

The Provision of Cleaning and Fumigation Services

TERMS OF REFERENCE (TOR) – CLEANING AND FUMIGATION SERVICES

Background

Established in 2000, the Private Agricultural Sector Support Trust (PASS) is a facility established in order to stimulate investment and growth in commercial agriculture and related sectors. It was registered in 2007 as a non-profit making and non-governmental organization under the Trustees Incorporation Act, 2002 and is taxed as a charitable organization.

The ultimate objective of the Trust is to improve the quality of life through Agribusiness Transformations.

Private Agricultural Sector Support seeks effective provision of Cleaning and Fumigation Services for its office premises based in Dar es Salaam/PASS HQ, Morogoro, Mbeya, Arusha, Mwanza, Tabora, Dodoma and Songea).

Scope of Work:

To provide cleaning and fumigation services of high standard quality using environmentally friendly cleaning and fumigation product supplies.

A. Deliverables – Cleaning Services:

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

Daily cleaning:

- Ensure that PASS Trust premises, reception, individual offices, kitchen, canteen etc. are clean and tidy.
- Ensure that the meeting and conference rooms are tidy.
- Clean all the floors.
- Regular polish of wooden carpets.
- Dust all furniture, pictures/frames, fittings, fixtures, and shelves daily.
- Clean toilets and ensure cleanliness throughout the day and regularly replenish toilet essentials which will be provided by the contractor.
- Polish fixtures and mirrors.
- Clean telephones and remove finger marks from electric light switches.
- Regularly cleaning of windows and doors and remove cobwebs.
- Empty all waste receptacles and place waste ready for disposal into the pre-defined recyclable.
- Waste disposal bins daily.
- Wash kitchen cabinets, refrigerators and all kitchen utensils and keep them clean.
- Water and maintain plants pots.
- Replace empty water bottler in the water dispensers.
- Clean the office entrance.

B. Deliverables – Fumigation and Pest Control

The service provider is expected to provide Fumigation and Pest Control services.

The entire responsibility will be for the contractor to supply the required supplies and the equipment/tools needed to ensure that the offices and premises of PASS Trust remain clean.

Scope of Work -

The major work is summarized as below:

- Checks for rodents (monthly).
- Internal spraying for cockroaches and mosquitoes and other pests (quarterly).
- Pest control service in quarterly basis.
- The quality supplies and the required equipment/tools must be provided by the contractor.
- Garbage collection and disposal services.
- Sorting and disposal of garbage (organic and inorganic).
- The frequency of garbage collection per week is daily from Monday to Friday and where possible during weekends and public holidays.
- The supplies shall be good quality and environmentally friendly.
- PASS Trust Administrative Personnel will ensure that all offices are opened for the quarterly internal spraying.
- Provide any other cleaning and or fumigation services whenever required.
- PASS Trust will not be responsible for any accident, injury and or death of person/s hired while performing fumigation tasks and any compensation will not be paid by PASS Trust.

C. Supplies and Equipment.

The bidders are requested to provide quantifications of cleaning and fumigation materials as a part of their technical proposal and submit samples which will be part of the technical evaluation.

The Proposed Cleaning Material might include following items (suggestions, to be adapted by bidder):

- Liquid hand soap of good and approved quality, Toilet paper of good and approved quality, Hand clean paper with dispensers, Aroma for toilet dispensers, Detergent blocks for toilets and urinals, Detergent powder, Antiseptic cleaning fluid, Mild bleach for washing dish towels, Stain remover.
- Air freshener spray, Furniture polish, Floor polish for wooden carpet, Window polish, Dishwashing liquid, Garbage Bags, Mop buckets, Floor mop and pads, Window cleaning equipment.
- All the necessary equipment, supplies for fumigation, and other supplies considered relevant for the effective work.
- Any physical damage to walls or any other fixtures as a result, costs of repair shall be borne by the Contractor.

D. Responsibility of the Contractor.

The contractor shall provide all personnel, supervision, transport, and other items necessary to perform the work as required by PASS Trust. All cleaning and fumigation materials, supplies, cleansing agents and consumables, toilet rolls containers, paper towel and soap dispensers are to be supplied by the Contractor. For quality assurance purpose, samples of consumables should be presented to PASS Trust for approval before supplying them. The consumables shall be good quality and environmentally friendly.

The contractor shall provide all uniforms and/or overalls and means of identification, where appropriate, protective clothing/covering, gloves, nose/face mask, etc. as per the requirements for health and safety at work.

E. Responsibility of PASS Trust.

- PASS Trust will provide storage space sufficient only to support day to day working, available for use by the contractor.
- PASS Trust reserves the right to deny access to any of the contractor's employees if the Administration deems it necessary.
- Quality Assurance - The Administrative Associate will monitor the contractor's performance and take appropriate actions to ensure deficiencies are properly handled.

F. Safety and Security.

- The outsourced personnel will be working at PASS Trust Premises hence the contractor will have to provide security clearance/character certificate from local police authorities of all staff selected to deliver services at PASS Trust. A copy of the National Identity Card along with the photograph will also be provided for the record.
- PASS Trust premises are subject of security regulations managed by OSHA.
- An access ID card will be issued by PASS Trust and is to be worn by cleaning personnel always.
- Smoking and use of alcohol at PASS Trust premises is strictly prohibited.
- The contractor shall, at the close of each workday, secure facilities, equipment, and supplies. PASS Trust will accept no liability or claim for loss or damage to the contractor's equipment or supplies, or personal property of the contractor's employees.
- The contractor shall establish and implement a method of accounting for all keys and/or access codes which may be issued if required by PASS Trust and shall report any loss of keys or breach of access codes to the respective manager's representative not later than two hours after discovery of such loss.
- The contractor shall strictly prohibit the use of keys and access codes issued by PASS Trust by any persons other than the contractor's employees. It is also the responsibility of the contractor to prohibit the opening of locked and/or restricted areas by the contractor's employees to permit entrance of persons other than contractors employees engaged in the performance of assigned work in those areas.
- The contractor shall be responsible for all costs for replacement or re-keying of locks and for replacement of keys if such action was necessary due to negligence of contractor personnel.
- The contractor shall be responsible for his employees, any injury, insurance and any claim by the contractor's employees.
- The contractor shall be responsible for providing medical, pension cover and government tax to employees in compliance with local practice.

G. PASS Trust arrangements.

- Upon completion of the selection process, PASS Trust will sign a contract with the contractor including all services.
- Invoicing and payment terms will be specified in the contract to reflect that the invoices shall be addressed to PASS Trust with specific details of service delivered and payment shall be made by PASS Trust.
- PASS Trust will assign one focal point (Administrative Assistant) to coordinate with the Contractor's Task Manager on all issues of performance and delivery of service.

H. Duration of the contract.

The selected contractor will be granted a 3-year contract with renewal extension subject to satisfactory performance. Estimated Date of Commencement of the contract is January 2024.

I. Qualifications of the Successful Contractor.

The successful Service Provider must satisfy, in the minimum, the following requirements:

- The company should have at least 3 years of relevant experience in providing Fumigation, Pest Control, Garbage Collection and Disposal services.
- The company should have a registered business license from local authority.
- Local certification in the relevant area.
- The company should have at least 3 years of relevant experiences in providing package services of cleaning and building maintenance services.
- Provide the company profile and list of qualified Staff that would be allocated to PASS Trust cleaning and fumigation services.

- Provide the CV's and copies of relevant certificates of the service people that would be allocated to PASS Trust premises.
- Provide a compressive list of equipment to be used to provide the required services.
- The selected company can be in the following regions Dar es Salaam, Mwanza, Arusha, Tabora, Songea, Morogoro, Mbeya and Dodoma.
- The selected company can have branches in the following regions Dar es Salaam, Mwanza, Arusha, Tabora, Songea, Morogoro, Mbeya and Dodoma.
- Provide a minimum of three verifiable references for the appointed contractors staff (contact names, e-mail addresses and telephone number).
- Provide staff that are physically and mentally fit to efficiently and effectively perform the daily services required; and of utmost integrity, outstanding moral character, emotionally stable, and ethical in their behavior at all times.

General qualification for all personnel:

- Be able to effectively understand and carry out rules, orders and instructions.
- Knowledge of Hospitality management and Confidentiality.
- Be able to receive customers at the reception when necessary.
- To be discreet as far as possible, and respectful of the work that is being carried out.
- Physically and mentally fit to efficiently and effectively perform the daily services required.
- All personnel to receive personal hygiene training before they start employment.
- Sufficient trustworthiness to be allowed access to offices of the highest PASS Trust officials and even the most sensitive areas of the PASS Trust premises.
- The company shall be responsible for transportation of its personnel from /to PASS Trust premises.
- Thorough attention must be given in the good presentation and appearance of the cleaning personnel.
- Cleaning personnel must wear uniforms with Company logo/insignia at all times and should be equipped with necessary equipment to undertake cleaning.
- Cleaning personnel proposed must undergo a medical checkup and be certified as physically fit to perform the duties;
- In case of change of personnel, the services provider informs the responsible department of PASS Trust and obtains a prior approval on eligibility and suitability of the personnel.
- The contractor should provide a balanced male/female quota of staff.
- Experience in servicing international or diplomatic organizations definitely an advantage, but not mandatorily required.

J. Premises.

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

K. Duration of contract.

The contract will be for three years but might be terminated anytime upon unsatisfactory service delivery from the contractor.

HOW TO APPLY

Interested applicants fulfilling the requirements are invited to send their applications to <https://edms.pass.or.tz/Forms/TenderAnnouncement> indicating "Cleaning and Fumigation for PASS Trust" in the subject line. The deadline for application is **12th November, 2023**. Only applications reached before the deadline will be contacted.