

## TERMS OF REFERENCE

### PROVISION OF OFFICE CLEANING 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 cleaning services to FTA at the offices where the Secretariat is based.

#### 3. Scope of Services

The identified services provider will be expected to provide cleaning services of high Industry standards using environmentally friendly cleaning products and supplies for th Premises consisting of open space working area, reception area, two offices, kitchenette, conference and meeting rooms, bathrooms and a balcony. The office houses approximately 20 staff.

#### 4. Expected Deliverables

1. The Service provider will be fully responsible for all work and services performed by its staff.
2. Provide and execute everything necessary for the services in accordance with industry standards and norms in terms of the prevailing sectorial determination, and industry acceptable training levels, and any other relevant regulations, including, but not necessarily limited to:-
  - i. The provision of all the Service Providers' equipment, qualified, competent and well-trained personnel and supervision thereof, required for the servicing of the cleaning contract.
  - ii. The service provider shall at all times ensure that all staff is neatly clothed in uniforms (with the company logo) with necessary protective equipment which shall include but not limited to headgear, shoes and hand gloves.
  - iii. All areas of the office to be kept clean at all times and in all areas.
3. Daily cleaning of office space, meeting rooms and all other areas
4. Ensuring cleanliness of all furniture and equipment which will include but are not limited to desks, computers, telephone sets, photocopiers and shredders, inside the offices at all times.
5. Daily cleaning of Kitchenette and the equipment therein
6. Daily cleaning of the bathrooms and the fixtures
7. Windows to be cleaned on a weekly basis

#### 5. Premises

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

#### 6. Supplies And Equipment

The contractor will provide all equipment, as well as environmentally friendly cleaning Supplies required for carrying out the work in regards to the provision of detergents and disinfectants for daily cleaning and make provision for in depth quarterly cleaning.

## **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 cleaning staff.

## **8. 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

## **9. Duration**

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