

DOCUMENT III: Terms of Reference

1. Introduction

UN Tourism is the United Nations agency responsible for the promotion of responsible, sustainable and universally accessible tourism. UN Tourism is soliciting proposals from qualified firms for the provision of general and maintenance services for the Regional Office in Riyadh (Kingdom of Saudi Arabia). This document serves as the basis for selecting a qualified service provider to ensure the efficient operation and maintenance of the UN Tourism Regional Office facility's.

2. Objectives

The purpose of this Terms of Reference (TOR) is to define the scope, requirements, and expectations for the provision of the five services that UN Tourism is procuring for its Regional Office in Riyadh (Kingdom of Saudi Arabia). Therefore, the scope of work shall include, but is not limited to, the following services:

- a) General building maintenance services and Heating, Ventilation, and Air Conditioning (HVAC)
- b) Landscape and Gardening Services
- c) Elevator Maintenance Services
- d) Firefighter System Maintenance Services
- e) Cleaning Services and Tea Boy Assistance

3. Description of the services

Bidders must comply with the following general requirements applicable to all services:

1. A clear organizational structure, availability of qualified personnel, and sufficient operational resources to effectively execute the contract regarding all services requested.
2. Documented track record in general building maintenance and HVAC Services, provision of cleaning services and tea boy Assistance, firefighter system maintenance services, elevator maintenance Services, landscape and gardening services, references or completion certificates.
3. Proven experiences of at least five (5) years providing similar services to government, public institutions or large organizations.
4. Successful execution of services for at least two (2) companies or organizations with over 100 employees for a period exceeding three (3) years.
5. Additional proposed improvements, innovations, sustainability initiatives, or efficiency enhancements that exceed the baseline service requirements.
6. Compliance with ISO standards, occupational health and safety regulations (e.g., OSHA), and environmental guidelines where applicable.

7. Sufficient human and material resources to execute the required services efficiently and availability of qualified technicians, engineers, and trained personnel for maintenance and emergency response.
8. Proper tools, equipment, and spare parts must be readily available to minimize service disruptions. Implementation of workplace safety policies, risk management procedures, and environmental protection measures and commitment to zero-tolerance for workplace hazards and adherence to safety best practices.
9. Emergency Response and availability. 24/7 availability for emergency repairs and a response time of no more than 2-4 hours for critical incidents. A detailed contingency plan for handling urgent maintenance and system failures.
10. Ability to provide preventive and corrective maintenance as required and adherence to agreed-upon service levels, response times, and quality control measures.
11. Regular reporting and documentation of maintenance activities, and incidents.
12. Professional Indemnity Insurance for technical services, including HVAC, elevator, and firefighter system maintenance.
13. Third-party liability insurance in case of damages to UN premises.
14. Maximum downtime for any critical systems (HVAC, elevator, firefighter system) must be clearly defined and minimized.
15. The TORs must specify whether each service requires a dedicated team, with at least one supervisor per service category.
16. The service reporting and documentation requirements should be clarified, including:
17. Reporting frequency for each service (monthly or quarterly).
18. Detailed reporting of completed maintenance tasks, incident reports, corrective measures taken, and inventory of spare parts, cleaning supplies, and consumables used.

a) General Building Maintenance and HVAC Services

Description:

For the provision of General Building Maintenance and HVAC Services for UN Tourism Regional Office in Riyadh (Kingdom of Saudi Arabia). The selected service provider must demonstrate technical expertise, operational capacity, and a proven track record in similar services. The contractor will be responsible for preventive and corrective maintenance, emergency response, and compliance with all relevant industry standards and regulations. This includes, but is not limited to:

- Provision of comprehensive maintenance services for general building upkeep and Heating, Ventilation, and Air Conditioning (HVAC) systems at our premises. The services must ensure the safety, comfort, and efficiency of UN facilities.
- ISO 9001 (Quality Management Systems)
- ASHRAE or BRSRIA Standards for HVAC Systems
- OSHA Safety Regulations
- Local Building Codes & Environmental Regulations (ISO 14001 environment and refrigerants)

- Manufacturer's Maintenance & Safety Guidelines

Requirements:

1. Routine Maintenance:
 - Scheduled inspections and preventive maintenance of building systems, including electrical, plumbing, and HVAC.
 - Cleaning and replacement of HVAC filters to maintain indoor air quality and system efficiency.
 - Monitoring of energy consumption and implementation of energy-saving measures.
 - Ensure the completion of the scheduled maintenance form, provided by UN Tourism, prior to the submission of monthly invoices.
2. Emergency Repairs:
 - Prompt response to repair requests and emergency breakdowns to minimize disruption to UN building operations.
 - Availability of technicians on-call 24/7 for urgent maintenance needs.
3. Compliance:
 - Adherence to UN environmental sustainability policies and energy efficiency standards.
 - Documentation of maintenance activities, including work orders, inspection reports, and service records.

Standards:

1. Certification by recognized building maintenance and HVAC organizations.
2. Timely completion of scheduled maintenance tasks and repairs.
3. Transparent communication and reporting of maintenance activities.

b) Landscape and Gardening Services**Description:**

Design, implementation, and maintenance of the UN Tourism Regional Office in Riyadh garden areas and landscapes. The goal is to create and maintain an environmentally sustainable, aesthetically pleasing outdoor space that reflects the organization's commitment to environmental stewardship and provides a welcoming atmosphere for employees and visitors.

Scope of Services:

1. Design and Planning:
 - Development of a comprehensive landscape design plan that includes plant selection, layout, and thematic elements tailored to the local climate and the architectural style of the UN Tourism Regional Office.
 - Incorporation of environmentally sustainable practices and materials in the design, focusing on water conservation techniques such as drip irrigation systems and the selection of drought-resistant plant species.
 - Implementation:

- Preparation of soil, including grading, fertilization, and any necessary soil amendments to ensure the health and growth of the plantings.
- Installation of hardscape elements such as walkways, patios, benches, water features, and decorative stonework, using materials that are durable, sustainable, and complementary to the overall design.
- Planting of a variety of species, including trees, shrubs, flowers, and grasses, with consideration for their growth patterns, water needs, and maintenance requirements.
- Implementation of an efficient irrigation system designed to minimize water usage and ensure the health of the landscape.

2. Maintenance:

- Regular maintenance services including mowing, trimming, weeding, fertilizing, pest control, and irrigation system upkeep to maintain the beauty and health of the garden areas.
- Seasonal activities such as pruning, mulching, planting of seasonal flowers, and preparation of the landscape for changing weather conditions.
- Immediate repair or replacement of any damaged landscape or hardscape elements.
- Sustainability and Environmental Compliance:
 - Use of organic and environmentally friendly materials and practices wherever possible, including organic fertilizers and natural pest control methods.
 - Compliance with local environmental regulations and guidelines, with a focus on biodiversity conservation and the promotion of native plant species.
- Submission Requirements

Eligibility Criteria:

1. Proven experience in landscape design and maintenance, with a portfolio that includes projects of similar scope and complexity.
2. Expertise in sustainable landscaping practices and water conservation techniques.
3. Ability to work within the budgetary and time constraints of the UN Tourism.

Proposal Contents:

1. Detailed company profile, outlining experience, qualifications, and previous projects that demonstrate the firm's capability to undertake the project.
2. A preliminary design concept or approach, including suggestions for plant species, hardscape elements, and irrigation systems.
3. An outline of proposed maintenance strategies to ensure the long-term health and aesthetics of the landscape.
4. A detailed pricing structure, including costs for design, implementation, and ongoing maintenance services.
5. At least three references from previous clients with similar landscaping projects.

c) Elevator Maintenance Services

Description:

Elevator maintenance including the regular inspection, servicing, and maintenance of all elevators installed at our premises. The services must meet stringent safety and reliability standards to ensure the well-being of UN staff and visitors.

Requirements:

1. Routine Inspections and Servicing:
 - Scheduled inspections of elevator components, including cables, motors, and safety systems, in accordance with manufacturer recommendations.
 - Lubrication of moving parts to minimize wear and tear.
 - Adjustment of tension and alignment to ensure smooth operation.
 - Ensure the completion of the scheduled maintenance form, provided by UN Tourism, prior to the submission of monthly invoices.
2. Emergency Response:
 - Prompt response to elevator breakdowns or malfunctions to minimize downtime.
 - 24/7 availability for emergency repairs.
 - Compliance with UN protocols for emergency evacuation procedures.
3. Compliance:
 - Adherence to international elevator safety standards (e.g., ISO 8100 series).
 - Maintenance of detailed records of maintenance activities and inspections.

Standards:

1. Certification by recognized elevator industry organizations.
2. Timely response to service requests and emergencies.
3. Transparent communication and reporting of maintenance activities.

f) Firefighter System Maintenance Services

Description:

Maintenance and inspection of the firefighter system installed at our premises. The services must adhere to strict safety standards to ensure the protection of UN personnel, visitors, and assets in case of fire emergencies.

Requirements:

1. Scheduled Inspections and Testing:
 - Regular inspections of all components of the firefighter system, including alarms, sprinklers, extinguishers, and emergency exits.
 - Testing of alarm systems and suppression equipment to ensure operational readiness.
 - Verification of system functionality according to manufacturer specifications and applicable regulations.
 - Ensure the completion of the scheduled maintenance form, provided by UN Tourism, prior to the submission of monthly invoices.

2. Repairs and Maintenance:
 - Prompt repair or replacement of faulty equipment identified during inspections.
 - Provision of emergency repair services to address critical system failures.
3. Compliance:
 - Maintenance of comprehensive documentation, including maintenance logs, inspection reports, and certification records.
 - Collaboration with UN security and safety personnel to coordinate maintenance activities and drills.

Standards:

1. Certification by recognized fire safety organizations (e.g., NFPA, BSI).
2. Timely response to service requests and emergencies.
3. Transparent communication and reporting of maintenance activities.

g) Provision of Cleaning Services and Tea Boy Assistance**Description:**

Provision of comprehensive cleaning services and tea boy assistance at our premises. The services must adhere to the highest standards set by the UN Tourism to maintain a safe and hygienic environment.

Requirements:

1. Cleaning Services:
 - Daily cleaning of all designated areas including offices, meeting rooms, corridors, restrooms, exterior and interior glass, and common areas.
 - Use of environmentally friendly cleaning products to minimize ecological impact.
 - Adherence to infection prevention and control measures, especially in high-traffic areas.
 - Implementation of waste management practices in accordance with UN sustainability guidelines.
 - Regular disinfection of surfaces and touchpoints to prevent the spread of infectious diseases.
 - Provide cleaning consumables (e.g., sanitizers, hand soaps, wipes, paper towels, plastics, etc.)
2. Tea Boy Assistance:
 - Provision of tea and beverage services at specified intervals.
 - Use of sustainable practices such as reusable or biodegradable serving materials.
 - Knowledge of dietary restrictions and preferences of UN staff and visitors.
 - Courteous and professional demeanor in interactions with UN personnel.
 - Provide consumables (e.g., coffee, tea, milk, paper cups, sugar, etc.)
 - Provide 4 water dispenser in adherence to UN environmental sustainability policies. Water bottles can be served for visitors only.

Standards:

1. Respect for diversity and inclusion in service delivery.
2. Timeliness and reliability in cleaning and tea service provision.

4. General conditions

These TORs outline the scope of work and technical requirements, that the contractor must adhere to during the execution of the contract.

Bidders are requested to submit proof of compliance with all the requirements included in section 3 of this document.

The contract will be in force for one year. This contract will be renewable, depending on the results, for further periods of one year up to a maximum of five.

Companies will not be able to subcontract or sublease the services, the services will always be operated with the company's own personnel.

Elevator Operating Tests and Maintenance Services

		Good	Average	Need Maintenance
1	Inside Car Visual Only			
1,1	Door reopening device			
1,2	Operating control devices			
1,3	Sills and car floor			
1,4	Car lighting and receptacles			
1,5	Car emergency signal			
1,6	Car door or gate			
1,7	Door closing force			
1,8	Power opening of doors or gates			
1,9	Car vision panels and glass car doors			
1,10	Emergency exit			
1,11	Standby power operation			
2	Elevator Machine Room			
2,1	Lighting and receptacles			
2,2	Ventilation			
2,3	Pipes, wiring, and ducts			
2,4	Guarding of exposed auxiliary equipment			
2,5	Numbering of elevators, machines, and disconnect switches			
2,6	Disconnecting means and control			
2,7	Controller wiring, fuses, grounding, etc.			
2,8	Governor, overspeed switch, and seal			
2,9	Static control			
2,1	Overhead beam and fastenings			
2,11	Drive machine brake			
2,12	Traction drive machines			
2,13	Gears, bearings and flexible couplings			
2	Belt or chain-drive machine			
2,15	Motor generator			
2,16	Rope fastenings			
3	Top of Car			
3,1	Top-of-car stop switch			
3,2	Car top light and outlet			
3,3	Top-of-car operating device			
3,4	Top-of-car clearance and refuge space			
3,5	Normal terminal stopping device			
3,6	Car leveling and anti-creep devices			

3	Top of Car			
3,7	Top emergency exit			
3,8	Hoistway construction			
3,9	Hoistway smoke control			
3,10	Pipes, wiring, and ducts			
3,11	Traveling cables and junction boxes			
3,12	Door and gate equipment			
3,13	Guide rails, fastening and equipment			
3,14	Governor releasing carrier			
3,15	Wire rope fastening and hitch plate			
3,16	Suspension rope			
3,17	Car, overhead, and deflector sheaves			
3,18	Counterweight safeties			
3,19	Compensating ropes and chains			
4	Outside Hoistway			
4,1	Car platform guard			
4,2	Hoistway doors			
4,3	Vision panels			
4,4	Hoistway door tocking devices			
4,5	Power closing of hoistway doors			
4,6	Elevator parking devices			
4,7	Emergency doors blind hoistway			
4,8	Separate counterweight hoistway			
4,9	Standby power selection switch			
5	PIT			
5,1	Pit access/lighting/stop switch/condition			
5,2	Bottom clearance/runby/refuge space			
5,3	Final/Em. terminal stopping devices			
5,4	Car frame and platform			
5,5	Car safeties and guiding members			
5,6	Buffers/Em. terminal speed devices			
5,7	Compensating ropes/chains/sheaves			
5,8	Earthquake inspection/test			
5,9	Traveling cables			

Fire Fighting Periodic Inspection

Date: _____

Location: _____

Fire Cabinet _____

SR#	Location	Fire fighting Gate Valve	Fire fighting hose nipple	Fire extinguisher	Water Pressure	Remarks

Date: _____

Inspection Report Pump

S/N	Model No	Type of pump	Location	Capacity	Pump No	Amp	Volt	Bearing	Mech Seal	Impeller	Motor Case	Remarks
1												
2												
3												
4												
5												
6												
7												
8												
9												
10												
11												

Technician Name: _____

Signature: _____

Scope

1	CHECK	the power supply of interconnected smokes associated with pull stations	Weekly
2	CHECK	hoods, ducts, and filters and clean to ensure removal of deposits that may create a fire hazard are removed	Weekly
3	CHECK	sprinkler system control valves are open	Weekly
4	CHECK	sprinkler water supply pressure	Weekly
5	INSPECT	valves controlling fire protection water supplies	Weekly
6	CHECK	water level in fire pump reservoirs	Weekly
7	INSPECT and OPERATE	all fire pumps	Monthly
8	CHECK	standpipe system water supply pressure	Monthly
9	CHECK		Monthly
10	INSPECT	all portable fire extinguishers	Monthly
11	INSPECT and TEST	emergency lighting systems batteries, units and lamps	Monthly

		CLEANING WORK PLAN UNWTO BUILDING					
Day	SATURDAY	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	
TASK	• Clean, wipe, vacuum dust remove office furniture, carpets, floors, garbage bins, ashtray, walls etc. • Wash, mop or wipe stairs, corridors and floors. • Clean all glass, mirrors and baseboards inside rooms. • Clean public areas, meeting rooms, halls, stairs and floors to be mopped. • Clean toilets including toilets bowls, washing basins, mirror, walls and floor, keep available toilet paper, lotion and soap etc. • Toilet should be cleaned and sanitized twice a day and check sheet. • Provide support services as required such as seating rearrangement, event/ partly preparation, little shopping, copying binding etc. • Collecting all cups and mugs from staff desk and put them in kitchen. • Replenish the drinking water dispenser (s) with bottled water. • Car parking cleaning.	• Sweeping of the outside grounds and ensuring all grounds within the UNWTO compound are tidy and free from debris, rubbish, leaves etc. • Wash, mop or wipe stairs, corridors and floors. • Clean all glass, mirrors and baseboards inside rooms. • Clean public areas, meeting rooms, halls, stairs and floors to be mopped. • Clean toilets including toilets bowls, washing basins, mirror, walls and floor, keep available toilet paper, lotion and soap etc. • Toilet should be cleaned and sanitized twice a day and check sheet. • Provide support services as required such as seating rearrangement, event/ partly preparation, little shopping, copying binding etc. • Collecting all cups and mugs from staff desk and put them in kitchen. • Replenish the drinking water dispenser (s) with bottled water.	• Clean, wipe, vacuum dust remove office furniture, carpets, floors, garbage bins, ashtray, walls etc. • Wash, mop or wipe stairs, corridors and floors. • Clean all glass, mirrors and baseboards inside rooms. • Clean public areas, meeting rooms, halls, stairs and floors to be mopped. • Clean toilets including toilets bowls, washing basins, mirror, walls and floor, keep available toilet paper, lotion and soap etc. • Toilet should be cleaned and sanitized twice a day and check sheet. • Provide support services as required such as seating rearrangement, event/ partly preparation, little shopping, copying binding etc. • Collecting all cups and mugs from staff desk and put them in kitchen. • Replenish the drinking water dispenser (s) with bottled water. • Car parking cleaning.	• Sweeping of the outside grounds and ensuring all grounds within the UNWTO compound are tidy and free from debris, rubbish, leaves etc. • Wash, mop or wipe stairs, corridors and floors. • Clean all glass, mirrors and baseboards inside rooms. • Clean public areas, meeting rooms, halls, stairs and floors to be mopped. • Clean toilets including toilets bowls, washing basins, mirror, walls and floor, keep available toilet paper, lotion and soap etc. • Toilet should be cleaned and sanitized twice a day and check sheet. • Provide support services as required such as seating rearrangement, event/ partly preparation, little shopping, copying binding etc. • Collecting all cups and mugs from staff desk and put them in kitchen. • Replenish the drinking water dispenser (s) with bottled water.	• Clean, wipe, vacuum dust remove office furniture, carpets, floors, garbage bins, ashtray, walls etc. • Wash, mop or wipe stairs, corridors and floors. • Clean all glass, mirrors and baseboards inside rooms. • Clean public areas, meeting rooms, halls, stairs and floors to be mopped. • Clean toilets including toilets bowls, washing basins, mirror, walls and floor, keep available toilet paper, lotion and soap etc. • Toilet should be cleaned and sanitized twice a day and check sheet. • Provide support services as required such as seating rearrangement, event/ partly preparation, little shopping, copying binding etc. • Collecting all cups and mugs from staff desk and put them in kitchen. • Replenish the drinking water dispenser (s) with bottled water. • Car parking cleaning.	• Sweeping of the outside grounds and ensuring all grounds within the UNWTO compound are tidy and free from debris, rubbish, leaves etc. • Wash, mop or wipe stairs, corridors and floors. • Clean all glass, mirrors and baseboards inside rooms. • Clean public areas, meeting rooms, halls, stairs and floors to be mopped. • Clean toilets including toilets bowls, washing basins, mirror, walls and floor, keep available toilet paper, lotion and soap etc. • Toilet should be cleaned and sanitized twice a day and check sheet. • Provide support services as required such as seating rearrangement, event/ partly preparation, little shopping, copying binding etc. • Collecting all cups and mugs from staff desk and put them in kitchen. • Replenish the drinking water dispenser (s) with bottled water.	
	WEEKLY • Cleaning of the entire compound from inside and outside. • Cleaning of shelves, portraits, Lamps, closets, phones, doors handle and frames, chair legs. • Cleaning of surfaces and drainage systems • Cleaning of window blinds • All bright surfaces to be polished, all furniture to be dusted and cleaned		QUARTERLY • Quarterly bathroom walls to be washed and cleaned. • Quarterly dusting/ cleaning of walls/ doors (High Dusting).		EVERY 4 MONTHS • Cleaning of the building outside glass (High Panel).		

HVAC Daily Operating Tests and Maintenance Services

Manufactured Year:	System:
Location:	
Date:	Technician name:

Signature: _____

S/N	DESCRIPTION	Checked Excellent condition	Checked Good condition	Checked Need maintenance	COMMENTS
1	Check Blower Motor — measure amperage and collage for proper operation				
2	Check Thermostat test for proper operation, calibration, and leave				
3	Clean the existing air filter				
4	Check Bearing & inspect for wear and lubricant				
5	Check the unit for noise and vibration (both indoor and outdoor units).				
6	Check and clean the indoor unit condensate tray and drain.				
7	Condensate Drain - flush and meal with anti-algae				
8	Check to make sure that the indoor unit comes on				
9	Check and adjust Thermostat				
10	Check the condenser coil to determine if it needs cleaning				
11	Check all electrical connections, controls end safety functions				
12	Check Total Amperage Draw on Elements				
13	Check Electrical Wiring and Connections.				
14	Check Blower Bell wear, tension & adjust				
15	Check Compressor Contactor				
16	Check Start Capacitor Potential Relay.				
17	Check Temperature Rise.				
18	Check the Refrigerant(freon)level.				
19	Check Compressor Amp Draw.				
20	Check Reversing Valve Operation.				
21	Check refrigerant pipe connection for signs of leakage				



HVAC Preventative Maintenance Checklist

Location	
Building	UNWTO
ID#	
Completed By	
Date	

Monthly Task	Done
Check and Replace air filters if dirty	
Inspect the thermostat for accuracy and proper operation	
Inspect the indoor unit for any visible signs of damage or leak	
Clear any obstructions blocking the airflow around the indoor unit	
Seasonal Task	Done
Spring	
Clean the outdoor condenser unit, removing debris and vegetation	
Inspect the condensate drain line and clear any clogs	
Check electrical connections and tighten if necessary	
Lubricate moving parts as recommended by the manufacturer	
Test the system's performance and measure refrigerant levels	
Summer	
Monitor the system's performance and listen for any unusual sounds	
Check refrigerant levels and adjust if needed	
Inspect and clean the outdoor condenser coils	
Verify the accuracy of the thermostat settings	
Autumn	
Inspect and clean the combustion chamber (for gas furnaces)	
Check and clean the burner assembly and ignition system (for gas furnaces)	
Examine the heat exchanger for cracks or corrosion (for gas furnaces)	
Test the ignition system and safety controls (for gas furnaces)	
Inspect and clean the blower assembly	
Winter	
Inspect the heat exchanger for any signs of damage (for gas furnaces)	
Check the flue system for proper ventilation (for gas furnaces)	
Lubricate the blower motor if necessary	
Inspect and clean the air ducts, removing any dust or debris	
Monitor the system for efficient heating	