**Statement of Work**

**LABOR AUGMENTATION SERVICES**

1. **Background**
   1. The World Bank is the world's largest source of country development assistance, providing approximately $40 billion in loans annually to its approximately 185 member countries. It uses its financial resources, highly trained staff, and extensive knowledge base to help each developing country onto a path of stable, sustainable, and equitable growth in the fight against poverty.
   2. The information in this Statement of Work (SOW) – Annex 1 describes the objectives and requirements that the World Bank (the Purchaser) has for the Contractor in providing Labor Augmentation Services.
   3. The intent of this document is to outline the scope of services and responsibilities of the Contractor to enable the provision of quality service at the World Bank’s office. The Contractor is responsible for providing the manpower, technical expertise, labor support, either directly or through a sub-contractor, to deliver the services described in this SOW.
   4. The Purchaser is seeking a Contractor to provide candidates for a cleaning lady to work at its country office located at World Bank Office in Skopje
2. **Scope of work**
   1. The Contractor will provide pre-qualified, dependable, and cost-effective Labor Augmentation Services on an as needed basis. This service shall include, but not be limited to the provision of: cleaning of the Office as given in Annex 1.
      1. The required number of Contractor Employees is 1 (one)
      2. All supplies, protective clothing, cell phones, uniforms, equipment and materials required to perform tasks.
      3. All licensing, certifications, social benefits, employee rights or any other requirement required under local law to perform Labor Augmentation services.
3. **Contractor Employee Selection Process**
   1. The Contractor shall ensure the following process is followed for selecting and assigning their Employees to the Contractor:
      1. A formal request for manpower will be submitted by the Purchaser through email, which will include one of the designated contract labor augmentation categories defined in the contract.
      2. The Contractor shall provide the Purchaser with Resumes of candidates recommended for the position within five (5) working days from the day when the requirement has been sent to the Contractor by the Purchaser. Candidates must match the position and suit the requirement. The Contractor recommendation(s) shall include an assessment that will justify the reasons for recommendation.
      3. Upon notice of Purchaser concurrence with Contractor recommended Employee, the Contractor will liaise with the Purchaser to fix compensation and period of performance. All compensation shall be in accordance with the rates stipulated in the Price Schedule.
      4. The Contractor will complete all the required background checks and on-boarding requirements within the agreed timeline once the candidate is accepted.
      5. The Contractor will ensure their Employee is available for assignment to the Purchaser’s premises within ten (10) days, or earlier if agreed mutually agreed, of acceptance by the Purchaser.
      6. The Contractor will provide updated status of their candidate throughout the selection process.
4. **Contractor Responsibilities towards Purchaser**
   1. The Contractor’s services will successfully accomplish the following:

* + 1. The Contractor shall assign an employee to supervise and coordinate all work between the Contractor and Purchaser.
    2. Contractor personnel and sub-contractors will be competent and fully trained to perform their work. Training shall include appropriate refresher training.
    3. Contractor personnel and subcontractors shall be duly trained on the security procedures required by the Purchaser.
    4. The Contractor shall be solely responsible for the supervision, attendance, timeliness and work of its personnel.
    5. Contractor will maintain adequate backup staff to substitute for Contractor Employees in all designated categories during illness, vacation, and temporary leave of more than two (2) continuous days. The backup Contractor Employees will be required to have the same technical, communication, customer service, and problem-solving skills, as primary assigned Contractor Employees.
    6. The Contractor shall ensure appropriate rotation and back-up of their employees assigned to the Purchaser’s premises to ensure the consistency of service and that said employees cannot be viewed as staff of the Purchaser under local labor laws.
    7. The Contractor shall provide two (2) weeks in advance written notification to the Purchaser’s Contract Manager of all proposed permanent staff changes and other key personnel changes.
    8. The Contractor shall ensure that all Contractor personnel observe and comply with all applicable safety rules associated with their work.
    9. Access to Employee payment records to ensure Purchaser unencumbered audit of payments to under the Contract.

1. **Contractor Obligations to Own Staff**
   1. The Contractor shall be solely responsible for the labor relation and contractual obligations with their personnel and sub-contractors, releasing to the Purchaser of all responsibility in this sense. Further, the Contractor shall ensure an “arms-length” relationship is maintained between their employees and the purchaser at all times.
   2. The Contractor shall effect payment of all costs (including, but not limited to salaries, benefits, allowances, et.) to their employees and sub-contractors, on time, irrespective of payment received from the Purchaser. Amounts paid shall not be less than those stipulated in the Price Schedule for each Contractor Employee.
   3. The Contractor will ensure safety of their personnel. The Contractor shall provide the necessary life, disability, and health insurance coverage for their personnel, as well as civil responsibility by damages or accidents that may be caused by the Contractor’s personnel.
   4. The Contractor shall ensure the provision of medical insurance for its all Employees providing services under the Contract. Insurance coverage shall not be less than that required under local law. The Contractor provided medical insurance shall be provided by a private company operating in the city of the Purchaser’s office.
   5. The Contractor shall be solely responsible for its Employees and shall ensure all applicable labor laws and any legal benefits are provided and fulfilled. This shall include required licensing, certifications, social benefits, medical insurance, employee rights or any other requirement required under local law to perform Labor Augmentation services.
2. **Service Categories**
   1. The Contractor shall provide personnel that can fulfill the job classifications listed in the Contractor Employee Service Categories (Annex A, Exhibit 1). Personnel provided must meet the Purchaser’s minimum requirements as defined under each service category listed therein.
   2. The Purchaser may request adjustment to the performance specifications during the term of the contract based on changes of its operating environment, such as security concerns.
3. **Contractor Personnel**
   1. The Contractor shall ensure that all personnel assigned to this contract meet the following minimum standards:
      1. Be able to effectively understand and carry out rules, orders, and instructions.
      2. Possess sound physical, stamina and health to perform duties assigned by the Contractor.
      3. Be healthy and free from all communicable diseases.
      4. Employees must be healthy, free from illegal drugs, alcohol and all communicable diseases, as proven by periodical medical exams, performed by a licensed local practitioner.
      5. Employees must be courteous with service oriented attitude and dressed in appropriate attire.
      6. Be at least 18 years of age.
      7. The Purchaser reserves the right to request the Contractor to remove employees with immediate effect, without cause. In such an instance, a suitable replacement must be provided to ensure the service schedule tasks are completed on time.
4. **Contract Monitoring**
   1. The Purchaser will monitor performance under this Contract. Deficiencies will be provided to the Contractor Site in Charge. The Contractor shall rectify such deficiencies on the same day, unless otherwise agreed by the Purchaser’s Contract Manager. The Contractor will credit the Purchaser the price of the specific service on its next invoice.
5. **Reporting and Invoicing**
   1. All Contractor Employees shall complete daily attendance time sheets. All timesheets shall be signed and approved by the Contractor's representative. Overtime or any additional charges must be clearly noted.
   2. The Contractor shall present all timesheets to the Purchaser Contract Manager on a weekly basis. Timesheets shall be presented on a fixed schedule as set out by the Purchaser Contract Manager at the commencement of the contract.
   3. All Purchaser approved time sheets must be included with the invoice as supporting documentation.
6. **Transitioning**
   1. Contractor shall ensure a proper transition plan is in place to ensure the smooth transition of work. This will include, but not be limited to:
      1. Ensuring that the Purchaser’s interest is considered to ensure a smooth transition process.
      2. The Contractor shall ensure resources are identified and vetted to ensure full start up of services within thirty (30) days of contract acceptance.
      3. The Contractor may, at their discretion, hire existing resources in their roles from the date in which the new contract comes into force. This shall be done in agreement between the identified resource, the previous employer and the Contractor.
7. **Service Meetings**
   1. The Contractor shall meet with the Purchaser Contract Manager at least monthly during the first two months of the Contract. Meetings shall be held every three months thereafter, at the discretion of the Purchaser Contract Manager.

**ANNEX 1**

**Office Aide**

***Statement of Work (SOW)***

* Maintain office premises (general cleaning of the entire office building i.e. all the offices and the visiting mission room, as well as the outside of the office i.e. staff and general entrance, yard etc).
* Assist in events preparations (prepare the conference or the meeting room for the meetings or any even organized in the Office)
* Prepare & serve beverages for office guests
* Assist in purchasing kitchen supplies

**Annex A**

The presence of certain conditions may not necessarily disqualify a driver, particularly if the condition is controlled adequately, is not likely to worsen or is readily amenable to treatment. Even if a condition does not disqualify a driver, the medical examiner may consider deferring the driver temporarily. Also, the driver should be advised to take the necessary steps to correct the conditions as soon as possible particularly if the condition, if neglected, could result in more serious illness that might affect driving.

Check YES if there are any abnormalities. Check NO if the body system is normal. Discuss any YES answers in detail in the space below, and indicate whether it would affect the driver’s ability to operate a commercial motor vehicle safely. Enter applicable item number before each comment. If organic disease is present, note that it has been compensated for.