



**Terms of Reference
(TOR) for**

(Cleaning services)

The Clinton Health Access Initiative, Inc. (CHAI) is a global health organization committed to saving lives and reducing the burden of disease in low-and middle-income countries, while strengthening the capabilities of governments and the private sector in those countries to create and sustain high-quality health systems that can succeed without our assistance. For more information, please visit: <http://www.clintonhealthaccess.org>.

CHAI is therefore looking for suppliers or service providers to submit competitive bids for the cleaning services of CHAI offices located at Kacyiru.

Interested and qualified service providers are encouraged to express their interest in providing cleaning services for CHAI offices. Actual vendors in our database are encouraged to participate in this tender.

Please take note of the following requirements and conditions pertaining to the supply of the above-mentioned services:

I. Administrative Documents and other required documents:

- Please ensure that the letter submitting the tender is filled out correctly, signed, and sealed.
- Brief Overview of company (Company profile) including physical business address and postal address
- Latest Business Registration Certificate
- Evidence of Tax registration and valid RRA Tax clearance certificate
- Valid RSSB clearance certificate
- Proof of using EBM
- Proof of the last tax declaration of the company
- At least three (3) proven previous experience with recommendations in performing similar services

II. Cleaning requirements:

The service consists of the following activities:

- Carry out the daily cleaning of offices (floors and carpets, wastepaper baskets, furniture and equipment, and other instruments, stocks, annex, and toilets).
- Cleaning of external and internal doors, walls and Windows
- Cleaning of toilets/bathrooms and kitchen at least twice a day and ensure their properness all the time
- Daily removal of dust and Cobweb all over the building
- Perform washing of curtains at least once per semester.
- Regular disinfection of all the workplaces with appropriate products and respecting the environmental standards
- Distribution of toilet papers & tissues (First quality) and availability of liquid hand washing soaps, Harpic and air freshener (good quality) in toilets, making sure all these items are available every time on daily basis
- Disposal of rubbish and all types of solid waste of the trash cans from workplaces to the environment friendly indicated collection place by CHAI in full respect of environmental standards in Rwanda
- Regular support to CHAI staff for transport of office equipment or other handling (manpower) assignments when necessary
- perform other activities that CHAI considers part of cleaning of CHAI office

Note:

- The cleaning staff should always be dressed in uniform that have the logo of the Company during and when carrying out their duties, they should also have the appropriate boots for cleaning services when needed.
- Cleaning staff must have a good organization, communication and interpersonal skills preferable able to speak in Kinyarwanda and English.

1. Service hours:

- a) **Working days: Monday to Friday**

- From 6:30 a.m. to 8: 00 a.m. for all offices, toilets, corridors, kitchen and busiest offices.
- From 8: 30 a.m. to 12:00 p.m. for all other workplaces in general and support preparing tea for staff if needed
- From 2:00pm to 4:00 pm for toilets, kitchen, corridors and busiest offices
- A constant control by the company supervisor is required throughout the implementation period;

b) **Saturday, Sunday and holidays**

- No work unless requested and agreed upon both parties.

Note: Cleaning work should not, under no circumstances, disrupt the CHAI routine activities.

2. Required cleaners:

- One (1) **Cleaner** with secondary school level or equivalent; and 3 years working experience in a similar position

3. List of required cleaning products:

No	Items
1	Toilet papers (First quality)
2	Liquid soap for solid floor
3	Harpic
4	Hand wash (good quality)
5	Liquid soap for dishes in the kitchen
6	Shinex for window
7	Air fresheners (green world)
8	TOILET PAPER ROLL/Essui tout
9	Powder soap
10	Vim
11	Window cleaning tools

12	Bucket
13	Mop
14	Insecticide/ fumigation
15	Tiles cleaner
16	Pledge/Steel polish
17	Furniture polish
18	Any other products or material needed to perform the assignment

Note:

- The quotation must clearly indicate the cleaning fees, cleaners' salary, cleaning products and equipment's costs and all costs shall include the VAT.
- For other related services which may be deemed necessary but not listed here, the service provider shall issue the quote for CHAI review. Those services will then be implemented after being agreed on by both parties. CHAI reserves the right to analyze such quote in comparison with market prices.

III. Site visit of CHAI offices

All interested bidders are required to participate in a site visit to assess CHAI office facilities (see below address) and inform their quotation adequately. The Site visit is scheduled on **Tuesday 11th March 2025 at 03:00 PM local time** and it is mandatory for all interested bidders to participate. Bidders will be required to sign the attendance list that will be available at CHAI reception desk. Below is the CHAI Office address:

Clinton Health Access Initiative (CHAI)
Rwanda Country Office
KG 5 Avenue, Kacyiru
House No. 62
Kigali, Rwanda

IV. Submission and selection

Well written bids documents prepared in English, will be sent to this email address rwandaprocurement@clintonhealthaccess.org, with "Tender reference number" in the

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subject line not later than **Friday 21st March 2025 at 05:00 pm local time**. It shall remain your responsibility to ensure that your bids will reach the address email above on or before the deadline. Bids documents that are received by CHAI after the deadline indicated above, for whatever reason, shall not be considered for evaluation.

Bidders will be first evaluated on terms of the requirements, those who do not fulfil all the requirements or do not submit the required administrative documents will be disqualified. Only shortlisted suppliers/service providers will be contacted.

Successful vendors or service providers will be added in our database and can be contacted when it deemed necessary. The database may be updated in the middle of the year and new qualified suppliers or service providers can be added to the database.

CHAI reserves the right to confirm the information given by applicants in order to make informed decisions.

CHAI reserves the right to accept or reject any application based on the evaluation criteria.

Note:

- **Data Protection and Consent:**

"By submitting a proposal in response to this Request for Expression of Interest (REOI), you hereby consent to the collection and use of your personal and company data by the Clinton Health Access Initiative (CHAI) for the sole purpose of facilitating the tendering process, in accordance with the data protection laws of Rwanda."

- **Conflict of Interest Declaration:**

"By responding to this Request for Expression of Interest (REOI), you confirm that no conflicts of interest exist between your organization and any CHAI staff involved in the procurement or evaluation process, nor with any members of the leadership team at CHAI's Rwanda country office."

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