

TERMS OF REFERENCE (ToR)

Tender Ref. No.: RFP/HCR/CXB/2019/020

Provision of Casual Labour Services to UNHCR Bangladesh

1. BACKGROUND

Provision of casual labour services is necessary for implementation of UNHCR's humanitarian programmes in Bangladesh, mainly, but not limited to enabling loading, off-loading, kitting, re-arranging and stacking of the non-food items and other shipments including pottering services and surface cleaning of the UNHCR physical warehouses, inventory and office locations.

Locations at which the above stated services will be required:

- UNHCR-Cox's Bazar Warehouse in Uttarran, Uttarran Somobay Residential Area, Cox's Bazaar - maximum daily capacity of processing 40 trucks, 2,000 NFIs' kitting facilitated by around 40 labourers, subject to operational requirements;
- Kutupalong Refugee Camp, Ukhia Upazila – as needed;
- Nayapara Refugee Camp, Teknaf Upazila – as needed;
- UNHCR Sub Office, Cox's Bazaar, New Cottage, Motel Road – as needed;
- Any other location in Cox's Bazaar District – as needed;
- UNHCR Representation Office, Dhaka. House NE (N) 8, Road 90 Gulshan 2. Gulshan 2, Dhaka 1212 – as needed.

2. OBJECTIVE

UNHCR seeks to establish Frame Agreement(s) with qualified Service Provider(s) for the Provision of Casual Labour Services in the existing and future storage facilities and office locations in Bangladesh.

The selected service provider will be awarded UNHCR Frame Agreement(s) (FA) valid for one (1) year with possibility of extension for the same period, subject to quality performance of the selected company during the contract duration period, under the same terms, conditions and prices as set forth in the original FA.

The Service Provider is expected to provide manpower, in the number as requested by UNHCR, to carry out the casual labour service during the agreed timing without interference with the daily operations in the warehouses as well as in other locations, as requested by UNHCR. The service provider shall mobilize the labourers in the requested number and in the location(s) specified by UNHCR's, within 24 hours after receiving a

call-off from UNHCR (normal operations). In emergency situations, the contractor shall deploy the manpower in the required number and location(s) within 4 hours for receiving UNHCR's request.

3. SCOPE OF THE SERVICES

Under the supervision of UNHCR's designated Focal Point, the service provider will be requested on a need basis to provide casual daily labours for loading, off-loading, kitting, re-arranging and stacking of non-food items and other shipments including pottering services and cleaning storage facilities in the locations listed in Article 1 of this document.

Note: the actual number of labours may vary based on the requirements of each activity and shall be prior agreed on upon with and authorized by the UNHCR's designated focal point.

It should be noted that the service provider will only deploy labour upon the request of UNHCR's designated Focal Point; the casual labour services will be requested on hourly (less than 4 hours), half daily (4:00 hours - less than 8 hours) or daily (8 hours) basis.

It is understood that all associated activities, e.g. cleaning of the storage and inventory locations as well as loading/off-loading of the commodities in the located cascaded in Article 1 above, are included in the previously mentioned list of tasks for the hired casual labour.

Job description

Supervisor:

- Liaise with UNHCR and the service provider on staff related matters;
- Assign day-to-day duties to the laborers by making schedules and rosters while applying rotational basis;
- Record the daily attendance and share the daily status to be reconciled with UNHCR's designated Focal Point;
- Ensuring the punctuality of the staff (IN and OUT timings);
- Keeping overtime record for staff and submit the certified records to UNHCR's designated Focal Point

Casual Labors

- Off-loading non-food items and other shipments from trucks;
- Loading of the trucks with non-food items and other shipments;
- Assist with repacking of items, including but not limited to, kitting sets of non-food items and other shipments;
- Re-arranging and correctly stacking of the non-food items and other shipments including pottering services;



- Cleaning of the warehouse, inventory and office locations as and when required, ensuring loading/ off-loading locations are kept in a clean condition;
- Any other duties assigned by the supervisor.

4. WORK SCHEDULE

Normal daily working hours are from 8:00 am to 5:00 pm (approx. 40 hours per week) including 1 x 30-minute tea break, and 1 x 1-hour lunch break).

Labour services might be requested during holidays and weekends including working beyond scheduled timeframe.

In the event labourers are required to work on public holidays, weekends or beyond scheduled timeframe stated above, timely notice (not less than 2 hours for beyond schedule and one day before holidays and weekends) will be provided by UNHCR. Financial compensations will be agreed upon between the UNHCR's designated Focal Point and service provider prior to the start of the service in line with the price schedule.

5. SERVICE PROVIDER'S OBLIGATION

Service provider should abide by all legislation and labour laws as stipulated by the Bangladesh Government and the UN Code of Conduct for Suppliers.

UNHCR reserves the right of final approval of the labourers selected. All labourers selected (replacements inclusive) must be:

- (i) Nationals of Bangladesh. Service provider will be required to provide proof of nationality of each labourer and copies of valid identification cards.
- (ii) Free from all communicable diseases and in good general health without any ailments that would interfere with the performance of any relevant duties. Copy of the health certificates should be provided to UNHCR.
- (iii) Able to perform the physical tasks associated with the labour duties to which he/she is assigned.
- (iv) Trained and conversant with the standard loading, off-loading, pottering and kitting techniques/procedures;

Labourers will be expected to exercise diligent and due care whilst performing their duties.

Service provider will be held responsible for all losses and/or damages that will occur during performing any/all activities entrusted to the contractor; the financial value of losses and / or damages will be deducted from the service provider's invoice.

UNHCR has a right to veto any casual labourer and service provider will replace him/her latest within 24 hours.

The selected contractor will provide telephone number for contact purposes in case of emergency. The contact line should be operational throughout the contract duration, weekends and holidays included.

6. BILLING AND PAYMENT PROCEDURES

An authorized UNHCR's designated Focal Point, shall approve the work request specifying to the service provider the location of the services needed, date, time, type of activity and the number of labours to be provided. Any additional works/services not provided in the initial request should be approved by UNHCR's designated Focal Point prior the services' rendering takes place.

At the end of working day, the supervisor must collect the signature of UNHCR's designated Focal Point present in the location where the labourers were engaged to certify the daily attendance statement.

UNHCR shall receive a monthly attendance report from the service provider. The statement shall include all attendance lists signed by the labours against the date, time, location and scope of services performed.

6. QUALIFICATIONS OF THE SUCCESSFUL SERVICE PROVIDER

- The services provider should have proven experience in such service of minimum 2 years;
- The service provider should be familiar with the geographical areas of work as specified by the UNHCR;
- The service provider should be registered with appropriate authorities under Employees Trade Union or any other labour authorities including under the Contract Labour.
- Qualifications and experience of team leader in managing large teams of labours
- Knowledge of stacking techniques.
- The service provider should be able to maintain a clear communications channels in both Bengali and English languages.

END

