**TERMS OF REFERENCE / SCOPE OF WORK**

**FOR LONG-TERM SERVICE AGREEMENT (2 YEARS)**

Project: Office Building Maintenance

Location: UN-IOM Erbil Office

Duration: Two Years

Project Start Date: Expected between August and September 2023, with a gradual implementation process.

Reporting to: Supply Chain Unit

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1. **Background**

Established in 1951, the International Organization for Migration (IOM) is the leading United Nations Migration Agency in the field of migration. IOM works closely with governmental, intergovernmental, and non-governmental partners to ensure the orderly and humanitarian management of migration. Their mission includes promoting international cooperation on migration issues, assisting in finding practical solutions to migration problems, and providing humanitarian assistance to migrants, including refugees and Internally Displaced Persons (IDPs).

1. **Purpose of RFP**

The UN-IOM Erbil office in Iraq is located on Gulan St next to the Hungarian Consulate. The building consists of 3 floors with a total dimension of 6000 sqm and accommodates approximately 300 staff members. IOM aims to hire a service provider to conduct regular maintenance checks on all equipment (except IT equipment), be available for emergency requirements, and perform security access equipment maintenance, along with garbage collection, etc.

1. **Scope of Work**

Due to the large staff capacity at the IOM Erbil office, the service provider will be responsible for the maintenance of the following equipment:

1. Split units: The total number of split units is 96, including the cool chain (the number may vary).
2. Elevators: The building contains 2 elevators.
3. Security X-Ray machines: Maintenance of the security X-Ray equipment.
4. Security gates: Maintenance of security access equipment.
5. Garbage collection: Weekly collection and disposal **(including recycling)** services.
6. Septic tank vacuum: Weekly maintenance of the septic tank as needed.
7. Ceiling lights: Maintenance of ceiling lights as needed.
8. Roof leakage: Maintenance and repair in case of leakage.
9. Building electrical defects: Repairing electrical issues as needed.
10. Pest control: Bi-weekly pest control services, including the IOM warehouses located on Gazna Road Erbil. The warehouses consist of 2 units with dimensions of 910 sqm/WH.
11. **Work Mechanism**

The service provider will conduct regular inspections and maintenance of all the equipment listed in the Scope of Work (Clause #3). Whenever a spare part is required, the service provider must provide a quotation to the IOM Supply Chain Unit for approval before purchasing the part. The IOM Supply Chain Unit reserves the right to conduct a survey for required parts and, upon finding a tentative quote that serves IOM's best interests, the service provider will proceed with the IOM quotation.

1. **Quotation Clarity**

Interested service providers must submit a quotation according to the following guidelines:

A. The quotation must include fixed and required services, which are primarily:

1. Garbage collection: Twice a week.
2. Septic tank vacuum: Weekly maintenance.
3. Pest control: Bi-weekly services, including the warehouses.

B. Quotations for services required on an upon-need basis must be submitted as daily quotes, during the official UN-IOM working hours of 8 hours. For maintenance tasks that take less than 8 hours, the total number of hours will be combined with other maintenance requirements to be 8 hours. If any parts are necessary for the service, they should be included in a separate quotation, following the guidelines provided in Clause #4 (Work Mechanism). Additionally, regular inspections should be conducted on a bi-weekly basis, and the service provider must be available for ad-hoc requests.

1. Split units: The total number of split units is 96, including the cool chain (the number may vary).
2. Elevator maintenance, the building contains 2 elevators.
3. Security X-Ray Maintenance.
4. Security Gate maintenance.
5. Roof leakage maintenance (Upon need).
6. Building electric defects (upon need).
7. **Price Schedule**

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| # | **Services** | **Checking required** | **Monthly Price in (USD)** |
| 1 | Garbage collection: Twice a week, including recycling services (must collaborate with a recycling company). | Service required twice a week |   |
| 2 | Garbage collection: Twice a week, excluding recycling services. | Service required twice a week |  |
| 3 | Septic tank vacuum: Weekly maintenance. | Service required once a week |   |
| 4 | Pest control: Bi-weekly services for IOM Erbil office. | Service required bi-weekly |   |
| 5 | Pest control: Bi-weekly services for IOM Erbil warehouses. | Service required bi-weekly |  |
| 6 | Split (AC) unit with a total number of 96 as well as a cool chain (the number might be reduced or increased)  | per season (4 times a year) |  |
| 7 | Elevator maintenance, the building contains 2 elevators. | Service to include weekly inspection |  |
| 8 | Security X-Ray Maintenance |
| 9 | Security Gate maintenance |
|  | **Services** | **Checking required** | **Daily Price** |
| 1 | Split (AC) unit with a total number of 96 as well as a cool chain (the number might be reduced or increased) | Upon Need On Daily bases(8 working hrs.) |  |
| 2 | Building maintenance including roof leakage, door locks, repairing toilet systems, drainages, etc. | Upon Need On Daily bases(8 working hrs.) |  |
| 3 | Building electric defects | Upon Need On Daily bases(8 working hrs.) |  |

**Quotations for services required on an upon-need basis must be submitted as daily quotes, during the official UN-IOM working hours of 8 hours. For maintenance tasks that take less than 8 hours, the total number of hours will be combined with other maintenance requirements to be 8 hours.**

**IOM reserves the right to split the above bid to more than one vendor.**