

TERMS OF REFERENCE

PROVISION OF GENERAL OFFICE MAINTENANCE SERVICES FOR FAIRTRADE AFRICA

1. Introduction

Fairtrade Africa (FTA) is the umbrella organisation representing Fairtrade certified producers in Africa. FTA aims to effectively represent producers within the International Fairtrade system and to contribute to livelihood improvement of African producers by increasing access to markets. Established in 2005, FTA directs policy and strategic development of the organisation. FTA has four (4) regional networks – East and Central Africa, Southern Africa, West Africa and the Middle East supporting producer activities.

FTA is seeking reputable firm to provide general office maintenance services to FTA at the offices where the Secretariat and the East and Central Africa Network is based.

3. Scope of Services

The identified services provider will be expected to perform general office maintenance services as and when required at the FTA Premises.

- i. In respect of general and pro-active maintenance of the premises
- ii. Supply of parts or material that the contractor might require in effecting or doing certain repairs e.g. plumbing, air conditioning units, locks etc.
- iii. Paint work
- iv. Plumbing work (including maintenance and repairs of drainage pumps)
- v. Repair work (including repairs to furniture)
- vi. Minor and major servicing of air conditioning units
- vii. Monthly major servicing of server room air conditioning units
- viii. Basic and major electrical work

4. Expected Deliverables

The identified services provider shall

- i. The proposal should include a maintenance plan for scheduled work with estimated costs.
- ii. Any maintenance repairs should not interfere with the normal operation of FTA. Arrangements should be made for after hours or over weekends if such work will interfere/interrupt with normal operations.
- iii. Respond to service requests in a timely manner.

5. Premises

All applying parties may make a visit to assess our premises prior to submitting an offer.

7. Indemnity

The Service Provider shall indemnify FTA against any claim for compensation in terms of Workmen's Compensation legislation for any loss which the Service Provider is liable; and

Any claim by any employee of the Service Provider for any loss or damage resulting from any bodily injury and/or damage to property caused by their staff.

1. Qualifications of Service Provider

1. Proven track record in rendering satisfactory services to high-end premises.
2. Financially sound and stable, evidenced by authentic financial statements for the past two years of operation
3. The personnel must have training and experience in similar environments and must not have criminal records or pending court cases against them. Those seconded to work at FTA will be required to submit a Certificate of Good Conduct

9. Submission of proposal to offer services

This will include:

- i. The organisations detailed profile
- ii. CV's of key personnel in the firm
- iii. A listing of organisations where similar service is being/ has been offered
- iv. Valid Certificate of Registration
- v. Tax compliance certificate
- vi. Compliance with the OSHA Act

Financial proposal

1. Clear breakdown of the financial proposal including all the chargeable taxes.
2. Terms of payment

2. Duration

The duration of the contract is anticipated to run for a period of one year. A Service Level Agreement will be signed.