



ANNEX (F)

Cleaning Services and Ancillary Services Scope of Work

1 CLEANING

DAILY TASKS

- Clean and mop floors, all the corridors and offices, using the appropriate chemicals and equipment that will ensure the termination of airborne dust, bacteria, viruses, etc.
- Ensure that all the furniture and equipment used by the staff members such as telephones, doors, doorknobs, door hinges, etc. are always wiped and cleaned of any hand marks or dirt spots as well as being disinfected by using the appropriate materials, chemicals, and equipment.
- Disinfect and wipe all staircases, passages, desks, chairs, file cabinets, electrical switches, and any other edge that staff members are physically in contact.
- Dust/Wipe down all horizontal / vertical surfaces including window and shelves
- Water dispensers should be disinfected, and disposable cups are provided at all times
- Empty waste baskets and replace bin bags
- Ensure that all the floors of the premises are clean and totally dry
- Pick up, clean all waste containers and dispose of all litter.
- Spot clean all glass; windows, doors, doorknobs and metal work and dust all accessible ledges.
- Clean skirting, reception desk surface, dustbins, branding.
- Clean exterior space in front of the main entrance
- Sweep area immediately outside the gate, parking space, back yard, side entrance parking
- Cleaning of toilets with toilet cleaning material and disinfectant (2 times a day: morning, midday) by recoding and routine checks in control-sheets on hourly basis each day.

Bathroom Cleaning: All bathrooms are to be cleaned as follows:

- ☒ Disinfect shelves, ledges, and mirrors with appropriate cleaning materials.
- ☒ Disinfect and polish all ceramic surfaces and toilet surfaces with the appropriate chemicals.
- ☒ Check and replenish toiletries and other consumables such as soap and toilet paper, urinal balls and freshen the room with air freshener etc. in all the toilets.
- ☒ Wet clean and disinfect the floors with the appropriate cleaning materials.
- ☒ Washing and disinfecting of wash basins and seat cover, mirror, toilet floors, walls, doors and pipes
- ☒ Check and report of any leakages, blockages and any maintenance concerns
- ☒ Disinfect all components.

Nb: The dispensers should be placed in the bathrooms as follows: Soap dispensers, paper towels dispensers, seat wipes dispenser, wastepaper bins and the bins consummate.

Waste Baskets: All waste baskets in individual offices and common areas are to be emptied with the plastic bag and replaced as needed (at least twice a day, once first thing in the morning and the second after 14:00 PM).

Main waste baskets are to be taken out to the designated areas and emptied as well.

- **Shredder: All shredders are to be emptied daily. Content is to be taken to the recycling area.**
- **Recycling Bin: All recycling bins are to be emptied daily and to be taken to the recycling area.**
- **Re-filling of the water dispensers.**

WEEKLY TASKS

- **Fridge, Gas Cookers and Microwaves cleaning: All fridges, water dispensers and Microwaves should be cleaned when required, at a minimum of once per week.**
- **Machine scrub all tiled surfaces**
- **Spot clean all glasses, windows, doors, doorknobs and metal work and clean all accessible ledges**
- **Clean skirting, handrails and support metallic poles**

- Scrubbing and polishing of passages and staircases with suitable cleaning solution
- Remove mineral deposits from gullies and drain (toilet)
- Collection of garbage twice a week in keeping with set government and environmental regulations.

Quarterly Tasks

- Cleaning of Solar panel
- Clean inside and external windows
- Cleaning of Doors at the entrances.

GARDENING SERVICES #

Bi weekly Tasks

- Clean and water the garden around the premises and the surrounding area including the sidewalk and security huts of the building
- Watering the trees/garden
- Pruning the trees and garden Grass (Bi-weekly)

FUMIGATION AND PEST CONTROL SERVICES

The major work is summarized as below:

- Checks for rodents (Monthly)
- Internal spraying for cockroaches and mosquitoes and other pests (quarterly)
- External spraying for termites and ants (monthly)
- Pest control service in quarterly basis
- Check for Snakes and laying repellent (monthly)
- The quality supplies and the required equipment/tools must be provided by the contractor.

GARBAGE COLLECTION AND DISPOSAL SERVICES

The major work is summarized as below:

- Garbage Collection
- Disposal Services

- The frequency of garbage collection per week is Twice per week.
- The supplies and required equipment/tools must be provided by the contractor.

CAR WASH SERVICES

- Clean the exterior and the interior of cars.
- Vacuum inside of vehicles to remove debris, clean upholstery and surfaces.
- Clean windows, mirrors, and glass surfaces to ensure clarity and streak-free visibility.
- Clean inside windows, dashboard, cup holders, door jams ect.
- Perform manual washing and drying tasks, using cloths and sponges.
- Apply waxes, sealants, or other protective coatings to preserve paint and finish.

AC TECHNICIAN (On-call)

- Installation of air conditions split units and window types to the offices and other PLAN INTERNATIONAL facilities
- Conduct the necessary repairs, routine and regular maintenance to different types of air conditions, as well as for refrigerators at PLAN INTERNATIONAL facilities and any other related tasks.

PLUMBER (On Call)

- Perform skills level plumbing works for installing, repairing and maintaining pipes, fixtures and other plumbing used for water distribution and wastewater disposal in the facilities including offices, headquarters and troop accommodations.
- Review building plans and specifications to determine the layout for plumbing and related materials.
- Identify required tools and special equipment.
- Identify suitable pump size for water supply.
- Select the type and size of pipe required.
- Assemble and install valves and fittings.
- Install, repair and maintain water pumps, wastewater piping systems, sinks, toilets, water heaters, etc.
- Test pipe systems and fixtures for leaks.

- Perform scheduled maintenance service on plumbing systems and fixtures.
- Ensure all requirements as specified by the manufacturer of systems and fixtures are met.
- Ensure all installations, repairs and maintenances are properly sized, aligned, supported and graded; meet the appropriate standards and environmental protection requirements.
- Perform other duties as assigned by the Supervisor.

ELECTRICIAN (On Call)

Must have the basic principle knowledge of the Electricity.

- Replacing lights bulbs and electricity sockets.
- Extend Electrical wires to new electricity points as required.
- Perform minor repair to sustain the power supply stable.

CARPENTER (On-call)

- Perform skill level carpentry works required in the maintenance of residential and office buildings which include the installations, alterations, renovations and repairs in accordance with standard practices.
- Set up and operate wood working tools to cut, form and finish material for the job.
- Erect or dismantle structures, repair or refinish walls or structures.
- Install wood or metal parts.
- Install glass or replace broken glass as required.
- Erect or dismantle roofing or siding and prepare irregular scaffolding which may be required.
- Rough and finish carpentry.
- Paint and refinish object.
- Repair formworks for concrete structures i.e. walk ways and floor slabs etc.
- Repair and fit doors, door locks, and windows.
- Install floor and ceiling tiles.
- Perform cabinet works and repair furniture.
- Repair roofs and dry walls.

- Perform other duties as assigned by the Supervisor.

Materials Required:

- Cleaning materials and hygiene supplies should not be priced as material but should be included in the general pricing for works.
- The required equipment/tools must be provided by the contractor.
- The supply of cleaning equipment/material and hygiene supplies shall be in adequate stock for full coverage on the needs of PLAN INTERNATIONAL personnel and respective visitors in all locations. In analysis, materials should be in adequate quantities for:
 - Under current country situation, the company must keep stock of cleaning materials to avoid shortage.

Description of equipment/materials

- The Service provider must provide full details of equipment intended for use in the contract as part of their submission in the technical offer
- The equipment, products, accessories offered by the Service Provider in the performance of the services must comply with applicable regional, national and/or international standards.
- The service provider shall indicate the types and names of the cleaning products they will use.
- This list should include the product name, ingredient list and intended use of the product.
- The Service Provider upon PLAN INTERNATIONAL request may supply and install ancillary hygiene equipment in the toilet. These accessories should have a warranty period of at least one (01) year.
- The Service Provider must be in a position to provide all supporting documents and information on the source of the materials and supplies (including cleaning and / or sanitizing products) delivered using receipts, invoices, certificates or any other document.
- Prior to commencement of the services, the company may be requested to provide samples or models of materials or products that it proposes to use for final approval by PLAN INTERNATIONAL. Once accepted, these models and samples will be described and possibly kept by PLAN INTERNATIONAL to serve as a reference for the technical inspection of cleaning and maintenance of the building.
- In all cases, the replacement of an accessory, equipment or cleaning material by another must be the subject of a prior written agreement of PLAN INTERNATIONAL before any order.

- In consultation with PLAN INTERNATIONAL the winning bidder will develop monitoring mechanism for the use of cleaning products.

Cleaning equipment

- Brooms/Brushes of all types, mops, dusters, dust bins, buckets etc.
- Any other equipment/material as deemed necessary to perform all the cleaning tasks for the office.
- Window cleaning equipment.

Cleaning supplies

- All types of cleaning agents for toilets, floors, walls, glass.
- Polish for floors, furniture and metal fittings.
- Cleaning Pads, scouring pads and floor cleaners.
- Deodorizers and deodorizing blocks.
- Dishwashing liquid
- Kitchen sponges
- Wettex wipes
- Liquid detergent for dishwasher (only for PLAN INTERNATIONAL premises)
- Small and large garbage bags

Hygiene supplies

- Toilet paper
- Hand towels
- Liquid hand soap
- Kitchen paper

STAFF REQUIREMENTS

Compound Supervisor/Accommodation Cleaning Supervisor and Office Cleaning Supervisor
Competencies and Qualifications

- Post-secondary training/certificate in Business Administration/Hospitality Management.

- Property management is an added advantage.
- 2 years' experience relevant to the job.
- Proven managerial skills.
- Ability to communicate in Arabic and English.

Duties and responsibilities

- Oversee all Compound cleaning work and services performed by personnel employed by the Company to PLAN INTERNATIONAL's full satisfaction.
- Take all reasonable measures to ensure that hygiene and cleanliness standards are fully met.
- Ensures that Compound/ office premises/ Staff Houses is cleaned on daily basis, including Saturdays and during the established working hours.
- Keep attendance records of staff under supervision and in the event a Cleaner does not show up, the Supervisor is required to inform PLAN INTERNATIONAL and Company's Contract Manager to provide an immediate replacement.
- Monitor and maintain the stock of supplies required for cleaning material to assure that the supplies are always available.
- Reports to PLAN INTERNATIONAL Compound Manager on all technical and other problems encountered or reported by Cleaners in order to take the corrective measures.
- Organize the work of incentive workers (unskilled labor) to ensure special cleaning and other arrangements, when and as required.

Office Cleaner

Qualifications and Experience

- Minimum of 1 years of previous experience in similar capacity.
- Previous experience in working with INGOs is an advantage.
- Housekeeping knowledge is an advantage.
- Ability to communicate in Arabic or English.
- Maintain self-hygiene all times.

Duties and Responsibilities

- Cleaners are to report to work promptly by 6.30 am. Working week is 40 hrs.
- Clean all offices assigned as per the Checklist of duties and neatly arrange preferably as per the office occupants' instructions.
- Report of any maintenance concerns for the matter to be addressed in good time.
- Empty the waste bins during the morning session and the afternoon period.

Gardener (Scheduled)

Qualifications and Experience

- Minimum of 2-year experience in similar capacity
- Previous experience in working with INGOs is an advantage.

Duties and responsibilities

- Maintains and cleans the Office and Guest House and adjacent areas.
- Performs planting watering and Bi-Weekly care of plants, trees, and grass.
- Ensures fertility of the grounds is kept at an appropriate level.
- Assures general clean up including weeding, grooming, and trimming of trees.
- Mixes soils, makes cuttings, transplants seedlings, trims hedges and stakes.
- Prunes/trims trees.
- Applies herbicides and insecticides.
- Digs ditches and holes for new trees, grass and flowers planting.
- Repairs and cuts established lawns using the mower.

WORKING SCHEDULE

- Daily services for offices shall take place from 06:30AM to 02:30 PM, Sunday to Thursday including a one-hour break, covering breakfast and lunch breaks. Saturday from 08:00AM to 12:00PM.
- Friday, Saturday afternoon and Official Holidays days of PLAN INTERNATIONAL observed by PLAN INTERNATIONAL are off.
- All workspaces must be ready and clean for the PLAN INTERNATIONAL staff every morning from Sunday to Thursday at 8:00 am.

The service providers shall provide dedicated cleaners to the PLAN INTERNATIONAL. Any cleaning crew on sick leave or vacation shall be automatically replaced by the service provider. The service provider shall formally inform PLAN INTERNATIONAL and provide copy of the identification of the replacement

DURATION OF CONTRACT

The duration of the Long-Term Agreement PLAN INTERNATIONAL and the selected company(s) will be for an initial period of 12 months (1st July 2026– 30 June 2027) upon award of the contract and renewable for an additional 24 months (1st July 2027 – 30 June 2029) upon satisfactory evaluation of the company's performance. The selected company(s) will be requested to maintain their quoted price for the entire duration of the agreement.

8. RESPONSIBILITIES OF CONTRACTOR

- The Service Provider shall be deemed to have taken full knowledge of the areas and premises to be maintained, the consistency in the execution of the tasks, to have appreciated all the working conditions and to have become aware of their importance and their particularities.
- Thus, all suppliers are encouraged to visit all locations in order to assess the premises prior to submission of offer.
- The service provider is responsible for the provision of the required cleaning materials to execute the above tasks properly and getting a good quality of service in terms of cleaned, hygienic situation insuring no negative effects on the PLAN INTERNATIONAL items and staff as a result of using bad quality of cleaning materials. Therefore, it is imperative to use cleaning materials of good quality certification.
- The service provider is responsible to provide toilet papers and paper towels in case needed and ensure to be always available.
- All personal protective equipment such as gloves and gumboots, used in the cleaning process, to be provided by the service provider.
- Cleaning tools are to be kept clean and in proper condition at all times.
- The Service provider is responsible for the provision of replacements to the faulty equipment and spare parts under its possession.
- All female bathrooms and sanitary units must be maintained by female cleaning services staff only. Males are not allowed in.
- All cleaning services staff must be trained and wear the company uniform clearly stating the

company name. The service provider shall provide uniforms to the workers to suit the weather conditions such as trousers, blouses, jackets, hand gloves and any other appropriate clothing.

- In the case of any error or malfunctioning in the contracted supplies, it shall be the responsibility of the supplier to carry out the service once more to the satisfaction of PLAN INTERNATIONAL.
- The successful service provider must ensure that there is enough back-up cleaning material and equipment specifically toilet papers and hand paper towels, liquid soaps are kept on site in case of sudden shortage.
- PLAN INTERNATIONAL reserves the right to request the successful Service provider and their staff to undergo a security vetting process.
- Service providers will have the ability to either cover the designated areas themselves or subcontract service providers closer to each location at the Frame Agreement(s) given prices.
- Service provider should designate a qualified and dedicated staff "Supervisor" to manage the contract, who will co-ordinate the work execution activities and interact with the PLAN INTERNATIONAL contract administrator (supply unit) and compound management, and be responsible for supervision of the work.
- Supervisor should also be able to report at any time on the works in progress, email material quotations and co-ordinate crews.
- The Supervisor of the service staff must be fluent in English language, which will ease communication between both, the service provider and PLAN INTERNATIONAL.
- The Supervisor will be expected to inspect and verify the quality of works round the clock. All concourses and verandas will be expected to be clean and shiny at all times. In case it rains, the water to be cleared immediately and the places mopped.

Meeting

The appointed service provider shall attend to quarterly maintenance co-ordination meetings and any other meetings called by PLAN INTERNATIONAL.

Increase or decrease in the number of services

- PLAN INTERNATIONAL reserves the right, at the appropriate time or in the event of technical, financial, administrative constraints in all or some of the areas indicated, to increase or decrease the volume of services.
- In the case of an increase or decrease, the prices to be applied shall be those of the unit price /decomposition price of the total flat price submitted and approved. No complaint will be admissible after signature and approval of the contract.

- Quarterly and annually work should only be executed with PLAN INTERNATIONAL approval through a purchase order, invoice may be refused and will remain at the expense and risk of the Service Provider if work is done without PLAN INTERNATIONAL approval.

Management of staff

- The Service provider shall be responsible for his personnel who will remain totally under the supervision of the Service provider. The Service provider shall be responsible for the payment of salaries, uniforms, contributions and insurance of their service personnel.

- The supplier is responsible to provide adequate number of personnel to keep the whole compounds spotlessly clean and fully serviced during hours of operation to keep the places clean, hygienic and without damage.

- The service provider should provide proof of compliance with national regulations regarding labor law, accident, workmen compensation Act, workmen insurance as per Sudan

Government Workers Law. This will be the sole responsibility of the service provider. PLAN INTERNATIONAL

will not be a party at any stage to any kind of dispute relating to the above. In case any liability arises due to non-performance by the service provider, under no circumstances PLAN INTERNATIONAL shall

be liable for the same.

- During execution of work, the service provider should follow all standard norms of safety measures / precautions to avoid accidents / damages to man, machines and buildings etc. On non-adherence to this clause, PLAN INTERNATIONAL shall not be responsible for any injury, damages or

eventual losses to the Service provider's personnel whilst performing services under this contract.

- All the required staff under this RFP must be employed by the prospective Company. The successful bidder will be given a one-month notice to provide PLAN INTERNATIONAL with evidence of all personnel being employed under the name of the Company.

- All Staff of the company shall bear photo identity card during the period of work, which shall be duly signed by the Field Safety Officers from PLAN INTERNATIONAL.

- All workmen / manpower to be engaged by the company should be covered under the statutory government regulation.
- Any damage / pilferage of PLAN INTERNATIONAL property due to mishandling, carelessness of the service provider or his workmen will be recoverable from the service provider's bill and all materials and equipment issued to service providers shall be the sole responsibility of the service provider during the period of the contract.

The Service provider shall guarantee:

- That his personnel are honest, trustworthy and of good characters with a clean and proper appearance, being punctual and treating INGOs staff with courtesy and respect. Certificate of good conduct will be an added advantage.
- That his staff will refrain from any activity incompatible with the professional and scrupulous performance of their duties. If any of the employees undertaking the task is found unsatisfactory to PLAN INTERNATIONAL for any reason, upon notification, such employee would be automatically replaced.

The Service provider shall ensure that all its personnel employed and assigned to perform under the Contract meet or exceed the following minimum criteria.

- Be physically able to perform all cleaning duties, functions and activities.
- Free from all communicable diseases. Staff assigned to implement the contract are healthy. This will strictly apply notably to the staff assigned to work in the kitchens and the accommodations facilities, irrespective of the type of service he/she will be providing.
- In good general health, without physical defects or abnormalities which would interfere with the performance of duties.

All personnel to be provided by the Service provider shall be fully qualified and has experience as cleaner, gardener and maintenance services.

- The Service provider shall conduct pre-hire physical examinations at its own cost and expense, to ensure compliance with the above-mentioned requirements. It is the supplier responsibility to do the pre-hire examinations in accordance with the Sudanese normal laws.

Payment

PLAN INTERNATIONAL shall, on the fulfilment of the delivery terms, unless otherwise provided in the Contract or purchase order, make payment by bank transfer within thirty days of receipt of the Contractor's invoice for the goods and copies of any other documentation specified in the Contract. Payment against the invoice referred to above will reflect any discount shown under the payment terms agreed among the parties, provided payment is made within the

period required by such payment terms. The prices shown in the Contract or the purchase order may not be increased except by express written agreement of PLAN INTERNATIONAL. Documents are to be sent to the address indicated in the Contract or purchase order.

- The company will have to submit to PLAN INTERNATIONAL on a monthly basis a report which includes the list of detailed services provided during each calendar month before issuing the monthly invoice.

- The company will be paid only after the total works per month have been confirmed with PLAN INTERNATIONAL.

- The service provider should take action in order to make available at PLAN INTERNATIONAL main entrance gate an attendance sheet record where every staff should daily complete and sign information on the time of entrance and time of departure. No payment shall be done without the attendance record sheet dully completed and certified by the administration focal point & PLAN INTERNATIONAL Compound Admin.

- PLAN INTERNATIONAL will not make upfront payments to a successful service provider.

The bidder shall be required to issue pay slips by every 25th of each month to all his staff indicating the Gross, Net amounts and all deductions legally recognized, and a copy Submitted to the contract administrator (supply unit), attached with the statutory payments returns certificate i.e. National Hospital Insurance fund and the National Social Security Fund.

RESPONSIBILITIES OF PLAN INTERNATIONAL

PLAN INTERNATIONAL will provide a storage area for the supplier's stock of equipment and materials to be maintained under his custody.

- Permission of entry for the service provider staff.

- PLAN INTERNATIONAL has official holidays and the service provider staff are not requested to come unless requested by PLAN INTERNATIONAL in writing and subject to overtime payment to the staff.

- PLAN INTERNATIONAL will request that ID cards are presented at Reception and service provider's staff signs in, and out on each occasion.

- PLAN INTERNATIONAL will facilitate access for the Service provider and its staff in all offices concerning each assignment.

- PLAN INTERNATIONAL may request the company to withdraw any of his workers from the PLAN INTERNATIONAL compound without assigning any reason, with 24 hours prior intimation.

The PLAN INTERNATIONAL agency Admin focal point is responsible of:

- Contacting the service provider focal point to discuss the performance of the service provider's employees.
- Reminding the service provider that his staff will refrain from divulging or using for their advantage or that of a third party any information or documents which come to their knowledge during the performance to their duties.

10. SERVICE PROVIDER PERFORMANCE

Performance Standards/Service Level Agreement (SLA): All services performed by the service provider will be constantly reviewed by PLAN INTERNATIONAL against performance measurement criteria as set out below in this TOR. If the performance does not meet the standards required, the Service provider will be formally notified of deficiencies and, if appropriate, will be given the opportunity to rectify it, within the timeframe as determined by PLAN INTERNATIONAL.

Minimum Service Level Agreement (SLA)

Comply with all sanitary requirements specified in the contract resulting in satisfactory or better health inspections. 100% compliance

Timely service delivered by courteous employees. 98% compliance.

Availability of supplies, materials and equipment. 100% compliance

Abiding to days available for the service expressly agreed is crucial. 100% compliance

Submitting invoices on time. 98% compliance

Adherence to security instructions. 100% compliance

Maintaining updated attendance sheets and supporting documents. 98% compliance

Ensure the hygiene of the staff and clean uniform during the working hours. 98% compliance

Providing the Salaries to the contracts on timely manner. 100% compliance

Despite the fact that the scope of works for the above contractual agreement could not be secured by a Performance bond, selected Vendor(s) will be held liable to pay for liquidated damages in proof of contract breach or loss to the Organization.