

TERMS OF REFERENCE (TOR) CLEANING SERVICES OUTSOURCING

Background

World Vision is a Christian Relief, Development and Advocacy Organization dedicated to working with Children, Families and Communities to overcome poverty and injustice. World Vision serves all people, regardless of religion, race, ethnicity or gender. All employment in World Vision is condition upon successful completion of all applicable background checks, including criminal record checks where possible

Scope of work

This is to provide cleaning services of high industry standards using environmentally friendly cleaning products and supplies. The Juba National Office layout is two floors plus a basement and a warehouse comprising office space, conference facilities, common areas, and three banquets. Then, field offices comprising of Office blocks and team houses and transit warehouses in Zonal offices – Greater Upper Nile, Greater Western Equatoria and Greater Barh el Ghazal.

1 Deliverable

The scope of the Contract shall include but not be limited to the following:

1. General office cleaning management daily for the Offices, ECSS and GAMM warehouses
 2. Cleaning of office space, meeting rooms, stairways, and common areas
 3. Cleaning of all washrooms and their fixtures;
 4. Cleaning of the canteen and balcony;
 5. Cleaning of windows – internal and external
 6. Waste management;
 7. Provide all the cleaning items and detergents for adequately cleaning the office through ECSS and GAMM.
 8. Deep cleaning for all accommodations in the Field offices as outlined in the table below.
 9. Cleaning of the Offices in the field as per the attached table and washrooms
 10. Cleaning of the warehouse three times a week in allocations
 11. Clean water supply to the two tankers at the ECSS warehouse site.
 12. Collection of garbage/litter at ECSS campsite.
 13. General office furniture and equipment repair/maintenance monthly servicing and repairing minor damages to world vision offices' drawers, workstations, wooden tables, metallic file cabinets, and all office chairs covering all offices within the Juba area of operations that would be Juba national office, Rajaf, and Core Group Polio Project Office.
 14. Solid and liquid waste disposal,
 15. General office maintenance,
 16. Electrical work.
- 1.1. Offices / Reception**
- Paper/waste bins emptied.



- One time a month - floors/carpets vacuumed/off-deep cleaning.
- One time a month - cleaning/dusting/vacuuming of fixtures such as cupboards, shelves, picture frames, couches, chairs, workstation servicing, and minor repair excluding desks and desk equipment
- Once a month - cleaning/dusting/vacuuming of window-sides/heaters, doors, glass doors, and glass partitions

1.2. Desks and desk equipment

- Cleaning of the desks and equipment of the desks will be part of this contract.
- As part of the cleaning company, the contractor will be required to provide and subsequently replenish/refill the cleaning kits on an as-required basis. This cost should be included in the total monthly rate.

1.3. Meeting/conference rooms

- Paper/waste bins emptied; tabletops cleaned; tables and chairs re-arranged
- Three times a week - floors cleaned; fixtures cleaned only at ECSS compound;
- Once a month - cleaning/dusting/vacuuming window-sides/heaters, doors, glass doors, and glass partitions.

1.3. Washrooms

- Proper floors washed; fixtures cleaned and disinfected;
- Supplies, including toilet paper, paper towels, liquid soap, toilet disinfectant, etc., replenished as required
- Refilling hand sanitizers are located in the elevators and various points around the building, as and when needed. This cost should be included in the total monthly rate.

1.4. Kitchenettes

- Daily - Floors, tabletops, and sinks cleaned. Waste bins were emptied for further instructions.
- Soap and washing-up liquid refilled; kitchen paper towels replenished
- Weekly - cupboards polished; kitchen towels replaced;

1.5. Copy rooms

- Monthly - Floors cleaned; equipment dusted.

1.6. Canteen

- Daily - Floors, tables, serving counter, cashiers' desk cleaned. Waste bins emptied. **Refer to point.**
- Weekly - chairs wiped, armchairs in lounge area vacuumed

1.7. Balconies

- Once a month - litter is cleared from the balconies.

1.8. Windows cleaning

- Three times yearly - inside and outside

2 Supplies and equipment

The contractor will provide all equipment and environmentally friendly cleaning supplies required for carrying out the work. This comprises but is not limited to all the supplies for toilets, kitchenettes, and desk cleaning, including - toilet paper, paper towels, disinfectants, kitchen towels, kitchen paper towels, washing-up liquid, soap replacement soap dispensers, detergents for the kitchenettes, dishwasher supplies, as well as hand sanitizer refills.

There is a dedicated storage room on the premises for keeping supplies and equipment



3 Premises

All invited parties will be welcome to visit to assess the premises before submitting an offer. Floor plans could be obtained, if required, at the visit to the premises.

S/NO	Cleaning Services	Unit	Quantity	Rate	Total Amount
	Central Equatoria State	Frequency			
	Field Offices				
	Juba National Office	Daily	22		
	Munuki Core Group Office	Daily	22		
	Rajaf Field Office	Daily	22		
	Warehouses in Juba				
	GAMM Warehouse	Daily	22		
	ECSS Warehouse	Daily	22		

	Warehouse in the Zone				
	Western Equatoria Zone	Frequency			
	Yambio Field Office	Daily	22		
	Tambura Field Office	Daily	22		
	Ezo Field Office	Daily	22		
	Makpandu Field Office	Daily	22		
			22		
	Greater Bahr El Ghazal Zone	Frequency	22		
	Kuajok Field Office	Daily	22		
	Kuajok Team house	Daily	22		
	Gogrial East Field Office	Daily	22		
	Tonj North Field Office	Daily	22		
	Tonj South Field Office	Daily	22		
	Twic Field Office	Daily	22		
	Aweil East Field Office	Daily	22		
	Aweil North Field Office	Daily	22		
	Greater Upper Nile Zone	Frequency			
	Malakal Field Office	Daily	22		
	Kodok Field Office	Daily	22		
	Melut Field Office	Daily	22		
	Renk Field Office	Daily	22		
	Abuoroc Field Office	Daily	22		



4. Work schedules

The cleaning work will be done outside office hours within the following timeframe -

from 8 am to 10 pm (20:00h – 05:00h).

Clean the offices, Three times a day with the roster in the Washrooms for the checklist daily.

5 Duration of contract

The contract will be initially for one year with the possibility of extension, subject to satisfactory performance of the contractor.

The company that will take over the cleaning services will absorb the current cleaners.

6. Qualifications of contractor

Proven track record in rendering satisfactory services to high-end premises.

Financially sound and stable, evidenced by authentic financial statements for the past two years of operation

The personnel must have training and experience in similar environments; and must not have criminal records or pending court cases against them.

7. The justification is why the cleaning services are being outsourced.

- The funding is the main issue where the budget is four cleaners in the national office who are to clean two floors with over ten washrooms.
- Given the current inflation rate in the country, the office is spending money on detergents for office cleaning.
- Use cleaning machines for deep cleaning in all offices at no cost.
- Deep cleaning services over the weekends

8. Cleaning Detergents, Supplies and Equipment

CLEANING DETERGENTS / TOOLS AND MACHINES LIST

1. Multi-Purpose Liquid Soap
2. Dettol Disinfectant
3. Harpic toilet cleaner
4. Vim powder
5. Powder soap (omo)
6. Jik bleach
7. Stain remover liquid
8. Glass cleaner liquid
9. Pledge shiners spray
10. Doom vermin powder
11. Air freshener spray
12. Urinal balls
13. Climax perfume block
14. Insects repellent spray (doom/ pipaf)
15. Dish washing cream
16. Hand wash liquid soap
17. Furniture polish



18. Toilet paper
19. Waste bags small
20. Waste bags large
21. Dry mops
22. Wet mops
23. Mopping rags small/ medium and large
24. Wiping towels small and medium
25. Kitchen towels
26. Cleaning sponge clothes
27. Scouring pads
28. Hand brushes
29. Cobweb removers
30. Water squeegee
31. Dusting rags
32. Hard broom
33. Soft broom
34. Local broom
35. Mopping buckets
36. Dust pans
37. Slasher
38. Peak axe
39. Jembe
40. Rake
41. Flower/ grass trimmer
42. Floors scraping machine
43. Vacuum cleaning machine



ESTIMATED MONTHLY QUANTITIES AT PREVAILING PRICES

TIME LINES AND SUBMISSIONS

- 1) All documents should be submitted either electronic (**Email:** SDNO_SCMQuotations@wvi.org) or physically at World Vision South Sudan office (next to MTN-Hai Cinema) in a sealed envelope.
Persons dropping the tender should register in Bids Register at reception as drop-off point.
- 2) Bidders should not submit partial documents as application will not be considered.
- 3) Deadline for Technical & Financial Proposal is by **Monday 19.09.2022 @ 2:00 PM**
- 4) For any clarifications relating to the Technical & financial Proposal, such should be send to Email: **SDNO_SCMQuotations@wvi.org** before close of Bid deadline.