

PEACE CORPS
Overseas Request for Quotation (RFQ) for Supplies/Services/Equipment

RFQ Number: 617-26-007

Appendix: Statement of Work/Description of Requirements



SCOPE OF WORK

Cleaning Services for the Offices and Medical Unit at Peace Corps Uganda

The purpose of this procurement action is to obtain cleaning services from a company for the Offices and the Medical Unit at the Peace Corps compound in Kololo. The contractor shall perform the work according to the cleaning protocols set by Peace Corps.

General Requirements

The contracted company shall include planning, administration and management necessary to ensure that all services comply with the contract, schedules, instructions from Peace Corps and all applicable laws and regulations. The contracted company shall ensure that its staff shall comply with all the specifications and requirements in the contract.

Management and Supervision

Team Lead

The cleaning staff assigned to Peace Corps will work as a team under the day-to-day operation, management and overall supervision of a Team Lead, who will be a Peace Corps employee.

Meetings

The lead will have briefings with the General Services Manager and someone from the medical team as often as necessary. Feedback on quality control results and any required corrective measures should be discussed during these meetings as well as any challenges affecting the correct rendering of services.

Staff

The contractor shall designate specialized cleaning personnel to work. They shall be responsible for all the work being performed at the work site under the contract. The personnel must have a minimum of a year's proven experience in the trade of office/residential cleaning and usable knowledge of the English language. All contractor staff are required to undergo US Embassy security certification before accessing the Peace Corps facility.

Schedule

The Contractor shall be responsible for coordinating all work to be performed under this project with the Contracting Officer at Peace Corps. The Contractor shall maintain work schedules based on up to 40-hour work week.

The Contractor will perform all the duties specified in the contract according to the cleaning protocols that will be specified. The duties will include but not limited to; office cleaning (including office furniture and office equipment), windows, bathrooms, stairs, and walls. Service is required Monday through Thursdays from 7:00 am to 4:00 pm, including a 30-minute break for meals, and on Friday from 07:00 am to 12:00 pm except on local and United states holidays listed. List of holidays to be provided to the Contractor at the beginning of each year. If a Contractor employee is absent, the Contractor is responsible for providing a replacement for that duration.

Quality Control

The Contractor shall be responsible for quality control. The Contractor shall perform inspection visits to the work site on a regular basis. The Contractor shall coordinate these visits with the Peace Corps General Services Manager (GSM).

Hazardous and Toxic Substances

It is the Contractor's responsibility to ensure the safe handling, application, removal and environmentally sound disposal of all hazardous or potentially hazardous chemicals used under this contract.

The Contractor shall notify the General Services Manager and Medical Team prior to applications and advise of any danger associated with the use of certain products. The Contractor shall obtain approval for all chemicals used under the contract.

Peace Corps will be responsible for disposing of expired medication as well as medical waste such as sharps.

Personnel Requirements

The Contractor shall maintain discipline at the site and shall take all reasonable precautions to prevent any unlawful or disorderly conduct by employees. The Contractor must adhere to all United States (US) federal and Uganda Ministry of Health requirements including those that pertain to outbreaks or pandemics.

Peace Corps reserves the right to direct the Contractor to remove an employee from the worksite for failure to comply with the standards of conduct. The Contractor shall immediately replace such an employee to maintain continuity of services at no additional cost to Peace Corps.

Peace Corps is a United States government facility. Cleaning staff will have access to general spaces. Some Medical areas will require Peace Corps personnel to be present when the cleaners are in the room. Cleaners will not have access to the Server room.

Materials and Equipment

The Contractor shall provide protective gear and uniforms for staff, to include gum boots and gloves, and other safety equipment as needed. Peace Corps will provide all necessary cleaning supplies and materials to perform the work identified in this contract.

Compensation and Benefits

Prompt payment of compensation and benefits to contract cleaning staff is required.

Meals

The Contractor is responsible for providing meals for contract staff.

Insurance

The Contractor is required to provide all insurance that is legally required for their staff during the entire performance of the contract.

Laws and Regulations

Without additional expense to Peace Corps, the Contractor shall comply with all laws, codes, ordinances, and regulations required to perform this work. If there is a conflict between the contract and the requirements of local law, the Contractor shall promptly advise the Peace Corps Contracting Officer of the conflict and of the Contractor's proposed course of action for resolution by the Peace Corps Contracting Officer.

Cleaning Protocols & Instructions – Peace Corps office

The Peace Corps compound includes different kinds of areas:

- General Environment: Receptions and entries for compound and all buildings, meeting rooms, hallways, staff offices, lounges, toilets, washrooms, kitchens, printing rooms – access is not restricted.
- Medical Area: Pharmacy, Linen Storage, Triage room, Admission room, Doctor's rooms, Nurses room – access must be supervised by Peace Corps staff.

Each kind of area has different cleaning expectations and activities.

For each cleaning activity the Equipment, Method, Health and Safety Precautions, and Standards are specified.

General Precautions:

- In case of any injury the cleaner should inform Peace Corps staff for advice and help.
- Follow Peace Corps protocols which will be communicated in case of any outbreak such as Ebola, Covid, Mpox, or other.

Medical Area special precautions:

- Sharps management: Do not touch sharp waste or sharps containers. These will be catered for by health providers
- Electrical switches in Medical Area: Never turn on or off any switch

AREA	EXPECTATION
<p>General Environment These include: Entrances, exits, corridors and stairs, reception areas, Ceilings, Walls, including skirting, Wall fixtures (e.g. light switches, notice boards) ,Doors, Windows, including frames, Window curtains ,High and low surfaces (e.g. desk tops, shelves and window sills),Air vents, Furniture (e.g. tables, chairs and stools), Electrical equipment (e.g. televisions, display screens, telephones, water dispenser, computers, fans), Washrooms, Toilets, toilet fittings and other equipment (e.g. taps, holders, dispensers), Kitchens Scrubbing verenda around the building</p>	<p>Should at all times be visibly clean, uncluttered and fresh smelling</p> <p>DAILY: Follow instructions for Equipment, Method, Health and Safety Precautions, and Standards for: Damp dusting Glass cleaning Sanitary fittings High dusting Damp mopping Floor scrubbing</p> <p>Other activities to be performed as needed: burnishing, spray cleaning, cleaning spillages, hang window curtains, cleaning dispensers, staff refrigerator cleaning</p>
<p>PHARMACY Walls, shelves, desk tops, computer</p>	<p>Damp dusting high and low surfaces this includes walls, wall skirting, shelves, table tops and floor. Empty non-toxic bin</p>
<p>TRIAGE ROOM/ADMISSION ROOM/DOCTOR'S ROOMS, NURSES ROOM Walls, including skirting, Wall fixtures (e.g. light switches, notice boards, wall-hanging instruments) ,Doors, Windows, including frames, Window curtains ,High and low surfaces (e.g. desk tops, shelves and window sills),Air vents, Furniture (e.g. tables, chairs and stools), Electrical equipment (e.g. telephones, computers) , sinks</p>	<p>Should at all times be visibly clean, uncluttered and fresh smelling Use appropriate cleaning materials through the following; Damp dusting, high and low dusting, dust control mopping, floor scrubbing, cleaning spillages, hang window curtains, dusting lower surfaces beds, equipment, sinks to be cleaned sparklingly clean Emptying rubbish bins, changing bin liners, cleaning sink</p>
<p>Patient Linen There is a designated storage area for clean linen and used linen Clean linen is stored appropriately and above floor level</p>	<p>Handle with care and know how to sort and store linen appropriately Used linen is placed immediately into the appropriate color-coded bags/containers at point of use, Used linen bags/containers are less than 2/3 full, visibly clean</p>

Cleaning Instructions

DAMP DUSTING

<p><u>EQUIPMENT REQUIRED:</u></p>	<ul style="list-style-type: none"> • Protective Waterproof Gloves • Bucket • Cleaning Solution - Hot Water and Neutral Detergent • Disposable colour coded cloths
<p><u>METHOD:</u></p> <ul style="list-style-type: none"> • Put on protective waterproof gloves • Collect the equipment required • Make up solution as per instructions using a small bucket • Working from clean to dirty, damp dust fixtures, fittings, furniture, beds including castors and wheels, edges, ledges, walls, doors, doorframes, handles etc. To include the cleaning of waste holders lid, interior, exterior and base • When task is complete, wash bucket with cleaning solution, dry with white roll 	<ul style="list-style-type: none"> - 1 capful (½ fl oz) per 3½ gallons (16 litres) or 1 pump of detergent per bucket - Change cleaning solution regularly to ensure that the water is fresh. In clinical areas the cleaning solution should be changed between each rooms.
<p><u>HEALTH AND SAFETY:</u></p>	<ul style="list-style-type: none"> • Wear Protective Waterproof Gloves • Adhere to Colour Coding
<p><u>STANDARD TO BE ACHIEVED:</u></p>	<ul style="list-style-type: none"> • All surfaces damp dusted • All furniture / fixtures, fittings and doors should be

	<p>free from: Dust, dirt, spillages, finger marks, stains and streaks.</p> <ul style="list-style-type: none"> • Waste holders to be free from dust, dirt and spillages • All cloths to be disposed off
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CLEANING GLASS DOORS / GLASS PARTITIONS (EXCLUDING WINDOWS)

<u>EQUIPMENT REQUIRED:</u>	<ul style="list-style-type: none"> • Protective Waterproof Gloves • Glass Cleaner • White Roll
<u>METHOD:</u> <ul style="list-style-type: none"> • Put on protective waterproof gloves • Collect equipment required • Spray glass cleaner directly onto glass door / glass partition • Wipe with white roll until smear free • Polish glass using a clean piece of white roll 	<ul style="list-style-type: none"> - Ensure corners and edges of glass door / glass partition are clean
<u>HEALTH AND SAFETY:</u>	<ul style="list-style-type: none"> • Wear Protective Waterproof Gloves • Adhere to colour coding
<u>STANDARD TO BE ACHIEVED:</u>	<ul style="list-style-type: none"> • All glass doors and glass partitions should be free from dust, dirt, smudges and finger marks

CLEANING SANITARY FITTINGS - TO INCLUDE WASH HAND BASIN, BATH AND SHOWER

<p><u>EQUIPMENT REQUIRED:</u></p>	<ul style="list-style-type: none"> • Protective Waterproof Gloves • Bucket • Hard surface cleaner • Disposable colour coded cloths • Scourer • Suppliers of Liquid Soap, Paper Towels, Toilet Paper and White Roll • Hot Water and Neutral Detergent
<p><u>METHOD:</u></p> <ul style="list-style-type: none"> • Put on protective waterproof gloves • Collect the equipment required plus spare liquid soap and paper towels • Make up cleaning solution in the bucket • Wring out the cloth in the solution and damp wiping starting from “clean to dirty” areas • Clean the tap, overflow, plug, chain and inside of wash hand basin, bath and shower tray. Remove deposits of hair from plugholes. • Rinse with cold water to remove build-up of scum from the base of taps, plug hole etc • Using disposable cloth wipe surfaces dry • Polish taps and mirrors with white roll • Replenish all supplies, liquid soap, toilet paper and paper towels as required 	<ul style="list-style-type: none"> - Disposable colour coded cloths - According to dilution instructions - Ensure that the cloth is not too wet - Clean the “cleanest” areas first: walls, tiled walls, doors, handles and locks. Dispensers, pipe work, mirror. - Use scouring pad occasionally <p>Dispose of cloths when tasks are complete</p>

<ul style="list-style-type: none"> • Wash bucket with hot water and neutral detergent and dry with white roll • Dispose of cloth 	
<p><u>HEALTH AND SAFETY:</u></p>	<ul style="list-style-type: none"> • Wear Protective Waterproof Gloves • Adhere to Colour Coding • Prepare cleaning agents in well ventilated area
<p><u>STANDARD TO BE ACHIEVED:</u></p>	<ul style="list-style-type: none"> • All sanitary fixtures / fittings should be free from: Dust, dirt, soil, stains, spillages, finger marks, splashes, streaks, soap deposits and lime scale. No deposit of hair, debris or offensive odours from drains. Sink overflow should be clean. • All towel dispensers, mirrors should be free from: Dust, dirt, stains, finger marks and streaks. • All waste bins should be free from: Dust, dirt and spillages. • All tiled walls should be free from: Dust, dirt, soil, stains, spillages, tidemarks and streaks. • All supplies are replenished as necessary • Taps and metal surrounds should be bright in appearance

CLEANING A TOILET

<p><u>EQUIPMENT REQUIRED:</u></p>	<ul style="list-style-type: none"> • Protective Waterproof Gloves • Toilet Brush • Toilet Cleaner
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	<ul style="list-style-type: none"> • Cleaning Solution - Hot Water and Neutral Detergent • Disposable colour coded cloths • Mop Bucket • Mop Shaft & appropriate colour coded Mop head
<p><u>METHOD:</u></p> <ul style="list-style-type: none"> • Put on protective waterproof gloves • Collect the equipment required • Flush the toilet then using toilet brush, pump out the water to below the waterline • Apply toilet cleaner to the inside of the toilet bowl • Wearing protective gloves, make up cleaning solution in bucket and using cloth follow this sequence of cleaning - clean cistern, u-bend, toilet lid, topside of toilet seat, inside of toilet seat, seat hinges and toilet rim, outside of toilet bowl and outside of sani-bin • Using toilet brush, scrub the inside of the bowl under the waterline and under the rim • Rinse toilet brush whilst flushing the toilet • Replenish supplies • Wearing protective gloves wash bucket with hot water and neutral detergent and dry with white roll. Dispose of cloths • Clean the surrounding floor by damp mopping using bucket and shaft 	<ul style="list-style-type: none"> - As per colour coded - Leave for five minutes maximum to allow contact time - 1 capful (½ fl oz) per 3½ gallons (16 litres) or 1 pump per bucket - Do not splash the surrounding area - Toilet brush holder should be soil-free. Clean with the disposable cloth
<p><u>HEALTH AND SAFETY:</u></p>	<ul style="list-style-type: none"> • Wear Protective Waterproof Gloves • <u>Strictly</u> adhere to Colour Coding • Disposable cloths to be disposed of when tasks are complete

	<ul style="list-style-type: none"> • Prepare cleaning agents in well ventilated area
<p><u>STANDARD TO BE ACHIEVED:</u></p>	<ul style="list-style-type: none"> • All toilets should be free from: Dust, dirt, soil, stains, streaks, spillages, cleaning agent sediments, watermarks and lime scale. Sani-bins should be free from dust, dirt, stains, finger marks and streaks. • All waste bins should be free from: Dust, dirt and spillages. All waste should be removed to the designated area. • All supplies are replenished as necessary • Control of Infection procedures followed

HIGH DUSTING

<p><u>EQUIPMENT REQUIRED:</u></p>	<ul style="list-style-type: none"> • “Spankie” with microfibre sleeve or High Duster and Mitt / Anti-Static Disposable Cloth • Disposable Cloths • Rubber gloves
<p><u>METHOD:</u></p> <ul style="list-style-type: none"> • Collect the equipment required • Assemble the high duster/ “Spankie” and starting with the highest points, systematically pass the Microfibre sleeve/ Mitt/Anti-static cloth over all surfaces requiring cleaning • Ensure the Microfibre sleeve/ Mitt / Anti-static cloth does not become overloaded with fluff and dust • Any fluff or dust falling onto lower surfaces for example lockers or floors should be removed by damp wiping or suction cleaning respectively • After use wearing rubber gloves remove dust from Mitt or dispose of Anti-static cloth, remove microfiber sleeve and send for laundering. • Mitts should be laundered after each shift or more frequently 	<ul style="list-style-type: none"> - High dusting is used to remove dust and cobwebs from walls, high ledges, shelves, window frames, curtain rails, venetian blinds and tops of doors - Do not tap or bang the high duster as this will disperse dust into the air - If this happens, use a suction cleaner to remove the dust/fluff - Store with the head upright
<p><u>HEALTH AND SAFETY:</u></p>	<ul style="list-style-type: none"> • To avoid injury to yourself do not over stretch or try to reach awkward heights

<u>STANDARD TO BE ACHIEVED:</u>	<ul style="list-style-type: none">• Surfaces must be free from dust, dirt and cobwebs.• Minimum of dust dispersed into air

CLEANING INSTRUCTIONS

DAMP MOPPING

<p><u>EQUIPMENT REQUIRED:</u></p>	<ul style="list-style-type: none"> • Protective Waterproof Gloves • Cleaning Solution – Hot Water and Neutral Detergent • Mop Bucket • Mop shaft & Colour coded Mop head • Two Caution Signs • Scraper / Scouring Pad
<p><u>METHOD:</u></p> <ul style="list-style-type: none"> • Put on waterproof gloves • Collect equipment required • Position caution floor signs • Check for chewing gum, remove stubborn marks with scouring pad • Agitate the mop in the solution • Wring out the mop thoroughly • Start to mop at the furthest area working back using a “figure of 8” movement <p style="margin-left: 40px;">(The “figure of 8” movement should be followed to damp mop all other areas)</p> <ul style="list-style-type: none"> • Rinse the mop out frequently 	<ul style="list-style-type: none"> - Place them in visible positions in two directions, ensure traffic thorough fare is kept free Remove using scraper - Make up neutral detergent solution 1 capful (½ fl oz) per 3½ gallons (16 litres) or 1 pump per bucket unless otherwise instructed by Supervisor) - Ensure that the floor is not too wet - a wet floor is unsafe and encourages bacterial growth - - Start at one side of the bay, mopping under beds, chairs, moving lockers etc. Once completed repeat at other side of bay. - Avoid splashing walls include edges and skirtings - Change cleaning solution between rooms

<ul style="list-style-type: none"> • Clean equipment once task is completed • Remove caution floor signs only when the floor is completely dry 	<ul style="list-style-type: none"> - Pour the used water into the sluice - Wearing protective waterproof gloves rinse the mop head in clean soapy water - After use change mop heads and leave to be laundered - Rinse out mop bucket, dry with white roll and leave to air upside down - Clean Caution Floor Signs with damp disposable cloth and store correctly.
<p><u>HEALTH AND SAFETY:</u></p>	<ul style="list-style-type: none"> • Adhere to Colour Coding • Position caution floor signs • Keep back straight • Wear protective waterproof gloves when cleaning equipment
<p><u>STANDARD TO BE ACHIEVED:</u></p>	<ul style="list-style-type: none"> • Entire floor area should be free from: Refuse particles, dust, fluff, dirt, soil, spillages, streaks, stains and scratches. • Floor surfaces and surrounding areas must be left dry and smear free

FLOOR SCRUBBING

<p><u>EQUIPMENT REQUIRED:</u></p>	<ul style="list-style-type: none"> - Two Caution Floors Signs - Cleaning Solution (Neutral Detergent) - Bucket and Mop
<p><u>METHOD:</u></p> <ul style="list-style-type: none"> - Collect the equipment required 	<ul style="list-style-type: none"> - Checking that the equipment is not faulty i.e. no cracks in casing, no splits in flex

<ul style="list-style-type: none"> - Clear area to be scrubbed - Position Caution Floor Sign - Ensure floor is free from dirt and debris 	<ul style="list-style-type: none"> - Remove all equipment and furniture either to one side of area or cleared entirely. Public areas and walkways should be scrubbed in two halves allowing access to traffic - Place one at each end of working area - Use the hot water and neutral detergent unless otherwise instructed by your Supervisor
<ul style="list-style-type: none"> - Repeat until the whole area is covered - Replace equipment and furniture in scrubbed area - Rinse mop and bucket with water and dry with white roll. Leave upside down to air - Remove and wash pad after use <p>-Remove caution signs when work is completed</p>	<p>Use disposable cloths and waterproof gloves for cleaning equipment</p> <ul style="list-style-type: none"> - Run pad under hot water and scrub with neutral detergent. Leave to air dry - Wearing protective waterproof gloves damp clean under machine then top of Machine using disposal cloth - Clean flex when winding back onto machine - Clean caution floor signs with disposable cloth and store correctly
<p><u>HEATH AND SAFETY:</u></p>	<ul style="list-style-type: none"> - Ensure flex does not trail across walkways - Position caution floor signs - Do not handle machine with wet hands

	<ul style="list-style-type: none"> - Report any faults - Do not use machine unless fully trained - Do not leave machine sitting on drive disc - Wear protective waterproof gloves when cleaning equipment do not allow water to enter plug - Wear closed in shoes - Adhere to basic rules for lifting - Never leave machine unattended. Switch off when not in use
<p><u>STANDARD TO BE ACHIEVED:</u></p>	<ul style="list-style-type: none"> - Entire floor area should be free from: Refuse particles, dust, fluff, dirt, soil, spillages, streaks, stains and scratches. - Floor surfaces free from impacted soil and protective coating - Dry and smear free

[End of RFQ]