



PACER Plus
IMPLEMENTATION UNIT

TERMS OF REFERENCE — CLEANING SERVICES

Title of Assignment:	Cleaning Services for PPIU Office
Duration:	12 months
Location:	Onsite PPIU Office
Start Date (Est)	1 January 2025 — 31 December 2025
Reporting to:	PPIU Operations Manager

I. Background

The PACER Plus Implementation Unit (PPIU) is seeking a service provider that can provide office cleaning services to its office located at the Media Centre Building, Tuainaimoto, Apia.

The successful bidder shall be contracted for a period of 12 months, with the possibility of renewal subject to satisfactory contract performance,

II. Scope of work

The service provider shall be responsible for the provision of cleaning services to the office rooms, work stations, meeting room, kitchen, toilets, internal/external windows and outside patio.

The scope of the work shall include but not be limited to the following:

1. Cleaning of office area and Training Room

- Sweeping and vacuuming floors.
- Mopping of office floor.
- Dust/Wipe all horizontal surfaces.
- Cleaning of windows and doors.
- Sweep walkways and parking space.

2. Rest Rooms (Toilets)

- Sweep and mopping toilet floors to free from surface dirt with detergent and disinfectant.
- Remove stains and spillage from all toilet fixtures, surrounding walls and skirting surfaces with a disinfectant and cleaning agent.
- Clean toilet seats, topside and underside with a disinfectant and cleaning agent.
- Clean and disinfect all hand wash basins thoroughly.
- Replace toilet tissue as and when required.
- Empty waste sanitary bins, waste baskets and clean them daily.
- Refilling hand washing soap dispensers.

3. Cleaning of kitchen area

- Wiping and cleaning kitchen area — white goods, dining table, chairs, cupboards, and drawers.
- Clean sinks and strainers.
- Maintain (water and monitor soils) for indoor flowers and plants during cleaning days.

4. Office waste bins

- Empty all bins during cleaning services dates. Rubbish from bins is to be placed in bins where rubbish is collected from by respective garbage collection services.

III. Supplies & Equipment

The service provider will provide all equipment, as well as environmentally friendly cleaning supplies required for carrying out the work. Toiletry supplies (toilet paper) and hand washing soap will be procured and stocked by the PPIU.

IV. Schedule of Services

Cleaning services should take place two days in a week — Tuesday and Friday outside office working hours from 5:00-8:00pm, unless otherwise requested by PPIU.

When needed, PPIU may require cleaning services outside of designated time, the cost of which shall be discussed and agreed with the service provider prior to provision of service.

V. Duration of contract

The contract will be initially for one year with the possibility of renewal, subject to satisfactory performance of the contractor.

VI. Qualification requirements

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