



**Invitation to tender for the provision of
Cleaning Services to the
TOCS Laboratory Ghana**

November 2022

Introduction

TOCS Laboratory Ghana (TOCS) is the standard state of the art diagnostics laboratory providing diagnostics services in Accra Ghana and deals with diagnosing various tests and diseases, training and mentorship, massage therapy, and all services associated with TOCS Laboratory Ghana. We are an independent private investment in Ghana.

TOCS Laboratory Ghana is inviting tenders for the provision of cleaning services.

Details of the Ombudsman's team are available at:

<https://www.tocslab.org>

Service being procured: Cleaning Services

TOCS Laboratory Ghana

TOCS Laboratory Ghana is responsible for considering complaints about the providers of public services

Project Specification (Detailed specification available in appendix 1)

The Services Provider will provide TOCS Laboratory Ghana with cleaning services for the facility at Pokuase Ayawaso, Accra - Ghana. Cleaning services are detailed as follows:

Invitation to tender issued	10/11/2022
Deadline for submission of tenders	29/12/2022
Evaluate tenders	13/01/2023
Appoint supplier	01/02/2023

- Floors be swept / mopped / vacuumed
- Surfaces to be dusted / cleaned / polished
- External signs and all internal brass to be polished
- Kitchens to be cleaned & disinfected
- Toilet areas to be cleaned & sanitised
- Bathroom consumables to be supplied and replenished
- Dust high ledges, skirtings, and furniture
- Waste bins to be emptied and disinfected
- Cardboard to be assembled and left for collection by recycling company
- Rubbish to be placed in trade waste bags and left for collection on appropriate days
- Finger marks to be removed from wall / doors etc
- Risk assessment and COSHH manuals to be kept up to date & on site
- Quality assurance checks of work done, and records kept

Additional Information

TOCS Laboratory Ghana is inviting tenders for cleaning services **for an initial period of twelve months**, with the option to renew annually for a further 2 years, to provide the organisation with the services detailed above.

Project timetable

The timetable for this project is as follows:

The successful bidder may be instructed to carry out work for the TOCS Laboratory Ghana at any time after appointment.

Tender Submissions

Tender submissions **must** include:

1. A detailed response to the Project Specification detailing the specifics of areas of the Facility to be cleaned and the frequency of that cleaning.
2. Details of the bidder's experience relating to similar work and proposed personnel to service.
3. A breakdown of costs for the work detailing costs per person per hour and all consumables. (The total cost of the contract including VAT)
4. Summaries of relevant work carried out for two clients (with contact details), who would be willing to provide the Ombudsman with a reference.
5. Requirement in terms of payment e.g., monthly invoice/payment periods.
6. Before the award of the contract the preferred bidder may be asked to provide a copy of the organisation's professional indemnity or public liability insurance cover. If production of either of the above would cause you difficulty, you should indicate this now.
7. The standard terms of the contract regarding termination.

Administration of tender

Contracts and Procurement Policy

This invitation to tender (ITT), tendering process and the eventual contract are being managed in accordance with TOCS Laboratory Ghana Policy. This is available to view online at

<https://www.tocslab.org>

This policy has four main aims which are to ensure that:

- Our tendering policy is transparent and objective
- Legal advice is taken on the contracts as appropriate
- We are as open and transparent as possible about the contracts we enter
- Good record keeping is maintained

Bidders should be aware that the general presumption of TOCS Laboratory Ghana is that any information provided in a tender can be disclosed in the event of an information request being made for that information unless the tender makes it clear which information the bidder considers should not be disclosed.

Tender conditions

1. Suppliers are invited to submit a tender, including all expenses, for providing the services as described in this document. If the costs are not fixed for the duration of the contract, the review points and basis of the review should be clearly detailed.
2. Potential suppliers must meet their own costs of responding to this tender and any costs they incur in responding to this tender.
3. Prices quoted must be held firm for at least 45 days from the closing date for tenders
4. The supplier must be willing for the response to this invitation to tender to form part of the contractual relationship with TOCS Laboratory Ghana

Making a tender

A full response to this tender must be addressed by email to patrick.kpodji@tocslab.org

Arrive no later than 12.00 noon 29/12/2022

Your submission must be clearly marked “Response to Cleaning Tender” to ensure the contents are not opened before the deadline.

Assessment of tenders

The assessment of tenders will be undertaken by an evaluation panel. The panel will consider all tenders against the specification set out above and will decide

based on how closely tenders meet the requirements set out in this invitation and Project Specification, particularly the ability to demonstrate experience of:

The decision will also take account of:

In addition, the panel will consider which tender represents best value for money (in terms of whole life costs) to TOCS Laboratory Ghana.

If a tender does not substantially conform to the tender requirements it will not be considered further.

Appendix 1

Entrance, Reception Area & Massage Therapy Rooms, Storage, Corridors & Circulation

	Daily	Monthly
Vacuum entrance floor mat, all hard floors & carpeted areas, paying attention to edges.	✓	
Reception coffee table to be dusted with a damp cloth and polished dry, magazines to be placed neatly.	✓	
Wastepaper bins to be emptied, and bin liner replenished as required – waste to disposal point.	✓	
All clutter free desks (and around items where possible) are to be dusted with a damp microfibre cloth and polished dry – removing coffee stains & finger marks.	✓	
Polish clean glass, smear free, removing finger marks up to 6ft.	✓	
Brass polish finger plates, kick plates, stairs, letter box and logo plate, as required.	✓	
Any chair seats, arms and lower legs to be wiped clean free of dust.		✓
Reception area, upholstered furnishings to be lightly vacuumed.		✓

Fixtures and fittings, ledges, windowsills and skirting to be damp wiped. All hard surfaced (horizontal and vertical) and exposed surfaces to be free of dust. Remove black marks and scuff marks from walls and floor where appropriate.		✓
Fire extinguishers to be dusted and damp wiped. Dust in between stair railings and wash all white paint work on each landing.		✓
All doors, and their handles and finger plates, to be spray cleaned, damp wiped and dried.		✓
Waste bins are to be cleaned and sanitised, inside and out, where appropriate.		✓
High dust, up to 6ft, all areas including light fittings and pictures where possible.		✓

Appendix 1

Laboratory areas (each level): Small storage, Enclosed Offices,

	Daily	Monthly
Vacuum all carpeted areas paying attention to edges and under desks. Vacuum chair upholstery, as required.	✓	✓
Wastepaper bins to be emptied, bin liners replenished as required – waste to disposal point.	✓	
All clutter free desks (or around items where possible) are to be dusted with a damp cloth and polished dry – removing coffee stains & finger marks. No chemical use.	✓	
Spot clean/polish any glass panelling on any interior doors, tables, or furnishings.	✓	
Spot clean carpet stains with pro-clean as required – advise client if entire carpet needs cleaning.	✓	
Dry wipe computer monitors with microfibre cloth and dust the hard drive as required. Sterilise telephone handsets and receiver.	✓	✓
Fixtures and fittings, ledges, windowsills, and skirting/s to be dusted/damp wiped. All hard surfaces (vertical/horizontal) and exposed surfaces to be free of dust and debris.		✓
Upholstered furnishings to be lightly vacuumed as required.		✓
High level dusting – up to 6ft – to remove webs, dust from tops of doors & pictures.		✓

Chair & table legs and desk drawers/cabinets damp wiped or as appropriate - check spillages.		✓
Waste bins are to be cleaned and sanitised, inside and out, where appropriate.		✓

Appendix 1

Kitchens & Drink prep areas

	Daily	Weekly	Monthly
Appliances (fridge, kettle, toasters, microwave, water dispenser) are to be spray cleaned and damp wiped down externally.	✓	✓	
Appliances (fridge & microwave) are to be wiped down internally removing spillages.			
All, non- recycle, waste bins to be emptied and replenished, fully cleaned, and sanitised externally. Damp wipe surrounding area to remove splash marks.	✓	✓	
Check and clean inside the bin, as required.			
Collect cups from kitchen and load dishwasher or wash by hand as required. Un-load and dry, checking stains are removed, locating cups to kitchen cupboard.	✓		
Run cycle on dishwasher, to remove grease build up.			✓
Wash and sanitise all drink/food prep area and dry wipe all hard surfaces including kitchen table.	✓		
Sinks, draining boards and taps to be thoroughly cleaned and dry buffed to shine.	✓		
Hard floors are to be brush vacuumed, washed with detergent to degrease and sanitise.	✓		
Check cupboard units, handles, drawers - spot clean as required.	✓		✓
Check inside cupboard units and drawers, clean as required.			
High level dusting – up to 6ft – to remove webs, dust from tops of doors & pictures.			✓
Fixtures and fittings, ledges, windowsills and skirting/s to be dusted/damp wiped. All hard surfaces (vertical/horizontal) and exposed surfaces to be free of dust and debris.			✓
Remove out of date food from fridge and sanitise all interiors, polish dry all exteriors.			✓

Appendix 1

Toilets & Shower Rooms

	Daily	Weekly	Monthly
All waste bins to be emptied and replenished, fully cleaned and sanitised, inside and out. Damp wipe surrounding area to remove soap splash marks.	✓		
Disinfect and wipe seat area with colour coded cloth and cover lid, paying attention to the back of the toilet seat area and all flushable handles. Dry wipe and polish with a new cloth until fully sanitised.	✓		
Use toilet cleaner in bowl, brush and leave overnight. If chemical is stronger, flush.	✓		
Tiled wall surfaces to be damp wiped and dried.	✓		
Spray clean sink, with a new colour code cloth, to disinfect taps and all hard surface areas and polish dry	✓		
Check & replenish soaps, toiletries and all janitorial materials (toilet paper etc) as required	✓		
Sweep/brush vacuum and wash all floor area with disinfectant	✓		
Disinfect and polish all glass and mirrors to a shine Disinfect and dry door handles	✓		
Remove dust and sanitize all dispensers and skirtings			✓
Cubicle wall, partitions and doors to be spot cleaned as required			✓
Polish and sanitise all light fittings and fixtures including pipe works			✓

Ground Maintenance

	Monthly	Bi-Annual
Check front and rear external areas for build-up of rubbish and sweep brush area, collecting debris and bagging this for disposal Sweep or wash front entrance steps, removing dust and debris, as required.	✓	
Discuss with client additional requirements to remove weeds and jet washing the stone slabs and walls, removing dirt accumulation.		✓

Appendix 1

Rubbish disposal

	Daily	Bi-Weekly
Bag all black rubbish bags in grey council bags and store at rear basement exit until collection days, where the grey bags are put out by the front gate for collection overnight	✓	✓
Collect all empty boxes/cardboard from each level, unfold and tie bundles together with tape provided. Store in plant room.		✓

Services included

All cleaning materials and laundry
All cleaning equipment & maintenance
Hand-drier Service

Janitorial supplies – includes:

Toilet Paper
Hand towels
Hand Soap
Dishwasher tablets
Washing up liquid

Additional services available on demand

Carpet cleaning
Window cleaning
Sanitary Disposal
Feminine Hygiene
External Jet washing
Full Event cleaning