



## Outsourcing of Cleaning & Gardening Services

### Terms of Reference

#### **Background**

SOS Children's Villages in Kenya is a member of the SOS Children's Villages International (CVI) Federation. SOS Children's Villages in Kenya is a child-focused Non-Governmental Organization established in 1973 to provide care and support to children who have lost or are at risk of losing the care of their biological family.

The organization's vision is "No child should grow up alone" and its programmes are driven by the mission of "building families for children in need, helping them shape their own futures and sharing in the development of their communities". In this regard, the organization works to reduce poverty; increase access to quality education and decent work; reduce inequalities and build strong institutions as laid out in Sustainable Development Goals (SDGs) 1, 4,8,10 and 16.

This is done through programs that are geared towards addressing the political, economic, health and social root causes that lead to high levels of child vulnerability and put families at risk of breaking down. The programs focus on Alternative Care, Family Strengthening, Youth Empowerment, Education, Health Care and Advocacy. The mission of SOS Children's Villages Kenya is to build families for children in need, help them shape their own futures and share in the development of their communities.

#### **1. Scope of Work**

- To provide office-cleaning and allied services of high industry standards using environmental friendly products and supplies.
- Preparing tea for staff and visitors in all SOS Children's Villages Kenya offices provided in the schedule.
- Gardening services in all SOS Children's Villages Kenya offices provided in the schedule.
- To provide thorough cleaning services during the weekend both internally and externally in all the offices provided in the schedule.

#### **2. Deliverables**



- Thorough cleaning and mopping all floors within the SOS Children's Villages premises
- Dusting all the workstations, equipment, cabinets, drawers and chairs.
- Cleaning interior and exterior windows and glass surfaces
- Cleaning of all washrooms and their fixtures;
- Cleaning and polishing the wooden floors on request
- Scrubbing parking areas with shampoo
- Garbage disposal into the rubbish bins
- Vacuum cleaning of all carpeted areas
- Scrubbing of all ceramic floors
- Preparing tea for staff and visitors
- Trimming and maintenance of hedges and fences
- Mowing of grass in the garden areas
- Maintaining of flowerbeds.
- Ensure the generators are maintained as scheduled and always fueled
- Observe flexible timing.

#### **Responsibility of the service provider**

- To provide supervision of service provider's personnel
- To provide all detergents to be used in executing the tasks
- To provider all tools for the gardening

### **3. Work Schedule**

The working hours will be carried out within the following timeframe but also subject to extension of time on need base;

**Monday to Friday from 6:00am to 3:00pm**

**Saturday from 8:00am to 1:00pm**

### **4. Profile of the Service Provider**

The Consultant will need to have the following capacities:

- Proven track record in rendering satisfactory services to high-end premises.



- Experiment ability of workforce to provide the services in all geographical regions as listed in the schedule.
- Financially sound and stable, evidenced by authentic financial statements for the past two years of operation
- The personnel must have training and experience in similar environments; and must not have criminal records or pending court cases against them.

## 5. Evaluation

**Application documents submitted will be evaluated in three stages**

**(i) General Mandatory Evaluation Criteria (25 marks)**

<b>For firms or institutions</b>			
1	Certificate of Registration		
2	Trade license Certificate/Business Permit		
3	PIN/VAT Registration Certificate		
4	Current Tax Compliance Certificate		
5	Capability statement identifying specific training course of interest. A maximum of 2 pages stating the firms experience in delivering trainings, proposes mode of delivery, current CVs of key staff and relevant qualifications including 3 referees with their current official contacts by email		

**(ii) Technical Capacity Evaluation (25marks)**



Criteria	Pass/Fail
The firm/individual should prove expertise and experience in undertaking the tasks (10 marks)	
Experience and professional qualifications in conducting similar or related assignments handled within the last 3 years: attach reference letters or testimonials from previous assignments including referees' details. Reference letters from at least 3 reputable references with their contact details; (15 marks)	

### (iii) Financial Evaluation and Price/Cost Analysis

All bidders who pass all technical criteria will move on to the financial evaluation where the lowest price offer(s) will be accepted as the winning offeror(s) assuming the price is deemed **fair and reasonable** and subject to the additional due diligence. Qualified and interested bidder are required to provide a comprehensive quotation for the services.

### Additional Due Diligence

Upon completion of both the technical and financial evaluations SOS Children's Villages Kenya may choose to engage in additional due diligence processes with a particular offeror or offeror(s). The purpose of these processes is to ensure that SOS Children's Villages Kenya engages with reputable, ethical, responsible suppliers with solid financials and the ability to fulfill the contract. Additional due diligence may take the form of the following processes (though it is not limited to):

- Reference Checks
- Supplier's facility visits
- Analysis of audited financial statements
- Determination of relations and affiliations between bidders.
- Call for virtual/physical presentations
- Other appropriate documented method giving SOS Children's Villages Kenya increased confidence in the supplier's ability

### 6. Duration of Assignment



The contract will be initially for one year with the possibility of extension, subject to satisfactory performance of the service provider.

**7. SOS Children's Villages Kenya Programs and Services Required:**

No.	Location	Item Description
1.	Nairobi; National Office Hurlingham	<ul style="list-style-type: none"><li>• 1 Cleaner/Tea Girl</li><li>• 1 Gardener</li></ul>
2.	Nairobi; SOS Children Village Buruburu and SOS FS Program	<ul style="list-style-type: none"><li>• 2 Cleaner/Tea Girl</li><li>• 1 Gardener</li></ul>
3.	Meru; SOS Children Village	<ul style="list-style-type: none"><li>• 1 Cleaner/Tea Girl</li><li>• 1 Gardener</li></ul>
4.	Mombasa; SOS Children Village & FS Program	<ul style="list-style-type: none"><li>• 2 Cleaner/Tea Girl</li><li>• 2 Gardeners</li></ul>
5.	Eldoret; SOS Children Village	<ul style="list-style-type: none"><li>• 1 Cleaner/Tea Girl</li><li>• 1 Gardeners</li></ul>
6.	Kisumu; SOS Children Village	<ul style="list-style-type: none"><li>• 1 Cleaner/Tea Girl</li><li>• 2 Gardeners</li></ul>

**8. Submission**

Please submit your proposals online to [Nationaloffice.procurement@soskenya.org](mailto:Nationaloffice.procurement@soskenya.org) not later than 30th June, 2023 at 2:00pm; with the subject line indicating: "Outsourcing of Cleaning & Gardening Services for SOS Children's Villages Kenya"

