



Embassy of Sweden Lusaka

Appendix 3 - Terms of reference cleaning
services 2021

1. Introduction and general objectives

1.1 General

The Embassy of Sweden in Lusaka needs a clean and healthy environment to conduct its affairs. The objectives under the performance-based contract are to maintain and keep the premises clean and safe.

Type of property	Address
Embassy of Sweden	Haile Selassie Avenue, Longacres

2. Scope of work

2.1 Premises, cleaning shifts and requirements

We envision that two cleaners per shift will be needed to clean the three buildings. The cleaning shifts and specific hours will apply for the different buildings, as indicated in the following table:

Building one
Monday – Friday <i>Day shift 1 (07:45 – 16:45)</i>
<p>The cleaners shall on a daily basis:</p> <ul style="list-style-type: none">— Clean all public areas, including corridors, reception, meeting rooms and any other waiting areas by:<ul style="list-style-type: none">– Cleaning the floors– Wiping all counters and shelves– Wiping all door handles and light switches with an antiseptic cleaning liquid– Cleaning all seating areas, including chairs and tables– Wipe all outside furniture daily— Clean all bathrooms by:<ul style="list-style-type: none">– Wiping the sink and faucets– Cleaning the toilet– Cleaning the floor– Wiping all door handles and light switches with an antiseptic cleaning liquid– Emptying the bins– Refilling soap, toilet paper, hand sanitiser and paper towels— Clean the kitchen area, including running the dishwasher as required— Clean refrigerators and the microwaves inside and out— Window cleaning as needed— Clean all offices and the interview room on a rotational schedule, including floors, bookshelves, desk surfaces, tables and windowsills.— Wipe all door handles and light switches— Clean the attic storeroom once a month— Wash the courtyards twice a week

Building two
Monday – Friday <i>Day shift 1 (07:45 – 16:45)</i>
The cleaners shall on a daily basis: <ul style="list-style-type: none">— Clean all public areas, including corridors, reception, meeting rooms and any other waiting areas by:<ul style="list-style-type: none">– Cleaning the floors– Wiping all counters and shelves– Wiping all door handles and light switches with an antiseptic cleaning liquid– Cleaning all seating areas, including chairs and tables— Clean all bathrooms by:<ul style="list-style-type: none">– Wiping the sink and faucets– Cleaning the toilet– Cleaning the floor– Wiping all door handles and light switches with an antiseptic cleaning liquid– Emptying the bins– Refilling soap, toilet paper, hand sanitiser and paper towels— Clean the kitchen area, including running the dishwasher as required— Window cleaning as needed— Clean all offices on a rotational schedule, including floors, bookshelves, desk surfaces, tables and windowsills.

Building three
Monday – Friday <i>Day shift 1 (07:45 – 16:45)</i>
The cleaners shall on a weekly basis and as required before and after functions: <ul style="list-style-type: none">— Clean the meeting room and any other waiting area by:<ul style="list-style-type: none">– Cleaning the floors– Wiping all counters and shelves

- Wiping all door handles and light switches with an antiseptic cleaning liquid
- Cleaning all seating areas, including chairs and tables
- Clean all bathrooms by:
 - Wiping the sink and faucets
 - Cleaning the toilet
 - Cleaning the floor
 - Wiping all door handles and light switches with an antiseptic cleaning liquid
 - Emptying the bins
 - Refilling soap, toilet paper, hand sanitiser and paper towels
- Clean the kitchen area and wash glasses and other dishes
- Refill water glasses as needed
- Window cleaning as needed
- Clean the corridor and storeroom area on a weekly basis
- Clean the guard’s kitchen and bathroom on a daily basis

2.2 Window cleaning

Window cleaning of all three buildings is required once every quarter. Window cleaning should be undertaken by a team of cleaners and be finished in one day.

2.3 Additional or adhoc services

Additional or adhoc cleaning services are services that fall within the scope of this contract but are not specified. The Embassy may orally or in writing request additional cleaning services to cover an increased workload or temporary need for cleaning services associated with visitors to the mission or special events. The contractor will obtain the Embassy’s approval for reimbursement of any non-expendable equipment or expendable supplies to be provided by the contractor for the purposes of the additional or emergency services. The Embassy will confirm in writing any oral request for additional services. The contractor will specify details of the additional services and any materials provided in the next periodic invoice, including a copy of the Embassy’s written confirmation.

2.4 Equipment and cleaning liquids

The Contractor should provide all the equipment and cleaning materials needed to carry out the contract.

The Contractor must provide the minimum of the following equipment (the list is not exhaustive):

- Vacuum cleaner
- Floor polisher
- Floor cleaner
- Window cleaner
- Cleaning liquids including antiseptic liquids
- Brushes and wiping cloths
- Mops and brooms
- And any other equipment needed to carry out the contract

3. General conditions

The Contractor must:

- have sufficient standby staff on hand, which are familiar with the work and have qualifications equivalent to those of regular members of staff.
- provide relief staff to allow for breaks, or other requested absences. Relief staff must have the same qualifications as regular members of staff.
- thoroughly screen all employees performing the contract in liaison with the Embassy security company.
- guarantee that in performing the contract the staffing level will be as specified above.
- always introduce new staff to the Embassy before they are deployed.
- maintain satisfactory standards of staff, competence, conduct, cleanliness, neat appearance, courtesy, job knowledge, personal hygiene, uniform, equipment and integrity.
- Inform the cleaning staff to not remove any items from the Embassy except on the instructions of their supervisor or the Embassy.

3.1 Disorderly conduct

The Embassy reserves the right to direct the Contractor to remove any cleaning staff from the work site should the member of staff fail to comply with the standards of conduct.

The Contractor will immediately replace the cleaning staff so as to maintain continuity of service at no additional cost to the Embassy.

3.2 Confidentiality

The cleaning staff are obliged, both while performing the contract and once it has ended, not to disclose any information or other matters relating to the Embassy that may come to their attention. Cleaning staff are also forbidden to pass on private information or information on the duties of staff at the mission (or their families) to third parties.

3.3 Outside activities

The Contractor must obtain the Embassy's prior written approval if any of the Contractor's employees involved in the contract intend to work for another firm or organisation in addition to their work for the Contractor. The Contractor must also obtain the Embassy's prior written approval before assigning any cleaning staff involved in the contract to work for another client.

4. Staffing requirements

4.1 Personnel/staff

The cleaning services provided under the present contract will take the organisational form of a team of two cleaning staff supervised by a manager. The manager will manage and supervise the contractor's cleaning staff and liaise with the Embassy on the contractor's behalf.

4.1.1 Cleaning staff

Qualifications required of the cleaning staff are:

- at least 2 years experience as a cleaner.
- must have sufficient knowledge of English in order to be able to read and understand printed instructions and to communicate with the Embassy staff.
- must not, and must not have been, subject to any criminal actions on their part.

4.1.2 Manager

The manager is responsible for:

- supervising the cleaners.

- ensuring that the team of cleaners are coming to work each day and ensuring any replacements when necessary.
- ensuring that cleaners are fully familiar with any instructions and that they act accordingly.
- preparing cleaning instructions and managing monthly schedules.
- conducting inspections on a regular basis of the work of the cleaning team and the cleanliness of buildings.
- ensuring that the staff has proper protective uniforms, cleaning equipment and cleaning liquids at all times.
- acting as the Embassy’s contact point on operational matters relating to the cleaning contract.
- training cleaning staff on the job.

It must be possible to contact the manager by mobile phone at any time of the day to receive and implement special instructions from the Embassy.

Qualifications required of the manager are:

- must be fluent in English
- must have completed secondary education
- must have at least one year experience as a manager/supervisor

4.1.3 Training

All cleaners must have the necessary basic training in order to be able to provide full professional cleaning services.

4.1.4 Uniforms and equipment

The cleaning staff should always carry out their duties in appropriate uniforms including a name tag. When on duty the cleaning staff will wear clearly recognisable, correct, clean and neat uniforms.

The contractor will provide new uniforms whenever the uniforms or parts thereof appear to be damaged, excessively worn, or otherwise inappropriate for their required purpose.

4.1.5 Records

The contractor will maintain at least the following administrative files: personnel records, security screening records, duty schedules, holiday schedules, training records, monthly salary specifications with proof of payment. The Contractor must allow the Embassy to examine the Contractor's administrative files, when requested by the Embassy. The Contractor will maintain daily time and attendance records, which may be reviewed by the Embassy.

4.1.6 Personnel records

The Contractor is required to keep the following information on file for each employee performing the contract, and be able to provide the information to the Embassy upon request:

- copy of ID card.
- copy of valid Police Clearance Certificate and fingerprint.
- passport photograph.
- current residential address.

All records should be retained for a minimum of five years after termination of the contract.

5. General security instructions pertaining to the cleaning staff

General security instructions are included in this document. The contractor will observe these instructions in performing the contract and it will ensure that cleaning staff comply with these instructions. The Embassy may make changes to the security instructions within the scope of the contract.

5.1 Entry control at the Chancery

The identity of the cleaning staff will be verified by the guards upon entry into the Embassy premises. The cleaning staff will only be allowed on the premises during the Embassy's opening hours between 07:45 – 16:45. The guards may examine all bags carried into and out of the Embassy premises.

5.2. Fire

5.2.1 Responsibilities of the cleaning staff in case of fire

If one of the cleaning staff discovers a fire, he/she will:

1. Activate the fire alarm immediately, inform the Embassy personnel and security guards.
2. Shout 'fire', if no alarm system is available.

3. Warn any employees in the direct vicinity of the fire

5.2.2 Fire - preventive measures

1. Most fires can be prevented by taking proper fire prevention measures and using common sense. It is imperative that the cleaning staff are on the alert for potential fire hazards, e.g. rubbish bins and electrical equipment. Overloaded electrical outlets are one of the leading causes of fire. Any fire hazards discovered must be reported immediately to the Embassy personnel.
2. Cleaning staff must know where fire extinguishers are located, in particular those closest to their assigned work area.
3. All cleaning personnel must read and be fully familiar with the Embassy's fire plan.

5.3 Bombs, incendiary devices and firearms

If a bomb or incendiary device is discovered, or what appears to be a bomb or incendiary device, or a container that could carry chemical and/or biological agents in powder, liquid or aerosol form (i.e. aerosol cans, perfume bottles, thermos flasks, glass/plastic bottles, etc.), the cleaning staff should immediately clear the area and notify the Embassy personnel and security guards.