



**Terms of Reference
Tender for Cleaning Services**

BACKGROUND

CARE Zimbabwe is a humanitarian non-governmental organization committed to working with poor women, men, boys, girls, communities, and institutions to have a significant impact on the underlying causes of poverty. CARE seeks to contribute to economic and social transformation, unleashing the power of the most vulnerable women and girls. CARE has been actively working in Zimbabwe since 1992 in response to the regional drought. CARE's programming has since expanded to reach an average of one million Zimbabweans annually with humanitarian, recovery, and development programming through strategic local partnerships, implementing both short-term and long-term programming to empower Zimbabwe's vulnerable households to meet their basic needs through sustainable livelihoods. CARE's long-term programming efforts ensure measurable, lasting change is achieved for specific marginalized and vulnerable populations. The organisation works through and in collaboration with government and the private sector with the vision to eradicate poverty and achieve social Justice

OBJECTIVE

CARE Zimbabwe would like to appoint a service provider for the provision of Office Cleaning Services at its offices in Harare, Mutare – 2 Offices, Buhera, Masvingo, Zaka, Chivi and Bikita.

GENERAL

1. The Contractor's supervisor will report directly to the Administration and Logistics Manager or his representative.
2. The cleaner will report to the PSO and PSA of the office they oversee.
3. All cleaning staff must always be attired in the contractor's corporate clothing or uniforms with ID tags. These uniforms must clearly identify the wearer as being a cleaner and must bear the name of the company for whom the wearer is working.
4. Cleaning staff shall not clean computer terminals or any related computer equipment.
5. A room is available for use as a storeroom. The Contractor shall maintain this storeroom (s) in a neat and tidy condition to the satisfaction of the Manager. The Contractor must ensure that cleaning equipment is stored in the designated storeroom /s. The Contractor shall not be permitted to store any item not required for the execution of the contract.
6. The Contractor shall be responsible for the security of the Works until completion and hand-over and shall make his/her own arrangements for security and safekeeping of his/her property.
7. Relevant signage relating to safety i.e. (Slippery when Wet) must always be visible in the cleaning process.
8. Service Provider shall be responsible for Personal Protective Equipment provision to his/her employees.
9. Cleaning equipment, i.e. mops, brooms, brushes, buckets, vacuum cleaners, etc. must always be in safe storage when not in use in the storage area provided by CARE. CARE will not be liable for any

loss or damage to such equipment.

10. Consumables or Free Issues provided by CARE are not to be abused or misused in any way.
11. Contractor or contractor's representative shall not operate any CARE equipment, unless permission is given by the Administration and Logistics Manager/PSO or PSA.

SPECIFICATIONS

STAIRWAYS AND LANDINGS

- To be always kept clean
- Sweep and mop landings
- Relevant signage relating to safety i.e. (Slippery when Wet) must always be visible whilst cleaning.
- Dust and clean handrails, walls and pictures.

PASSAGES

- Clean doors and light switches (as required)
- To be always kept clean
- Dust windowsills, frames etc. (daily)
- Sweep and mop floors.
- Relevant signage relating to safety i.e. (Slippery when Wet) must be visible at all times whilst cleaning.
- Scrub, strip and seal whole floor area (as and when required)

OFFICES INCLUDING SERVER ROOM:

All offices must be always kept clean

- a) Cleaning of floors: Damp mop / spray buff floors thoroughly.
- b) Dust windowsills, frames etc.
- c) Dust, clean and polishing of all furniture, including items standing on the furniture, wall hangings and telephones. Under no circumstances must computers (monitors, keyboards and other computer related equipment) be cleaned.
- d) Sweep and buff vinyl floors.
- e) Polish vinyl floors.

OTHER OFFICE EQUIPMENT

- Clean and disinfect telephones.
- Polish and clean all wooden and vinyl furniture.
- Clean all doors, partitions and air conditioning covers (monthly).
- Clean rubbish bins (twice daily).
- Scrub, strip and seal whole area.

- Deep cleaning of office chairs when requested.

WALLS

- a) Walls to be always kept clean
- b) Wash / mop / clean all walls, tiles, mirrors and clean showers, shower doors and toilets in the ablution blocks, sanitize urinals & toilet bowls in ablution block.

KITCHENS – to be kept clean at all times

- a) Sweep and mop floors.
- b) Counters to be disinfected and cleaned.
- c) Clean and disinfect kitchen sinks. Wash and clean all basins and sink and the cupboard below it.
- d) Clean and disinfect all drains.
- e) Dust windowsills, clean doors and light switches.
- f) Keep cupboards clean and tidy.
- g) Clean kitchens, including washing of all crockery, utensils, cups and dishes and cutlery in the sink
- h) No unauthorized storage is permitted in any kitchen.

KITCHEN EQUIPMENT

- a) Fridges to be always cleaned.
- b) Microwave ovens and stoves to be cleaned daily.
- c) Kitchen bins to be always kept clean.

WINDOWS

- a) The windows and entrance doors at the main entrance to the building must be cleaned on the first working day of each week and wiped clean daily.
- b) All windows must be cleaned once a Fortnight or as directed by the Depot Manager.

TOILETS

Toilets must be always kept clean

- a) Sweep and mop floors.

Wash hand basins and wipe down vanity slabs.

- b) Wipe down toilets / urinals; (NB: report any unhygienic condition to the Depot admin officer)
- c) Clean and disinfect all drains.
- d) Wipe clean and shine in all mirrors.
- e) All hygienic dispensers provided by Transnet Pipelines are to be kept full of the relevant consumables at all times.

WASTE

- a) All waste collected from offices and kitchens, and workshops to be deposited into waste containers; (Skip Bin), organic waste must be separated from normal waste and disposed of in respective waste containers.
- b) Waste should not be discarded down drainpipes.
- c) Empty and clean trash cans/bins in offices and replenish with new / clean garbage bag.

MAIN ENTRANCE

- a) The windows and doors at the main entrance of the building must be cleaned on the first working day of the week and wiped daily.
- b) The contractor must ensure that the entrance is always clean.
- c) Area outside the building to be cleaned regularly.

CONSUMABLES

- a) The contractor must ensure that a good quality black refuse bag and toilet paper as well as cleaning chemicals are provided.
- b) Contractor to provide all equipment, chemicals, and consumables except agreed otherwise.

Hours of Duty

All work shall be carried out between the hours of 0800hrs to 1700, Monday to Friday, unless otherwise arranged with the CARE Representative.

Specifications

Name of Office	Physical Address	Size in Sqm	Setting/ Location	Number of Cleaners	Number of Gardeners
Harare Head Office	124 Churchill Road Gunhill, Harare	373.51	Urban	1	0
Mutare PMU	4 Arcadia Mutare	455.50	Urban	1	1
Mutare District Office	12 Murambi Drive, Mutare	151.66	Urban	1	0
Buhera Office	3577 Murambinda, Buhera	277.76	Growth point	1	0
Masvingo Sub Office	Stand 4345 Industria Road, Masvingo	724.54	Urban	1	0
Zaka Office	257 Jerera, Zaka	238.43	Growth point	1	0
Chivi Office	Stand # 150 Chivi	217.48	Growth point	1	0
Bikita Office	Stand # 1908 Bikita	129.16	Growth point	1	0

FINANCIALS

- Submit Quotation together with the Price schedule (attached)
- All payments are made after confirmation of service

Evaluation CRITERIA FOR CLEANING SERVICES

The suppliers will be evaluated based on the following criteria:

Scoring %	#	REQUIREMENTS	Guiding Notes
20%	A	Overall Proposal Suitability (as based in the RFP)	
6.67%	1	Company Profile and /Declaration form submitted	The vendor must complete and submit the declaration form (section 3 of the RFQ)
6.67%	2	CARE PRICE SCHEDULE SUMMARY SUBMITTED	Vendor must fully complete and submit CARE PRICE SCHEDULE SUMMARY together with the quotation
6.67%	3	Capacity to provide the required relevant personnel, expertise and list of cleaning equipment	The vendor should have the capacity to provide the required relevant personnel, expertise and modern cleaning equipment at all CARE offices. Supplier should also exhibit work experience and reference from other organizations
20%	B	Previous Work and Awards	
10.00%	2	Vendor's previous records of performance and service.	Client experiences or testimonials and references from other customers.
10.00%	3	Years of experience in providing cleaning services	The supplier should state years of experience in the provision of cleaning services
40%	C	Technical Expertise and Organizational Experience	
13.33%	1	A detailed list of equipment and chemicals that will accompany the Cleaner on duty and support services available for supervision.	The vendor should show operational processes, procedures, cleaning chemicals used and hierachy of operations. The vendor should also show case monitoring plan, disposal processes and their company safety and environmental policy.

13.33%	2	Availability of support services	The Vendor should show ability to provide support services like regular supervision of cleaners and quality control to ensure maintenance of same cleaning standards across all CARE offices .
13.33%	3	Compliance with regulations	The Vendor should be authorized to supply Cleaning Services as regulated by the Zimbabwean government (an authorization letter/ Operating License to be attached). Compliance with EMA, NSSA NEC, ZIMRA Regulations etc.
20%	D	Financial Proposal (Value and Cost)	Competitive Prices Payment terms
100%	TOTAL		