



PACER Plus
IMPLEMENTATION UNIT

TERMS OF REFERENCE — PPIU OFFICE MAINTENANCE

Title of Assignment:	PPIU Office Maintenance
Duration:	12 months
Location:	Onsite PPIU Office
Start Date (Est)	1 April 2026 — 31 March 2027
Reporting to:	PPIU Operations Manager

I. Background

The PACER Plus Implementation Unit is seeking a service provider that can provide office maintenance services to its office located at the Media Centre Building, Tuanaimato, 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, workstations, meeting room, kitchen, toilets, internal/ external windows and outside patio. Addition to the cleaning, the maintenance of office plants.

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

1. Office Maintenance & Cleaning of 2 PPIU Office

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

1. 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

2. 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.

3. 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.

4. Maintenance of office plants

- Regular trimming and watering of indoor pot plants
- Removal and disposal of fallen leaves and plant debris
- Monitoring plant health and general upkeep
- Replacement of dead or damaged plants when required of dead plants if needed

III. Supplies & Equipment

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

IV. Schedule of Services

Cleaning and plant maintenance service should take place two days in a week — Tuesdays and Fridays outside office working hours from 5:00-8:00pm, unless otherwise requested by PPIU.

When needed, PPIU may require additional 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

1. Demonstrated experience in providing commercial office cleaning services or similar services to professional or high-standard premises.

2. Demonstrated experience in providing plant maintenance or similar services to professional, commercial or high-standard premises.
3. Valid business registration and license to operate both services in Samoa.
4. Qualified personnel with appropriate training and experience in commercial and office cleaning. Personnel assigned to the services must have no criminal records or pending court cases.
5. Client references from existing or previous contracts demonstrating satisfactory service delivery.