



CLIENT:

The French School Society ("the French School")
whose address is Masaki, Plot 280 Mawenzi Road, represented by The president of
the Board Committee

Contact : Technical Manager : Ivan GRABAR +262 692 66 82 04
ivan.grabar@frenchschooltanzania.org

**CAMPUS FLORENCE ARTHAUD
TENDER FOR CLEANING SERVICES**

Date :

NOVEMBER 2023

Indice :

Table of contents

TITRE 1	GENERAL CLAUSES AND REQUIREMENTS	3
1.1	CONTEXT OF OPERATION	3
1.2	GENERAL REQUIRMENTS	3
1.3	DURATION OF CONTRACT	4
1.4	CONTRACT FORM	4
1.5	TERMS AND CONCITION	4
1.6	QUALIFICATION CRITERIA	6
1.7	CONFIDENTIALITY	6
1.8	DESIGNATION OF THE PARTIES	6
1.10.1	<i>Client</i>	6
1.10.2	<i>Delegate</i>	6
TITRE 2	MARKET MANAGEMENT ORGANISATION	9
2.1	CONTACT LAUNCH REVIEW	9
2.2	QUALITY ASSURANCE	9
2.3	ANOMALIES AND INCIDENTS REGISTER	9
2.4	SHIFT REGISTER	9
2.5	PERFORMANCE SECURITY	9
2.6	CORRUPT OR FRAUDULENT PRACTISES	9
TITRE 3	APPENDIX	10
3.1	DETAILS OF THE COST OF THE SERVICE	10
3.2	LIST OF DOCUMENTS TO BE SUBMITTED BY THE CANDIDATE WITH THE OFFER	10
3.3	HISTORY OF ASSETS	11
3.4	PLANS OF CAMPUS PREMISES AND OUTDOOR AREAS	15

TITRE 1 GENERAL CLAUSES AND REQUIREMENTS

1.1 Context of the operation

The French International School, also known as Lycée International Français has both its campuses located in Mawenzi Road, Masaki. One of the site, Plot 280 Campus Florence ARTHAUD, brings together more than **100 students (kindergarten for learning) to 30 Students (per session) from elementary to Terminale** for the 2023/2024 school year.



The company is invited to visit the site of the operation in order to note any difficulties or constraints that could affect its offer (access, surroundings, etc.), which it must take into account.

Under no circumstances may it take advantage of its unfamiliarity with the site to make any claim whatsoever. any claim whatsoever

1.2 General requirements

Areas to be cleaned are detailed in APPENDIX 2 & 3.

Entrance / Reception Areas

- Sweep clean, removing any items of litter.
- Damp mop clean all hard floor surface areas
- Clean and polish glass to doors, removing all smears and hand marks etc.
- Remove all finger marks etc. from light switches, walls and doors
- Remove any cobwebs seen

Staircase, landings and corridors

- Sweep clean all hard floor surfaces and damp mop clean
- Remove prominent marks from walls, paintwork and internal glass
- Check stairways for waste.
- Deep Clean to be done quarterly.

Office Areas

- Mop clean all floor surfaces taking particular care in corners and under desks/tables
- Dust, clean and sanitise all accessible areas to table tops/desks tops
- Remove finger marks etc., from glass door insets and finger plates
- Dust all accessible areas to window ledges/sills
- Dust all other items of furniture and fittings up to hand height
- Empty all waste bins and replace with fresh liners
- Cleaning of interior and exterior faces of all accessible windows to be done weekly
- Blinds should be cleaned monthly; the use of extension duster may be required for taller blinds

Library

- Clean all areas.
- Empty all waste bins and replace with fresh liners.
- Dust all furniture, fixtures and fittings within hand reach, removing any marks as seen.
- Remove any prominent hand marks etc. from walls, doors and paintwork.
- Spot clean walls, doors and glass.

Kitchen building/Canteen

- Sweep clean floor surfaces and spot mop where required.

Staff room

- Damp mop all wooden areas
 - Sweep and mop hard floor surfaces
 - Clean and sanitise all surfaces, i.e. sink, tables
 - Empty all waste bins and replace with fresh liners
- Wash any cups/plates or catering items left in the staff room

Toilets - Boys, Girls and Staff

- Sweep and wash clean all vinyl floor surfaces
- Remove any obvious, visible marks from walls
- Clean and sanitise all sinks, wash clean tiled splash backs.
- Clean, scour/scrub and disinfect all urinals, WCs and cisterns
- Toilet seats and lids to be disinfected and polished clean to finish. Underneath water rim, exposed bowls and waste traps are all to be cleaned and disinfected.
- Mirrors to be cleaned and polished removing any hand marks etc.
- All surfaces and items of furniture and fittings, up to and below hand height, to be dusted and cleaned accordingly.
- All waste bins to be emptied and replace with fresh liners
- Replenish all consumables items as needed, i.e. Hand soap, hand towels and toilet rolls from stock
-

Restaurant

- Mop floor / spray and machine buff.
- Damp wipe all accessible surfaces to hand height, including chairs, tables, fire extinguishers, window sills etc.
- Remove any finger marks etc. from walls, doors, glass insets and finger plates.
- Set up the table for the meal
- Assist kids to eat
- Cleaning of the tables, chairs; floors; doors, fridges, bain marie undercounter fridge, dishwasher, sink, cup board after lunchtime (APPENDIX 2)

Office

- Mop floor / spray and machine buff.
- Diswhasing all the dish and cutterly from the restaurant
- Evacuation of trash, rubbish from the office and the restaurant
- Storage clean dish
- Damp wipe all accessible surfaces to hand height, including chairs, tables, fire extinguishers, window sills etc.
- Setting up cutlery and crockery for the lunchtime service
- Remove any finger marks etc. from walls, doors, glass insets and finger plates.

Staff room (Already included above - consider merging)

- Degrease and clean microwave
- Remove finger marks etc. from cupboards, appliances, light switches, walls and doors
- Skirting, ledges and window sills etc. including all other surfaces up to and below hand height to be dusted clean

Kindergarten Toilets (Are these different toilets - if not merge)

- Deep clean and sanitise all areas and wash clean walls and partitions, scrub floors
- Damp mop floor with disinfectant
- Clean and sanitize all metal fittings.
- Restock/refill all dispensers as needed.
- Spot clean and sanitize doors
- Empty and clean all waste receptacles.

Garden:

- Maintenance of garden areas
- Cutting grass and hedge, pruning flowers and trees, planting new trees and flowers, nanoring, tithing, watering and spraying of insecticides to plants, grass and flowers
- Collecting garbage from the office collection point and dispose of the same to disposal sites allocated with the Municipal Council

Grounds

- Cleaning of all paved areas, landings, walkways and parking areas
- Cleaning of guards' office, their toilet and fens daily
- Undertaking any other activities to keep compound clean and in presentable condition throughout

Summer Holiday Cleaning (July – September)

Annually – In non-term time

The deep cleaning required through the summer period should include the following:-

- High and low level dusting
- High and low level wall washing will be carried out to all accessible areas
- All light fittings will be cleaned
- All furniture, fixtures and fittings will receive a thorough clean as per manufacturer's instructions
- Removal/repositioning furniture to facilitate above
- All vinyl floors to be machine scrubbed and redressed
- Clean Hall floor and apply varnish

Weekly General Cleaning (Unless otherwise stated)

- Damp wipe all ledges, window sills, doors, skirting and all other paint work within hand height
Office Areas
- Carry out all high and low level dusting, i.e. Shelving, bookcases, pictures, ledges, frames, cabinet tops, desks/equipment, work tops, chairs, fire extinguishers and all appliances.
- All wooden furniture to be polished according to manufacturer's instructions.
- Remove any finger marks etc. from walls, doors and light switches.
- Clean and sanitise telephones, Classrooms and Motricity
 - Carry out high and low level dusting i.e. shelving, pictures, ledges, frames, cabinet tops, desks/equipment, chairs and window sills and all the appliances.
 - Remove all finger marks etc. from light switches, walls and doors

For the services included in its contract, the service provider will have to draw up the health management plan and implement the HACCP (drafting, posting, use as a traceability tool and archiving of general and daily cleaning plans).

The general cleaning plans will have to display the type of products used, their dosage, their action time and the frequency of use.

Daily schedules must be drawn up and displayed for each room and must include all the items, equipment and surfaces to be cleaned.)

The Delegate should use ecological cleaning products as often as possible, Ecological cleaning products must not harm the health of users and seek to reduce exposure to harmful inhalation.

Additional Services and Costs to Agreement

All washing and disinfecting equipment, products, consumables cleaning lotions, disinfectants, garbage bags are to be charged for on consumption (APPENDIX 1).

1.3 Duration of the contract

One year. From 1 January 2024 to 31 December 2024.

The work year for the Delegate shall be a maximum of 365 days which shall be scheduled primarily during the school year. With a work schedule of 10 hours day shift.

January							February							March						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	6					1	2	3						1	2
7	8	9	10		12	13	4	5	6	7	8	9	10	3	4	5	6	7	8	9
14	15	16	17	18	19	20	11	12	13	14	15	16	17	10	11	12	13	14	15	16
21	22	23	24	25	26	27	18	19	20	21	22	23	24	17	18	19	20	21	22	23
28	29	30	31				25	26	27	28	29			24	25	26	27	28	29	30
														31						

April							May							June						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	6				1	2	3	4							
7	8	9	10	11	12	13	5	6	7	8	9	10	11	2	3	4	5	6	7	8
14	15	16	17	18	19	20	12	13	14	15	16	17	18	9	10	11	12	13	14	15
21	22	23	24	25	26	27	19	20	21	22	23	24	25	16	17	18	19	20	21	22
28	29	30					26	27	28	29	30	31		23	24	25	26	27	28	29

July							August							September						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	6					1	2	3	1	2	3	4	5	6	7
7	8	9	10	11	12	13	4	5	6	7	8	9	10	8	9	10	11	12	13	14
14	15	16	17	18	19	20	11	12	13	14	15	16	17	15	16	17	18	19	20	21
21	22	23	24	25	26	27	18	19	20	21	22	23	24	22	23	24	25	26	27	28
28	29	30	31				25	26	27	28	29	30	31	29	30					

October							November							December						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7				1	2	3	4						1	2
8	9	10	11	12	13	14	5	6	7	8	9	10	11	3	4	5	6	7	8	9
15	16	17	18	19	20	21	12	13	14	15	16	17	18	10	11	12	13	14	15	16
22	23	24	25	26	27	28	19	20	21	22	23	24	25	17	18	19	20	21	22	23
29	30	31					26	27	28	29	30			24	25	26	27	28	29	30

Vacances scolaires et jours fériés School holidays and public holidays

1.4 Form of the contract

The contract will comprise a firm tranche with a fixed price component and a purchase order component for events or in cases of force majeure.

1.5 Terms and conditions

1.5.1 Equipment

The successful tenderer will provide all its cleaners with notebooks and pens to record daily cleaning schedules.

1.5.2 Equipment

All cleaners and restaurant support staff must be fully equipped with an appropriate costume.

1.5.3 Logistics

The Delegate plans and is responsible, at his own expense, for the following.

- a. General transport requirements for all its personnel to and from the premises
- b. Provision of cleaning equipment/tools and products in the area of assignment

1.5.4 Insurance

The Delegate is obliged to take out, no later than the date of signature of the present contract, with an insurance company that is with an insurance company that is known to be solvent, all the insurance policies necessary for the performance performance of the contract, so as to be guaranteed against any indemnity to which it may be exposed as a result of the activity under this contract. A copy of the insurance policies taken out will be sent to the Client prior to any commencement of services

The Service Provider's liability to the Client for non-performance of its contractual obligations may only be sought, over and above the amounts resulting from the application of this agreement, in the event of a breach, fault or omission committed in or in connection with the performance of the services for which it is responsible under this agreement. services for which it is responsible under this contract.

It is expressly agreed between the parties that any such fault or omission, as distinct from non-compliance with the Service Provider's undertakings, shall be deemed to have been committed by the Service Provider. Non-compliance with the Service Provider's obligations, must be proven by the Client and attributable to the Service Provider.

The Client must provide proof of the damage suffered.

1.5.5 Sign Plates -

The Delegate shall, at his own expense and subject to the prior approval of the competent authority, provide the display of the cleaning plans

1.6 Qualification criteria

Interested bidders must meet the following minimum qualification criteria:

- Appropriate licence and certification for cleaning and service provision. Candidates must provide at least the memorandum and business registration documentation.
- Experience in providing cleaning services to educational establishments.
- Cleaning staff with at least 6 months' experience.
- Adequate insurance cover.

1.7 Confidentiality

The Delegatee undertakes not to divulge to third parties all or part of the information and documents gathered in the course of its services, unless authorised in writing by the Client.

However, persons or companies consulted or met in the course of providing a service are not considered to be third parties.

1.8 Designation of parties

1.8.1 Client

The Client monitors the performance of the Delegate

1.8.2 Delegate

The delegatee undertakes to provide the names of the following people at the contract launch review:

- A single contract manager, responsible for the administrative management of this contract.
- A single site manager, with operational responsibility for all activities generated by this contract.
- A team of qualified cleaners / caretakers for the services and interventions covered by this contract.

Under no circumstances may the Service Provider subcontract the performance of part of the contract or assign all or part of the contract without the Client's prior and formal agreement, in accordance with the commercial provisions set out in the contract.

TITRE 2 MANAGEMENT ORGANISATION

For each meeting between Delegate and the Client, Delegate will draw up a report (paper and computer format) within 5 days mentioning the main decisions taken and will ensure a follow-up of the actions or measures to be taken.

The Client will have a period of 5 working days to make any observations after receiving the reports. Delegate must make the necessary corrections within 3 days of receiving any comments.

2.1 Contract launch review

Following notification of the contract, the Client will organise at least one contract review during which, in particular, there will be :

- a joint reading of the various contract documents ;
- drawing up and signing ;
- organisational arrangements;
- current and future operating constraints explained by the Client.

Note: in the period between the contract launch review and the first half-yearly meeting, the Client will organise as many meetings as necessary to ensure the organisational implementation of the contract and the taking into account of the installations, which Delegate will be obliged to attend without additional remuneration.

2.2 Quality assurance

Delegate must set up an internal quality control, at least monthly, the purpose of which is to guarantee the result, by highlighting weak points and strong points. This Quality control is to be carried out by a specialised delegate. The inspection report is to be submitted to the Client at monthly meetings. The preventive and corrective actions are to be implemented following the adoption of the inspection report by the Client and shall be referred to at each meeting.

2.3 Anomalies and incidents register

The register of anomalies and incidents records notable events that have occurred in the course of their surveillance and duties.

Before any entry is made in the register, cleaners must inform the Client of any incident observed in their surveillance area. In particular, they must indicate :

- the date and time when the events occurred ;
- a description of the events with the full names of those who witnessed the events.

2.4 Shift register

After each shift, the Service Provider reports to the Client on the activity of its teams.

This activity report is drawn up in the form of a report written by the team leader

2.5 Terms of payment

2.5.1 The Delegate send an invoice by the 5th of the followings month. Clients' payment of invoice is within 14 calendar days of date of submission of invoice.

2.6 Performance security

2.6.1 Within thirty (30) days of receipt of the notification of award from the Awarding Entity, the Delegate will sign the tender.

2.6.2 Failure of the successful tenderer to comply with the requirement will result into the loss of the tender. Therefore the Procuring entity may reward the award to the next lowest evaluated or call for new tenders.

2.7 Corrupt or fraudulent practices

2.7.1 The Procuring entity requires that tenderers observe the highest standard of ethics during the procurement process and execution of contracts. A tenderer shall sign a declaration that he has not and will not be involved in corrupt or fraudulent practices.

2.7.2 The procuring entity will reject a proposal for award if it determines that the tenderer recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.

Further, a tenderer who is found to have indulged in corrupt or fraudulent practices risks being debarred from participating in public procurement in Tanzania.

APPENDIX 3.1 : Monthly fixed price schedule

APPENDIX 1 3.1 : Full Month cost (every day of the month) 2 cleaners-waiters for the week-end				
Quantity	Post	Shift per a day	Cost per a day TSH	Cost per a month TSH
1	Supervisor	4 hours		
1	Cleaner and waiter	9 hours		
1	Cleaner and waiter			
1	Cleaner and waiter			
1	Cleaner and waiter			
1	Gardener	9 hours		
Cleaning materiel and product				
Total Monthly				

APPENDIX 3.2 : LIST OF DOCUMENTS TO BE SUBMITTED BY THE CANDIDATE WITH THE OFFER

- a) Company presentation
- b) Company memorandum
- c) List of agents assigned to the assignment
- d) Completed APPENDIX 1
- e) Methodology implemented for the assignment
- f) Daily cleaning plan template
- g) General cleaning plan template
- h) Insurance

3.3 - ANNEXE 3

FLORENCE ARTHAUD - GROUND FLOOR



FLORENCE ARTHAUD - FIRST FLOOR

