

TERMS OF REFERENCE (TOR) CLEANING & OTHER SUPPORT SERVICES

A. Background

Maldives Fund Management Corporation Limited (MFMC) requires the effective provision of Cleaning & Messenger service.

B. Scope of work

This is to provide Cleaning & Messenger service for one floor comprising two office spaces. All equipment and products used for the cleaning service should be bought by the service providers.

1. Cleaning Service

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

- Cleaning of office space, meeting rooms and common area
- Cleaning of all bathrooms and their fixtures
- Cleaning of the balcony
- Cleaning of windows – internal and external

1.1. Offices / Reception

- Daily – paper/waste bins emptied & dustbin bags changed, Sweeping/mopping the floor area
- Three times a week - floors/carpets vacuumed.
- Two times a week – cleaning/dusting/vacuuming of fixtures such as cupboards, shelves, picture frames, couches, chairs, desks and desk equipment
- Once a week - cleaning/dusting/vacuuming of window-sides, doors, glass doors and glass partitions

1.3. Meeting / conference rooms

- Daily – paper/waste bins emptied & dustbin bags changed; table tops cleaned; tables and chairs re-arranged
- Three times a week – floors cleaned; fixtures cleaned
- Once a week - cleaning/dusting/vacuuming of window-sides, doors, glass doors and glass partitions

1.4. Bathrooms

- Daily – floors scrubbed, washed and dried
- Vanity top scrubbed, washed and dried
- Fixtures cleaned and disinfected

1.5. Kitchenettes

Daily – Floors sweeping/mopping; table tops; sinks scrubbed, washed and dried, waste bins emptied and dustbin bags changed.

F. Duration of contract

The contract will be initially for 1 year with the possibility of extension up to 12 months, subject to satisfactory performance of the contractor. Contractor performance will be reviewed on an ongoing basis.

G. Termination Condition

1. Based on the ongoing review, MFMC will have the right to issue immediate termination notice if the contractor:
 - i. Fails to attend for 3 consecutive days without any written notice with reasons
 - ii. Fails to rectify/address and remedy any receipts of a notice of failure issued from MFMC, within the agreed period
 - iii. Has been issued 3 written notices of failure as stated in G. 1. ii
2. Agreement can be terminated by MFMC with a notice period of 1 month

H. Qualifications of contractor

Two years proven track record in rendering satisfactory services to similar offices. The personnel must have training and experience in similar environments; and must not have criminal records.