1 | 12 | 12 | 1 Supervisor for 12 Months         |
| Technician                         | 1 | 12 | 12 | 1 Technician for 12 Months         |
| Full-time cleaners                 | 2 | 12 | 24 | 2 Full-time cleaners for 12 Months |
| Part-time cleaners                 | 4 | 12 | 48 | 4 Part-time cleaners for 12 Months |

#### **9. 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.

#### **10. Annexes**

- Technical Assessment Grid.
- Eligibility Assessment Grid.