

Terms of Reference (TOR) for House Keeping Services

The “Terms of Reference” shall be modified at the time of negotiation as “Description of Services” of the contract agreement.

The work shall involve the following:

- 1- Provision of **Housekeeping Solutions** at the SAMARITAN’S PURSE (SP) BASE.

The work shall include the supply of such incidental personnel, equipment, materials and consumables as shall be necessary.

A. HOUSEKEEPING SOLUTION

1. Service provider shall perform and deliver housekeeping solutions which include general cleaning (rooms, walkways, corridors, windows, doors etc.) of the offices, common rooms, the primary compound housing and the auxiliary compound housing as hereinafter described both on a daily as well as periodic basis.
2. Service provider shall provide housekeeping cleaning checklist that shall highlight all areas in the staff residence rooms that shall need to be cleaned on a daily basis.
3. The service provider shall provide laundry services including washing and ironing in the primary compound and shall ensure all common areas, including dining areas, are always kept clean and tidy, including evenings and weekends
4. The service provider shall provide upkeep of the SAMARITAN’S PURSE BASE including the front of the property.
5. The service provider shall supply housekeeping equipment including toilet paper, soap, laundry detergent, fabric softener, mops, brooms, buckets, insect repellent such as Doom and disinfectant.
6. The service provider shall be responsible for the provision of gardening services. The Gardening Services shall have comprised of but not limited to:
 - Watering of flowerbeds, lawns, shrubs, trees and potted plants;
 - Weeding of vegetation, tilling of beds and trimming of hedges when and where necessary;
 - Pruning of shrubbery and overgrown trees;
 - Sweeping of fallen leaves and branches;
 - Replanting of shrubbery/plants/flowers and provision of suggestions for cosmetic changes to the existing garden areas as well as for the new garden around the additional staffing units;
 - Spraying of herbicides, insecticides, and other pest and weed control agents as required; and
 - Laying of fertilizers/manures as and when required.
 - The personnel compliment to be provided by the service provider for the Gardening Services shall comprise:
 - Head Gardener
 - Gardener
 - The service provider shall provide such personnel protective equipment (PPE) as shall be commercially reasonable to provide the Gardening Services and ensure that the personnel adhere to such of SAMARITAN’S PURSE policies and procedures as the service provider shall be informed of with such notice as shall be commercially reasonable for implementation.
 - The service provider shall provide the Gardening Services for 3 days a week for a duration of 3 hours per visit with the schedule below:
 - **MONDAY** **9.00am- 12.00pm**
 - **WEDNESDAY** **9.00am- 12.00pm**
 - **SATURDAY** **9.00am- 12.00pm**

Provided that depending on the time of year and the volume of work, additional hours may need to be worked at times and for this there would be no additional fees.

7. The service provider shall provide their staffing plan to SP management that shall include details of the number of staffs they have employed for the housekeeping departments, coverage plans, staff weekly hour schedules, pay rates and any other relevant information.
8. The service provider shall provide suitably qualified personnel in sufficient numbers necessary for the efficient performance of the Services. The service provider personnel shall:
 - i. Be medically fit, suitably trained and qualified for the performance of the WORK.
 - ii. Adhere to SAMARITAN’S PURSE policies and procedures on security, hygiene as provided in this CONTRACT. Provided that service provider shall be informed of all such policies and procedures and any changes thereon with such notice as shall be Commercially Reasonable for implementation.
 - iii. Be provided with such personnel protective clothing and equipment as shall be Commercially Reasonable to carry out the WORK.

Where in SAMARITAN’S PURSE’s opinion the performance of any Service provider personnel is unsatisfactory on reasonable grounds, SAMARITAN’S PURSE shall advise Service provider of same and Service provider on its part shall replace such personnel(s) within 30 business days of receipt of such request.

- b. Service provider shall appoint a representative (hereinafter the “**Base Supervisor**”) who shall be the point of contact with SAMARITAN’S PURSE and who shall be responsible for ensuring that the WORK is performed and delivered in accordance with this CONTRACT.

9. The selected service provider shall provide housekeeping services 6 days a week.
10. Number of rooms are as follows:

Area of Work	No. of rooms or offices
Standard Office cleaning	20 rooms per day
Room Service with Laundry (Standard accommodation rooms, kitchen, pavements, common rooms and laundry for 20-35 staffs twice per week).	44 rooms per day
Common Areas: (Accommodation, Kitchen, Pavements, Common rooms and laundry room twice per week).	Lump sum rate per day