

TERMS OF REFERENCE FOR THE PROVISION OF CLEANING SERVICES

INTRODUCTION

Kigali Public Library is an open and public platform that inspires communities to read, discover, and learn. We provide access to educational, cultural, and inspirational materials in digital and physical formats. We host and create programs, workshops, and events that foster literacy, creativity, and innovation.

ADMINISTRATIVE INFORMATION

Purpose of the Service

Kigali Public Library is seeking a competent and experienced cleaning services company/firm to provide high-quality cleaning and maintenance services for its facilities. The service provider must guarantee the quoted prices for the duration of the contract. KPL, with the consent of the service provider, shall have the option for a one-year contract with possible extensions based on the performance of the service provider. KPL reserves the right to terminate the contract at any time for reasons of contract violations or poor performance.

Scope of Work

The cleaning services company shall provide the following services:

- Routine cleaning of all library spaces, including reading rooms, offices, restrooms, meeting rooms, and public areas.
- Deep cleaning services are provided periodically as required.
- Waste collection and proper disposal.
- Cleaning and maintenance of floors, windows, furniture, and fixtures.
- Use of appropriate cleaning materials and equipment.
- Supply of cleaning consumables such as detergents, disinfectants, toilet paper, and hand soap.
- Responding to emergency cleaning requests when necessary.

Work Details

The service provider shall ensure that:

1. Cleaning Staff

- They are well-trained, professional, and reliable.
- Use appropriate personal protective equipment (PPE) while working.
- Maintain respectful and courteous behavior toward library staff and visitors.

2. Cleaning Standards

- Follow hygiene and sanitation best practices.
- Use environmentally friendly and safe cleaning products.
- Comply with health and safety regulations.

Time Frame

- **Daily cleaning:** Services to be performed daily during agreed hours.
- **Deep cleaning:** Scheduled monthly or as agreed.
- **Emergency requests:** Respond within 2 hours.

HEALTH AND SAFETY

The service provider must ensure compliance with all health and safety laws and regulations. Cleaning staff must be trained in safe handling and use of cleaning products and equipment. All materials used must be non-toxic and safe for public environments.

SELECTION CRITERIA

The selection of the cleaning services provided will be based on the following criteria:

- **Company registration:** Must be a registered cleaning company in Rwanda with a good reputation.
- **Experience:** Proven track record in providing cleaning services to public institutions or similar organizations.

- **Staff qualifications:** Well-trained cleaning personnel.
- **Price competitiveness:** Reasonable pricing in line with market rates.
- **Service reliability:** Demonstrated ability to provide consistent and timely services.
- **References:** Must provide at least three references from reputable organizations or government institutions.

AWARD AND PAYMENT

Award

The contract will be awarded to the service provider whose proposal best meets the selection criteria. All qualifying proposals will be reviewed and scored based on the evaluation criteria. KPL reserves the right to schedule meetings with the selected provider to discuss the terms and conditions before awarding the contract.

Payment

Kigali Public Library will receive a monthly statement from the service provider, which should include details of cleaning services provided and any related expenses. Payments will be made within 30 days of the invoice date.

Price Proposal

The service provider must submit a detailed price proposal outlining the cost of daily cleaning services, deep cleaning, consumables, and any additional services. The proposal should also include a breakdown of the monthly payment.

CONTRACT DURATION AND EXTENSION

The contract term will be one year, renewable upon satisfactory performance by the service provider and mutual agreement by both parties. Any extension of the contract period must be confirmed by both KPL and the service provider before the expiration of the existing contract.

REJECTION OF PROPOSALS

KPL reserves the right to reject any or all proposals, waive informalities and irregularities, and accept the proposal deemed to be in the best interest of KPL. Proposals will be rejected



from any service provider for whom there is documented evidence of delays, inability to meet requirements, or poor performance in previous contracts.

SITE VISIT

The site visit should be scheduled in advance by calling 0788500777.

SUBMISSION METHOD

All proposals must be submitted at Kigali Public Library's reception, Monday to Friday between 9:00 a.m. and 5:00 p.m., before the specified deadline.