FUTURE RESILIENCE AND DEVELOPMENT FOUNDATION (FRAD)

TERMS OF REFERENCE (TOR) FOR PROVISION OF PROFESSIONAL CLEANING & JANITORIAL SERVICES

1. Introduction

Future Resilience and Development Foundation (FRAD) is a registered non-profit organization with the Corporate Affairs Commission in accordance with Nigerian Law. FRAD works across both humanitarian and development sectors to build the resilience of vulnerable populations through targeted interventions in thematic areas of WASH (Water, Sanitation, and Hygiene), Nutrition, Protection, Education, and Early Recovery and Livelihoods. Over the years, FRAD has reached more than 19,000 children, men, women, and girls through its multi-sectoral interventions.

Guided by our mission to build local resilience using participatory and sustainable solutions, FRAD ensures that all operational activities adhere strictly to environmental, safety, and health standards. This Terms of Reference (TOR) defines the objectives, comprehensive scope of work, technical requirements, and operational expectations for engaging a qualified Cleaning Company.

2. Objectives

The primary objective of this procurement is to engage a reliable, efficient, and fully equipped cleaning service provider to deliver high-quality janitorial, sanitation, and groundskeeping services for the FRAD Foundation Head Office premises and surrounding environment in Maiduguri, Borno State.

FRAD Foundation is committed to maintaining a clean, safe, and hygienic work environment that strictly complies with all national and organizational environmental rules and regulations. The selected contractor will ensure continuous, daily compliance with good hygiene practices to support safe business operations.

3. Scope of Work: Roles and Responsibilities

The Cleaning Company will provide complete janitorial, sanitation, waste management, and facility maintenance services across all office blocks, common areas, restrooms, balconies, and surrounding grounds. The scope of work is categorized into the following mandatory responsibilities:

A. Daily Routine Cleaning & Janitorial Services

- **Office Workspaces & Common Areas:** Perform daily sweeping, vacuuming, damp-mopping, and sanitizing of all office floors, conference rooms, corridors, reception areas, balconies, stairwells, and shared spaces prior to 8:00 AM.

- **Surface Disinfection:** Dust, wipe down, and sanitize all high-touch surfaces, including desks, workstations, conference tables, door handles, light switches, cabinet handles, counter surfaces, wall spots, and office appliances.
- **Sanitation Facilities (Restrooms):** Conduct thorough scrubbing and chemical disinfection of all toilet bowls, seats, urinals, washbasins, faucets, mirrors, tiled walls, and floors multiple times daily.
- **Hygiene Consumable Management:** Maintain an uninterrupted supply and timely, continuous replenishment of toilet tissue, liquid hand soap, alcohol-based hand sanitizers, paper towels, and room fresheners across all restrooms and common areas.

B. Periodic & Weekly Deep Cleaning

- **Glass & Window Maintenance:** Wash and polish all internal and external window glass, glass partitions, window sills, frames, and blinds.
- **Furniture & Upholstery Care:** Vacuum fabric office chairs, sofas, reception seating, carpets, and rug mats, and deep-clean leather furnishings.
- **High-Level Dusting & Fixture Maintenance:** Remove cobwebs, dust high walls, ceilings, light fixtures, ceiling fans, air conditioning units, vents, and wall art.

C. Monthly Comprehensive Facility Sanitation & Vector Control

- **General Facility Scrubbing:** Conduct monthly intensive deep-scrubbing and chemical decontamination of all facility floors, outdoor walkways, wall tiles, and service areas.
- **Pest & Vector Control:** Perform deep cleaning of waste storage areas, drains, and perimeter zones to eliminate standing water, food sources, insects, pests, and environmental hazards.

D. Compound Maintenance & Groundskeeping Services

- **Grounds Cleaning:** Sweep and clear the entire compound, paved walkways, parking spaces, and perimeter fencing daily to maintain a pristine environment at all times.
- **Horticultural Care:** Perform daily watering of flowers and lawn areas. Execute scheduled pruning, trimming, and weeding of flowers, shrubs, and green areas across the premises.

E. Waste Management & Garbage Disposal

- **Internal Waste Collection:** Empty all office dustbins, recycling containers, and paper bins at least twice daily (or as needed) and fit them with clean, heavy-duty trash liners.
- **Central Trash & Dumpster Maintenance:** Sanitize central waste bins, trash bin enclosures, and holding zones regularly to keep them free from odor, pests, insects, and sharp or hazardous items.
- **Garbage Evacuation:** Coordinate safe, legal, and regular off-site disposal of accumulated solid waste to municipal dump sites via authorized waste management authorities.

F. Equipment, Consumables & Safety Management

- **Supply Provision:** Supply all heavy-duty janitorial tools and equipment (brooms, mops, industrial scrubbers, squeegees, safety signage, waste bins) and eco-friendly cleaning reagents (detergents, disinfectants, bleach, surface polishers, air fresheners).
- **Personal Protective Equipment (PPE):** Equip all cleaning personnel with appropriate PPE (heavy-duty rubber gloves, non-slip rubber boots, nose masks, protective aprons/uniforms) at all times during service delivery.
- **Chemical Safety & Storage:** Safely handle, label, store, and organize all chemicals and cleaning tools in designated utility closets to prevent hazards or injury to office personnel and visitors.

4. Qualifications and Experience

- **Company Profile:** Legally registered corporate cleaning company with a verifiable track record delivering janitorial services to humanitarian agencies, international NGOs, or corporate office environments.
- **Personnel Competency:** Deployed staff must be background-checked, physically fit, trained in safe chemical handling, and possess strong verbal and written communication skills.
- **First Aid Capability:** Experience and training in basic first aid, fire safety, and workplace emergency procedures is a strong added advantage.
- **Professional Standards:** High degree of integrity, punctuality, responsibility, and professional demeanor.

5. Working Hours

Cleaning personnel must complete primary daily cleaning prior to office resumption at 8:00 AM, with a second scheduled maintenance round performed immediately following break hours at 2:00 PM, Monday through Friday.

6. Reporting and Supervision

Deployed cleaning personnel will operate under the direct supervision and performance monitoring of the FRAD HR/Admin Department.

7. Confidentiality, Safety & Code of Conduct

- **Confidentiality:** Personnel must maintain strict confidentiality regarding all organizational information, office operations, and staff activities.
- **Code of Conduct:** Full adherence to the FRAD Code of Conduct, ensuring courteous, professional, and respectful conduct toward staff, guests, and visitors at all times.

- **PSEA & Harassment Policy:** Strict compliance with FRAD's Protection from Sexual Exploitation, Abuse, and Sexual Harassment (PSEAH) policy. Zero tolerance will be enforced.
- **Health & Safety:** Full compliance with all organizational security guidelines, emergency exit procedures, and safety standards.

8. Location of Service Delivery

FRAD Foundation Office, House No. 348 Jamaina Road, Pompomari Bypass, Maiduguri, Borno State.

9. Updated Tender Schedule

Description	Date
Issuing Call for Tender	03/11/2026
Deadline for Request for Clarification	25/11/2026
Deadline for Tender Submission	**30/11/2026 at 4:30 PM**
Tender Opening and Evaluation by FRAD Procurement Team	01/12/2026
Notification of Award to Successful Tenderer	03/12/2026
Signing of Contract	07/12/2026

10. General Submission Conditions

1. Closing Date & Venue: Tenders strictly close on 30/11/2026 at 4:30 PM at the FRAD Foundation Head Office: House No. 348 Jamaina Road, Pompomari Bypass, Maiduguri, Borno State.

2. Document Preparation: Bidders must complete, sign, and stamp all tender application documents. The Bill of Quantities (BOQ) must be populated and printed on the bidder's official company letterhead.

3. Submission Format: Applications must be submitted in a sealed envelope delivered to the FRAD Foundation Security Desk on arrival. The envelope must clearly state:

"Tender/2026/FRAD/040 – Do Not Open Before Official Opening Date." Unsealed or late submissions will be automatically disqualified.

4. Clarifications & Document Requests: To request official tender documentation, send an email citing tender reference number Tender/2026/FRAD/002 to frad.procurement@fradfoundation.org.

5. Verification & Non-Binding Clause: The issuance of this call for tender does not constitute a commitment or award of contract. All submitted documentation will undergo statutory verification for full regulatory compliance.

Document Requests: To request official tender documentation, send an email citing tender reference number Tender/2026/FRAD/002 to frad.procurement@fradfoundation.org.