



Terms of Reference (ToR) for Providing office cleaning services

A. About SNV

SNV is a not-for-profit international development organization that applies practical know-how to make a lasting difference in the lives of people living in poverty. We use our extensive and long-term in-country presence to apply and adapt our top-notch expertise in agriculture, energy and WASH to local contexts. SNV has an annual turnover of €130 million, over 1,250 staff in more than 25 countries in Asia, Africa, and Latin America. We are proud to be a not-for-profit organization that uses project financing to implement our mission. This requires us to work efficiently and to invest in operational excellence.

B. Administrative information

SNV Netherlands Development organisation is interested in improving service delivery in all its office locations in Uganda and looking out for proposals from interested Potential and competent services/companies for office cleaning services. It is the intent of this RFP to secure competitive proposals to select a cleaning service company to provide cleaning services for SNV Uganda program offices in the following locations;

1. SNV Netherlands Development Organisation, Plot 36 Luthuli rise, Bugolobi
2. SNV Netherlands Development organisation, Enyau Road, Arua
3. SNV Netherlands Development Organisation, Plot 10, Hajji Kisaka Road, Mbarara
4. SNV Netherlands Development Organisation, Plot 3 Kabalega Road, Lira
5. SNV Netherlands Development Organisation, Plot 2/4, Rwenzori Road, Fort Portal

Administrative requirement to be submitted

The submitted proposal must include the following mandatory attachments. If any of the documents and information is missing, the proposal shall be rejected.

- i) Signature to comply with SNV policies and allow SNV conduct reference checks.
- ii) Copy of business registration documents (proof of legal operation in Uganda)
- iii) Insurance policies e.g workers compensation insurance etc.
- iv) Bid validity of 60 days from date of submission and state any additional services that SNV should consider in the bid.
- v) Company profile and qualification of senior managers and all staff to be deployed in SNV offices.
- vi) References from atleast three companies /organisations where similar cleaning services have been or are provided by your company in the last five (5) years and shall include customer name, official email, address of company, telephone number.
- vii) Complete detailed pricing proposal based on the details in the RFP VAT exclusive
- viii) Valid trading licence
- ix) Tax clearance certificate from URA addressed to SNV



- x) Sample copy of contract and or standard terms and conditions generally associated with the requested services

C. Technical specifications

Internal (inside buildings) and external (outside buildings/ compound) makes up the physical scope.

- i). Internal (inside buildings) includes office areas, meeting rooms, kitchen areas, floors, stairs, reception areas, corridors and toilets.

Specific functional areas

C.1. Floors for corridors, offices and toilets, stairs, reception space and meeting rooms.

- Clean offices, stairs, corridors and toilets by 7:30am each working day and maintenance throughout the day.
- Sweep or vacuum the floor prior to mopping. Mop with water containing an approved cleaning agent for all tiled floor surfaces
- Mop with mixture of water and detergent for just cement floor areas then rinse with clean water and dry it.
- Sweep the stairs and before mopping and dusting. Clean the fire extinguisher cylinders in the premises and dust the stair rails.
- Terrazzo floor, use both machine and hand scrubbing to clean thoroughly. Dry mop with mop for daily cleaning using clean water with liquid detergent and a hand scrubbing brush. Rinse with clean water and squeeze.
- Provide wet signs in corridors when mopping and protective wear for cleaning team.
- Remove dust from the notice boards, hanged portraits, ceiling fans, white boards in respective offices

C.2 Cabinets, doors wash plastic chairs, furniture, wooden surfaces, fixtures and equipment

- Damp wipe free of stains, spillage and marks on all tables, chairs and all wooden surfaces and equipment after the completion of floor cleaning.
- Apply pledge/ furniture polish on wooden surface of tables in offices.
- Damp wipe all filing cabinets, doors free of stains, spillage and marks.
- Remove dust and stains from all equipment like copiers, printers, water dispensers
- Wash plastic chairs at least once every week.
- Damp wipe all garden furniture.
- Dust and wash the office chairs every after three (3) months or whenever need be.

C.3 Office waste bins

- Empty all bins, provide bin liners and replace them weekly unless obviously required sooner. Rubbish from the bins is to be placed in bins where rubbish is collected from, by the respective garbage collection vehicles at each premise.

C.4 Kitchen/restroom, windows for offices, indoor flowers, walls and corridors

- Clean all sinks and strainers with water and detergent and rinse with clean water.



- Clean window glasses, frames and sills for all windows once a week. Wash windows once a month.
- Maintain (water and monitor soils) for indoor flowers and plants daily.
- Remove surface dust , finger marks, smears, spots stains and cobwebs from walls.
- Remove finger marks, smears from around wall switches and sockets.
- Clean and disinfect all door knobs and all metal work.
- Clean/ wash window curtain blinds where applicable. Clean up ventilators and wash them on monthly basis.

C.5 Entry and reception areas

- Remove finger marks, smears from around wall switches and sockets.
- Remove dead insects and litter from window frames, sills and any horizontal surfaces.
- Remove dust and finger marks where necessary on all glass doors and windows.
- Remove, clean and replace door mats correctly.

C.6 Rest Rooms (Toilets)

- Sweep the floor prior to mopping. Mop with water containing an approved cleaning agent.
- Wash toilet floors to make them free from surface dirt with germicidal detergent and disinfectant and where mopping is not sufficient to give a good appearance, machine scrubbing of floor is to be applied.
- Remove stains and spillage from all toilet fixtures, surrounding walls and skirting surfaces with a disinfectant and cleaning agent.
- Clean toilet seats, topside and underside with a disinfectant and cleaning agent.
- Remove water marks and stains from inside and outside of toilet bowls and urinals
- Remove all marks from mirrors, all doors, walls, washable paintwork and wall tiles.
- Clean and disinfect all hand wash basins thoroughly.
- Replace toilet tissue as and when required
- Empty waste sanitary bins, waste baskets and clean them daily.

ii) External includes

- Sweep compound walk ways, parking yards and pavements daily before 7:30am
- Scrub pavements once a month
- Clean drainage on ground floor surrounding the building (daily), gutters and pipes on rooftop weekly.
- Mow the grass in compound once a month in dry season and twice a month in wet season.
- Maintain the flowers (water them and change the soils where necessary)
- Trim the hedges once or twice a month basing on need.
- Water the grass compound/ flower garden in dry season or whenever it is necessary.
- Carry out general cleaning once every quarter including cleaning the premises gate.
- Conduct fumigation against vermin's, mosquitoes, termites and rodents
- The service provider to handle plumbing equipment and piping with care.



D. Qualification requirements.

- Bidders shall provide certificates and evidence of experience. A clear disciplinary procedure of the company and staff rotational plans on quarterly basis should also be provided on submission of bid documents. Cleaning staff should be able to read and write in English.
- Over all premises supervisor preferably with a minimum of a diploma in business administration with good communication and interpersonal skills and proven ability to supervise cleaning function.
- Each office should be provided with cleaners with a minimum qualification of an O-level certificate.
- Two (2) cleaners to be placed in the Mbarara office, one (1) cleaner in Arua office, one (1) cleaner in Lira office, one (1) cleaner in Fortportal office and four (4) cleaners to be placed in Kampala office every day. A standby team to be available in all office locations to cater for short notice eventualities. The employer should give all cleaners skills in customer care, interpersonal relationships and basic cleaning training.
- Cater for the cleaner's welfare (provision of lunch where necessary, job rotation schedule, training, leave days, workers compensation etc)
- Provide full uniform to cleaners identified with company logo and protective wear i.e gumboots, gloves and nose masks (occupational health and safety)

D.2 Equipment

- The provider should provide a list of equipment with their capacity and the number of times they will be available in a month during the execution of the contract.

D.3 Performance

- Providers who have worked with SNV in the portfolio of cleaning services should provide a recommendation on performance from SNV on past performance especially on most recent contracts (running or expired)
- Providers who have not worked with SNV should provide at least three (3) recommendations on performance from their current/ most recent contracts from other clients.

D.4 Workplan price schedule

- The provider should provide a documented work plan specifying month schedule which would determine the fixed monthly payment for each of the five (5) office locations for the two years duration.
- The work plan should have an appendix of a list of costed quality cleaning materials with quantities to be provided for each premise specified above.
- SNV should be given access to monthly inspection materials.
- The provider must provide a list and quantities of equipment intended to be used for the cleaning service i.e. vacuum, mowing, scrubbing machines.



- The machines should be of good quality and readily available (noise free equipment will be preferred)

D.5 SNV obligations

- Provide access to cleaning sites
- Allocate a contract manager to liaise with the service provider
- Provide support, supervision, monitor performance and provide feedback to the service provider.
- Make follow up on timely payment.
- Provide information as and when required by the service provider.
- Provide storage space for materials and create a changing room.

D.6 Joint obligation

- Continuous monitoring for quality management and improvement.

E. Evaluation process

- The service provider shall be subjected to strict supervision through observation of checklists for work schedules which will form the basis upon which payment will be effected.
- Payment will not be effected for the continuous rated poor performance of specified area/item, rated with a score of 2 and below for 2 consecutive months

F. Duration of contract

- Initial two years with renewal for one year with satisfactory performance based on quarterly inspection reviews.

G. Payment terms

- Monthly upon submission of accurate EFRIS invoice, and relevant documentation.
- Payment is made within 30 days of submission of accurate EFRIS invoice.
- All payments shall be made in Uganda shillings and by bank transfer.

H. RFP Evaluation criteria

For the proposal to be considered technically compliant, the provider must achieve a minimum score of 50%. Proposals which do not meet the minimum score will be given no further consideration. In addition, clarity and completeness of presentation will be considered during the evaluation.

Administrative evaluation will be based on pass or fail basis.

Technical evaluation will be out of a score of 70.

Financial evaluation will be out of a score of 30.

NOTE: Interested parties are encouraged to visit all our office locations as mentioned in this TOR.

Delivery period

All interested companies should submit their proposals by 05:00pm **06th October 2022**. Soft copy proposals should be sent to ugandatenders@snv.org with subject line indicating **"proposals for Office Cleaning services"**.



Tender disclaimer.

SNV reserves the right to either accept or reject any or all bids submitted. SNV reserves the right to either increase or decrease the assignment scope depending on budget availability. SNV can stop this procurement at any time without need to give explanation or can extend the deadline for submission once it sees it fit. In case you do not hear from SNV within 3 weeks of closure of the bid receipt date, consider yourself unsuccessful. SNV also reserves the right to reject and cancel the tender in case any illegal, corrupt, coercive, or collusive practices are noticed. Late bids will be rejected. Please note that viewing, downloading or otherwise using the TOR constitutes acceptance on your part of all the above noted statements and conditions.

Annex 1

Price schedule

This price schedule should be signed by a person with the proper authority to sign documents for the service provider. The service provider in its bid should include it. The service provider may reproduce this in landscape format but is responsible for its accurate reproduction.

Date : [insert date as day, month and year of bid submission]

Name of service provider: [insert name of service provider company]

No	Office location	Required no. of personnel per location	Monthly cost exclusive of VAT	Total annual cost excluding VAT
1	SNV Netherlands Development Organisation, Plot 36 Luthuli rise, Bugolobi	4		
2	SNV Netherlands Development organisation, Enyau Road, Arua	1		
3	SNV Netherlands Development Organisation, Plot 10, Hajji Kisaka Road, Mbarara	2		
4	SNV Netherlands Development Organisation, Plot 3 Kabalega Road, Lira	1		
5	SNV Netherlands Development Organisation, Plot 2/4, Rwenzori Road, Fort Portal	1		