TERMS OF REFERENCE (TOR)

CLEANING AND RELATED FACILITIES SERVICES

Document information	Details
Procuring entity	Médecins Sans Frontières – Eastern Africa (MSF EA), Nairobi, Kenya
Requesting unit	People & Culture Department
Service	CLEANING AND RELATED FACILITIES SERVICES
Duration and coverage	Two (2) years, renewable subject to written agreement, satisfactory performance, budget availability and applicable MSF EA approvals.

1. Background

MSF Spain (Eastern Africa) requires professional office cleaning, and related facilities support services to maintain a clean, hygienic, safe and welcoming working environment for staff, visitors and other users of its premises.

The services shall cover routine office cleaning, kitchen/pantry management, sanitary services, waste management, pest control/fumigation, indoor plants care and other related cleaning activities as specified in these Terms of Reference.

The service provider shall ensure that all services are delivered consistently and to the required quality standards, with due consideration to MSF EA's operational requirements, health and safety standards, confidentiality and environmental practices.

EDI and safeguarding considerations shall be integrated throughout service delivery, recognising cleaning personnel as associated personnel who must be treated with dignity and respect and who are also expected to uphold MSF EA standards of conduct, non-discrimination, confidentiality and protection from harm.

2. Objective of the Assignment

The overall objective is to provide reliable, professional and high-quality office cleaning and related facilities services at MSF EA HQ premises: -

1. Provide reliable, professional, and high-quality cleaning and hygiene services across MSF EA premises.
2. Maintain a clean, safe, hygienic, and comfortable working environment for staff and visitors.
3. Ensure cleaning services are delivered in accordance with MSF EA standards, agreed service levels, and applicable to health, safety, and environmental requirements.
4. Ensure the availability of adequately trained, supervised, and properly equipped cleaning personnel.
5. Promote effective waste management, hygiene, and safe handling of cleaning materials and chemicals.
6. Provide timely and responsive support for routine, periodic, and ad-hoc cleaning requirements.
7. Establish effective quality control, monitoring, and reporting mechanisms to maintain consistent service standards.

8. Ensure an inclusive, respectful and safeguarding-informed working environment for cleaning personnel, MSF EA staff, visitors and other persons using the premises, including accessible reporting pathways and protection from retaliation.
9. Ensure that cleaning personnel receive a role-specific induction and periodic refresher briefings on their duties, workplace rights, expected conduct, safeguarding responsibilities, confidentiality, health and safety, and how to raise concerns.
10. Emphasise the Gender Balance and People living with disability for cleaning staff composition.

3. Scope of Services

The service provider shall provide the following services:

3.1 Daily Office Cleaning and Maintenance

1. Cleaning of all offices, workstations and meeting rooms.
2. Cleaning floors, desks, shelves, glass doors, windows and other accessible surfaces.
3. Sweeping and damp mopping of office floors.
4. Dusting and wiping of doors, windowsills, skirting, trunking and other surfaces.
5. Dusting of desks, chairs, shelves, printers and other office furniture/equipment surfaces.
6. Spot cleaning of walls, light switches, furniture and fixtures.
7. Removal of fingerprints, stains, spills and visible marks.
8. Emptying of wastepaper bins, recycling bins and shredder trays and disposal at designated collection points.
9. Cleaning and maintaining reception, common areas and washrooms.
10. Ensuring furniture in offices, meeting rooms and reception areas is appropriately arranged after cleaning.
11. Removal of cobwebs and visible dust as required.
12. Cleaning of internal glass partitions and doors.
13. Cleaning of corridors, stairways and other common areas.
14. General housekeeping to ensure that the office remains orderly throughout the working day.

Note: Cleaning personnel shall exercise care around office equipment, documents and personal belongings and shall not move confidential documents or equipment without authorization.

Cleaning personnel shall respect privacy, dignity and personal boundaries at all times, including when cleaning occupied offices, washrooms, wellness or lactation spaces, prayer spaces and other areas requiring heightened sensitivity. Cleaning schedules and access arrangements should, where reasonably possible, minimize discomfort and ensure that users can request privacy or temporary access adjustments.

3.2 Kitchen / Staff Pantry Management

1. Cleaning and maintaining staff kitchens/pantries.
2. Clearing and collecting used cups, plates and other utensils.
3. Washing and drying reusable cups, plates and utensils.
4. Cleaning kitchen sinks, countertops, shelves, cabinets and accessible surfaces.
5. Cleaning kitchen appliances externally and internally where appropriate and safe to do so.
6. Maintaining kitchen/pantry areas in a clean and orderly condition throughout the working day.
7. Cleaning and disinfecting high-touch surfaces.
8. Monitoring and reporting damaged or malfunctioning kitchen fixtures/equipment.
9. Reporting on replenishing agreed kitchen consumables where included in the contract.

3.3 Sanitary and Washroom Services

- Clean and disinfect all toilets, urinals, washbasins and sanitary areas.
- Maintain washrooms in a clean and hygienic condition throughout the day.
- Clean mirrors, partitions, doors, fittings and other washroom surfaces.
- Replenish toilet paper, handwashing supplies, soap and other agreed sanitary consumables.
- Empty sanitary and general waste bins appropriately.
- Conduct periodic deep cleaning and descaling of washrooms, urinals, handwash basins and tiles.
- Immediately attend to spillages, blockages, unpleasant odours or other hygiene concerns reported during working hours.
- Maintain appropriate hygiene standards in accordance with MSF EA requirements.
- Maintain sanitary facilities in a manner that supports dignity, privacy and accessibility for all users, including prompt reporting of barriers, damaged locks, inaccessible fixtures or shortages of agreed menstrual hygiene and sanitary supplies.
- Cleaning personnel shall not remove, disclose or comment on personal health, hygiene or disability-related items encountered during service delivery.

3.4 Waste Management

- Collect waste from designated office areas.
- Empty wastepaper, recycling and shredder bins.
- Segregate waste in accordance with MSF EA's waste-management requirements.
- Transport waste to designated collection points.
- Ensure waste areas remain clean and hygienic.
- Report any waste-management concerns to the designated MSF EA Facilities representative.
- Ensure confidential/shredded waste is handled in accordance with MSF EA procedures and without unauthorized access.

3.5 Weekly Cleaning Services

1. Cleaning and polishing of internal windows and glass surfaces.
2. Cleaning of high surfaces including cupboards and shelves.
3. Scrubbing of ceramic floors and corridors.
4. Removal of cobwebs and high-level dusting.
5. Descaling of washrooms, urinals, handwash basins and washroom tiles.
6. Scrubbing and cleaning of waste bins.
7. Detailed cleaning of areas not covered under the daily routine.
8. Cleaning of other areas identified by MSF EA Facilities during routine inspections.

4. Periodic / Quarterly General Cleaning

The service provider shall undertake periodic deep/general cleaning, including:

1. Polishing and machine buffing of PVC/vinyl floors where applicable.
2. Machine scrubbing of ceramic floors.
3. Vacuuming and shampooing of carpeted surfaces.
4. Machine scrubbing and buffing of ceramic floors to remove grime, dust and stains.
5. Cleaning and polishing of windows, mirrors and glass partitions where applicable.
6. Spot cleaning of stains, spills, fingerprints and marks on walls, light switches, furniture and fixtures.
7. Hand scrubbing, shining and de-staining of surfaces where required.

8. Vacuuming office furniture and upholstery to remove fine dust.
    1. High-level dusting and cleaning of areas that cannot be adequately addressed through routine cleaning.
    2. Deep cleaning of kitchen/pantry and washroom areas.

The exact frequency of deep cleaning shall be agreed with MSF EA Facilities and may be adjusted depending on occupancy, usage and operational requirements.

5. Fumigation and Pest Control

The service provider shall provide professional pest-control and fumigation services as required, including:

1. Routine inspection for signs of pests.
2. Preventive pest-control measures.
3. Fumigation and treatment of identified areas.
4. Treatment of common office pests as required.
5. Provision of appropriate treatment reports.
6. Use of approved and appropriately handled chemicals.
7. Prior notification to MSF EA before any chemical treatment.
8. Compliance with applicable health, safety and environmental requirements.

All pest-control activities shall be undertaken in a manner that does not expose staff, visitors, equipment or the environment to unnecessary risk.

The exact frequency of fumigation and pest control shall be agreed with MSF EA Facilities and may be adjusted depending on occupancy, usage and operational requirements.

6. Indoor Plant Care and Maintenance

1. Water indoor plants at appropriate intervals.
2. Maintain the general appearance of indoor plants and planters.
3. Clean plant containers and surrounding areas.
4. Prune and maintain plants as required.
5. Report unhealthy, damaged or dying plants.
6. Remove dry/dead leaves
7. Pest and disease control as directed by MSF EA.

7. Cleaning Materials, Equipment and Consumables

The service provider shall provide all necessary cleaning materials, tools and equipment required to deliver the services, unless specifically stated otherwise by MSF EA.

1. Cleaning chemicals and detergents.
2. Disinfectants and sanitizers.
3. Mops, buckets, brushes and cleaning clothes.
4. Vacuum cleaners.
5. Floor-cleaning and polishing equipment.
6. Window-cleaning equipment.
7. Protective equipment.
8. Waste-handling equipment.
9. Other specialized cleaning equipment is required for the scope.

All chemicals shall be appropriately labelled, safely stored and handled by trained personnel.

MSF EA may specify or approve certain cleaning products where required for compatibility, environmental, health or safety reasons.

8. Staffing and Personnel Requirements

The service provider shall provide adequate, competent and appropriately trained personnel to deliver the services.

1. Adequate staffing levels to meet the agreed cleaning schedule.
2. Trained and competent cleaning personnel.
3. Appropriate uniforms, identification badges and access cards (as provided by MSF EA)
4. Appropriate PPE for all relevant activities.
5. Staff are professionally presented and conduct themselves appropriately.
6. A designated supervisor is available to coordinate the services.
7. Staff are properly briefed on MSF EA's workplace requirements, security procedures and confidentiality expectations.
8. Staff replacements are provided promptly in case of absence, resignation or other unavailability.
9. No unauthorized person is deployed to MSF EA premises.
10. Recruitment, deployment, scheduling, supervision, access to training and allocation of duties shall be fair, transparent and non-discriminatory. The provider shall take reasonable steps to prevent harassment, bullying, exploitation and abuse of power within its workforce.
11. The provider shall make reasonable accommodation for personnel with disabilities, health conditions, pregnancy, religious observance or caregiving needs, where required and feasible, without compromising essential service or safety requirements.
12. Cleaning personnel shall receive information, in a language and format they understand, on their employment terms, working hours, wages and benefits, leave, PPE, grievance channels, safeguarding reporting options and protection from retaliation.
13. Personnel shall not be required to undertake personal errands or tasks outside the agreed scope, and must be able to refuse unsafe, discriminatory, degrading or inappropriate instructions without retaliation.
14. The provider shall designate a trained supervisory focal point to receive welfare, EDI, conduct and safeguarding concerns and to coordinate referrals with the designated MSF EA representative.

9. Health, Safety and Environmental Requirements

The service provider shall comply with all applicable health, safety and environmental requirements. The service provider shall:

1. Provide appropriate PPE to its personnel.
2. Ensure safe handling and storage of chemicals.
3. Maintain appropriate Material Safety Data Sheets (MSDS/SDS) for applicable chemicals.
4. Use warning signs during wet-floor and hazardous cleaning activities.
5. Ensure cleaning activities do not create unnecessary risks to staff or visitors.
6. Report accidents, incidents, near misses and hazards immediately.
7. Maintain appropriate emergency arrangements for its personnel.
8. Dispose of waste and chemical containers appropriately.
9. Comply with MSF EA workplace safety requirements and applicable Kenyan legislation.
10. Conduct task and workplace risk assessments that consider differential risks, including pregnancy, disability, allergies or chemical sensitivities, lone working, early or late shifts, harassment risks and access to suitable PPE in appropriate sizes.

11. Ensure that incidents involving harassment, discrimination, intimidation, retaliation, exploitation or other harm are reported through the appropriate confidential channel in addition to routine HSE reporting.

10. Security and Confidentiality

Due to the nature of MSF EA's operations, cleaning personnel may have access to offices and work areas containing confidential information.

The service provider shall therefore ensure that:

Personnel maintain strict confidentiality.

1. Documents, files, equipment or personal belongings are not accessed, moved or interfered with without authorization.
2. Lost property is immediately handed over to the designated MSF EA representative.
3. Access to restricted areas is only undertaken with authorization.
4. Cleaning personnel comply with MSF EA security and access-control procedures.
5. Any suspected security or confidentiality incident is immediately reported.

11. Supervision and Quality Control

The service provider shall appoint a supervisor responsible for:

- Daily supervision of cleaning personnel.
- Ensuring completion of the agreed cleaning schedule.
- Conducting monthly quality inspections and walkthroughs by the cleaning management team.
- Addressing complaints and service deficiencies.
- Coordinating with the MSF EA People & Culture Department.
- Maintaining cleaning checklists and service records.
- Reporting incidents and operational concerns.
- Following up corrective actions.
    - Conduct respectful supervision and periodic check-ins with cleaning personnel, including opportunities to raise workload, welfare, accessibility, EDI, conduct or safeguarding concerns confidentially.
    - Ensure complaints about cleaning personnel are assessed fairly, with the individual informed of the concern and given an opportunity to respond before corrective or disciplinary action is taken.
    - The MSF EA People & Culture Department, with operational support from Facilities, conducts periodic inspections and may request corrective action where services do not meet the agreed standards.

12. Reporting Requirements

The service provider shall provide:

Daily

1. Cleaning checklist.
2. Attendance record.
3. Identification of outstanding cleaning issues.
4. Incident reporting where applicable.

Monthly

1. Monthly cleaning service report.
2. Attendance and staffing report.
3. Cleaning inspection results.
4. Complaints and corrective-action report.
5. Materials/consumables status.
6. Pest-control/fumigation activities undertaken.
7. Equipment condition and maintenance issues.
8. Recommendations for improvement.
9. Anonymized summary of EDI, welfare, conduct or safeguarding concerns raised, referrals made and corrective actions taken, without including identifiable or case-sensitive information.
10. Confirmation of induction and refresher briefings completed, including attendance and topics covered.

Quarterly

1. Performance review against agreed KPIs.
2. Trend analysis of complaints and recurring issues.
3. Deep-cleaning completion report.
4. Recommendations for service improvement.
5. Review of recurring barriers or risks affecting inclusion, dignity, accessibility, respectful conduct or staff safety, with agreed improvement actions and responsible persons.

13. MSF EA Responsibilities

The MSF EA People & Culture Department, with Facilities support for site operations, shall:

1. Provide reasonable access to the premises.
2. Communicate relevant operational requirements.
3. Coordinate access to restricted areas where required.
4. Conduct service inspections and performance reviews.
5. Provide feedback on service quality.
6. Approve agreed cleaning schedules and service standards.
7. Escalate significant performance or contractual issues to the service provider.
8. Provide the service provider with relevant MSF EA workplace conduct, EDI, safeguarding, confidentiality, security and reporting requirements, including updated focal-point and reporting-channel information.
9. Include cleaning personnel, where relevant, in workplace inductions and safety, safeguarding or respectful-conduct briefings, and ensure they can access reporting channels without needing to report first through the service provider.
10. Address concerns involving MSF EA personnel or premises promptly, confidentially and without retaliation, in coordination with the responsible MSF EA functions.

14. Service Provider Responsibilities

The service provider shall be fully responsible for:

1. Providing sufficient competent personnel.
2. Providing cleaning equipment, tools and materials within the agreed scope.
3. Supervision and quality control.
4. Compliance with HSE requirements.
5. Staff discipline and conduct.
6. Staff attendance and replacement.
7. Proper handling of cleaning chemicals.
8. Maintaining service records.

9. Timely correction of deficiencies.
10. Meeting agreed KPIs and service levels.

15. Other required responsibilities

1. Integrate EDI and safeguarding requirements into the provider's policies, supervision, training, workforce management and service delivery, including the following:
2. Maintain and communicate policies prohibiting discrimination, harassment, bullying, exploitation, abuse of power, retaliation and other forms of abusive or inappropriate behavior.
3. Ensure all assigned personnel, and company, sign and acknowledge the applicable code of conduct, confidentiality commitments and safeguarding expectations before deployment.
4. Notify MSF EA promptly of serious conduct or safeguarding concerns connected to the assignment, while respecting confidentiality, consent and need-to-know information sharing requirements.
5. Cooperate with authorised reviews or investigations and implement agreed protective, corrective or disciplinary measures, without interfering with or retaliating against any person who raises or supports a concern.
6. Monitor subcontractors and replacement personnel against the same EDI, safeguarding, conduct, confidentiality and safety standards.

16. Roles and responsibilities; EDI and Safeguarding briefing

1. Before deployment, and whenever personnel are replaced, the service provider and MSF EA shall ensure that cleaning personnel receive a joint, role-specific briefing in a language and format they understand. The briefing shall be documented and shall cover at least:
2. Role and scope: assigned tasks, work locations, schedules, supervision lines, authorised access, prohibited tasks and the right to seek clarification before acting.
3. Expected conduct: respectful and non-discriminatory behaviour; professional boundaries; prohibition of harassment, bullying, exploitation, abuse of power, retaliation and other inappropriate behaviour.
4. Rights at work: dignity and respect, fair treatment, safe working conditions, appropriate PPE, agreed rest periods and facilities, reasonable accommodation where applicable, and freedom to raise concerns without retaliation.
5. Safeguarding responsibilities: duty to avoid causing harm, recognise and report concerns, respond appropriately to a disclosure without investigating it, preserve confidentiality and avoid case interference.
6. Confidentiality and privacy: handling of documents, personal information, conversations, devices, waste and restricted areas on a strict need-to-know and non-disclosure basis.
7. Safety and wellbeing: chemical handling, safe equipment use, emergency procedures, lone-working or after-hours arrangements, and the right to stop and report unsafe work.
8. Reporting and support: accessible and confidential channels available through both the service provider and MSF EA, including how to report concerns involving either organization and how urgent risks are escalated.
9. Accountability: consequences for breaches, fair process for responding to allegations, non-retaliation expectations and cooperation with authorised reviews or investigations.
10. The provider shall maintain signed attendance or acknowledgement records for induction and refresher briefings and provide confirmation to MSF EA. The content shall be refreshed at least annually and whenever relevant policies, reporting channels, risks or workplace arrangements change.

17. EDI & Safeguarding approach

- EDI and safeguarding approach, including provider policies, staff briefing plan, accessible reporting channels, non-retaliation measures and management of workforce risks.
- Evidence of fair and safe employment practices, including training, supervision, worker welfare, reasonable accommodation and procedures for responding to conduct concerns.
- Capacity to provide anonymised assurance on induction, incidents, referrals and corrective actions while maintaining confidentiality and data protection.

18. Duration of the Contract

The contract shall have an initial duration of two (2) years and may be renewed subject to satisfactory performance, budget availability, mutual written agreement and applicable MSF EA procurement and contractual approvals. Renewal is not automatic.

Performance shall be reviewed annually, and MSF EA reserves the right to require corrective action where service levels are not achieved.

19. Technical Evaluation Considerations

1. Company experience in provision of cleaning services.
2. Technical capacity and relevant experience.
3. Proposed methodology and work plan.
4. Staffing and supervision structure.
5. Cleaning equipment and materials.
6. HSE and environmental management approach.
7. Quality assurance and inspection methodology.
8. Reporting and performance-management approach.
9. References and past performance.
10. Financial competitiveness and value for money

19.1 Technical Evaluation Matrix (80 Marks)

No.	Technical Evaluations Criteria	80 Marks
1	Company experience in provision of cleaning services	10
2	Technical capacity and relevant experience	10
3	Proposed methodology and work plan	10
4	Staffing and supervision structure	10
5	Cleaning equipment, materials and consumables	10
6	HSE and environmental management approach	10

No.	Technical Evaluations Criteria	80 Marks
7	Quality assurance and inspection methodology	10
8	Reporting and performance-management approach	5
9	References and past performance	5
Total Technical Score		**80 Marks**

Annex A. Financial assessment and bidder pricing schedule

Complete this financial proposal schedule using the same scope and quantities stated in the invitation to tender. The pricing schedule supplements the Terms of Reference and does not replace the technical requirements or evaluation criteria.

A. Pricing instructions

• Quote all applicable lines using a single currency (KES unless the invitation specifies otherwise). State VAT separately, other statutory charges and the final tax-inclusive amount.

• Indicate “included” or “not applicable” where appropriate. Do not leave fields blank. Describe any exclusions or minimum charges.

• Rates must cover the costs of staff, supervision, tools, PPE, transport and standard consumables where specified by the underlying ToR. Identify exceptions explicitly.

• Routine work, emergency attendance, labour, replacement materials and optional services must be distinguished to prevent duplicate charging.

The quantities and annual comparison basis will be specified in the invitation to tender or bill of quantities. All bidders shall quote against the same assumptions; unit prices alone do not establish the lowest overall cost.

B. Standard financial quotation schedule

Quantities shown in this pricing schedule are indicative for comparative evaluation. The quantities and any applicable optional items will be confirmed in the invitation to tender. Indicative quantities do not constitute guaranteed purchase volumes.

C. Commercial and implementation information

- Rate validity period and price adjustment mechanism (if proposed).
- Service commencement lead time and mobilization requirements.
- Normal working hours, emergency response coverage and overtime rates.
- Payment terms; any advance payment requirement; invoicing frequency.
- Insurance and statutory compliance documentation applicable to the service.
- Exclusions, subcontracted elements, travel expenses and minimum charges.

No.	Item / service	Unit	Estimated qty*	Unit price excl. VAT	Total excl. VAT
1	Core daily cleaning staffing	person/month	5	Bidder to quote	To calculate
2	Supervisor / site manager	person/month	1	Bidder to quote	To calculate
3	Replacement cleaner / additional shift	person/day	2	Bidder to quote	To calculate
4	Routine cleaning materials and equipment	Month	To be agreed	Bidder to quote	To calculate
5	Sanitary consumables (each type itemised)	item/month	To be agreed	Bidder to quote	To calculate
6	Scheduled deep cleaning	Service	To be agreed	Bidder to quote	To calculate
7	Window / high-level cleaning	Service	To be agreed	Bidder to quote	To calculate
8	Pest control / fumigation	Visit	To be agreed	Bidder to quote	To calculate
9	Indoor plant maintenance	month	To be agreed	Bidder to quote	To calculate
10	Emergency / special cleaning	hour	As per the need	Bidder to quote	To calculate
11	Waste collection and disposal	daily	Daily	Bidder to quote	To calculate

No.	Item / service	Unit	Estimated qty*	Unit price excl. VAT	Total excl. VAT
	Subtotal excluding VAT				Bidder to complete
	VAT (specify rate)				Bidder to complete
	Any other taxes / charges (itemised)				Bidder to complete
	TOTAL INCLUSIVE OF ALL TAXES				Bidder to complete