Terms of Reference

Under the supervision of the designated WHO official, the contractual partners shall undertake the following:

I. Cleaning of Office
   a. Vacuum cleaning of all rooms floor /carpets daily
   b. Cleaning toilets daily
   c. Emptying dustbin’s and cleaning of waste daily
   d. Cleaning windows and doors weekly
   e. Cleaning office tables, computers, furniture and file racks including ceiling weekly
   f. Cleaning of stores and premises of the office monthly (preferably on one of the weekends in a month)
   g. Maintain and watering of flowers in the office and office compound twice a week
   h. Any other cleaning services of the office required on call
   i. Carpet shampooing once a month (preferable on one of the weekends)
   j. Weekly cleaning of furniture and equipment’s on weekends either on Saturday or Sunday

II. Supplies and consumables

Following toiletry items to be supplied depending on the use and consumption in the office:

   a. Toilet papers
   b. Hand-towels (need to be replaced on alternative days with clean ones)
   c. Hand soap (liquid)
   d. Toilet brush
   e. Brooms
   f. Deodorant
   g. Cleaning cloths
   h. Carpet shampoos
   i. Plastic or environmentally friendly bags (for dustbins and need to change every week)

III. Office support

   a. The contractual partner will provide office support services (e.g. serving tea/coffee to WCO staff members, guest; cleaning utensils, ensuring good upkeep of WCO kitchen and consumables; or any other task assigned, etc.) by deploying an appropriate person on a daily basis (5 days a week, 0830 hours to 1730 hours) except on WHO holidays (A copy of WHO holidays for 2018 is attached).

   b. The contractual partner would be responsible for ensuring appropriate back-up arrangement’s in this regard so that uninterrupted services are provided to WHO.

   c. The relationship between WHO and the contractual partner would be strictly in accordance with the terms and conditions agreed hereunder. There would be no employer-employee relationship between WHO and the person deployed by the contractual partner. The contractual partner would be solely liable for complying with all formalities, whatsoever, associated with employing the person so deployed.
IV. Other conditions

The regular/general cleaning services to be undertaken without disturbances to the normal working hours, i.e. either before or after office hours (0900 hrs to 1730 hrs) on a daily basis except on WHO holidays.

Proposed bids

<table>
<thead>
<tr>
<th>Serial No.</th>
<th>Details</th>
<th>Rate /monthly</th>
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<tbody>
<tr>
<td>1.</td>
<td>Cleaning Charges</td>
<td></td>
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<tr>
<td>2.</td>
<td>Office support Services</td>
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<tr>
<td>Over all Total cost</td>
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</tbody>
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Details for bid submission

1. Please submit closed bids in the above format addressed to WHO Representative, WHO Country Office, Bhutan by 15 February 2018.
2. Attach necessary documents like Business License, details of current clients if any, recommendations from past clients if any.

Dr Rui Paulo de Jesus
WHO Representative a.i.