
# APPENDIX 2

**2. Scope of Works - Cleaning Services**

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 The Contractor shall provide cleaning services to all offices, patient rooms, triage rooms, Theatres, corridors, toilets, conference rooms, nursing stations, stair cases, balconies, laboratories, pharmacy, including the kitchen areas, all internal glass panels, windows, (internal/external), doors and cabinets in both **Bethany children’s clinic and Bethany Women and Family hospital.**

**2.2 The Hospital premises details are as follows:**

**Bethany Children’s clinic**

|  |  |  |
| --- | --- | --- |
| **Ground Flour**  | **First floor**  | **Second floor**  |
| **Reception area** | **7 patient rooms self-contained (7 toilets)** | **Offices (4)** |
| **Triage room** | **General toilets (2)** | **3Patient Self-contained rooms (3 toilets)** |
| **Pharmacy**  | **Nursing station** | **Nursing station** |
| **Treatment rooms (3)** | **File/ laundry**  | **General toilets (2)** |
| **Lab (1)** | **Balconies** | **Patient rooms (2)** |
| **Breastfeeding center** | **Waiting area** | **Pharmacy store** |
| **Canteen** | **One office**  | **Balconies** |
| **Balconies (3)** | **Corridor** |  |
| **Corridors** |  |  |
| **Toilets (5)** |  |  |

**Bethany Women and family hospital,**

**Has four (4) floors with;**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Ground floor**  | **First floor** | **Second floor** | **Third floor** | **Fourth floor** |
| **Reception area** | **Consultation room (1)** | **Patient rooms self-contained 14(14 toilets)** | **IVF lab** | **Patient rooms Self-contained 6 (6toilets)** |
| **Consultation rooms (6)** | **HDU room (1)** | **Offices (2)** | **Server room** | **Office (1)** |
| **Scan rooms (2)** | **Patient rooms self-contained 3( 3 toilets)** | **Wellness center** | **Patient rooms self-contained 4( 4toilets)** | **Public toilet (male and female)** |
| **Lab (1)** | **Delivery rooms (3)** | **Board room (1)** | **Theatre** | **Cafeteria** |
| **X-ray room (1)** | **Nursery (NICU)** | **Housekeeping room (1)** | **Changing rooms (2)** | **Living space**  |
| **Toilets 3** | **Theatre (1)** | **Nursing area**  | **Nursing room (1)** |  |
| **Emergency area** | **Nurse changing rooms (2)** |  |  |  |
| **Pharmacy** | **Nursing room**  |  |  |  |
| **Office (1)** | **Toilet (1)** |  |  |  |
| **Balcony**  |  |  |  |  |

**The Following is the scope of services to be performed by the selected supplier:**

* To provide high quality of Cleaning Service for Bethany Women and Family Hospital and Bethany Children’s clinic as per above table.
* To disinfect all areas in the hospital.
* Submit a monthly report on performance and challenges when invoicing.
* To provide all/ enough personnel (**including a Supervisor/Team Leader**), equipment and cleaning materials (including garbage bags, toilet paper, hand wash) .
* To ensure company personnel are properly dressed in company uniforms with name tags / identification badges. The company is to ensure that all personnel assigned to the Hospital provide all

contact details to the Administrative Unit upon contract commencement and regular updates provided on any personnel changes.

**2.3** Cleaning of the building interior all work should be undertaken in accordance with recognized

best practice in the industry and with locally applicable health and safety standards.

The contractor is responsible for the maintenance of the minimum standards of cleaning and

performance quality set forth in this document, regardless of the staff absences due to sickness

or holidays.

**Any defects noticed by Cleaners must be registered and reported to the Client**

**cleaning supervisor so that the necessary repairs can be made.**

**2.4 SCHEDULE OF SERVICES**

* Cleaning of the Hospital will take place seven (7) days a week Monday to Sunday, 24hours Starting 6AM to 8PM and then 8PM to 6AM with 30minutes breaks in between.
* No changes in the agreed days or time can be made without prior notification of the Administrative Unit.
* Contracted staff should be available for 24hours per day.
* In exceptional cases where Bethany requires the services of the contractor’s personnel, the

latter shall be prepared to render overtime services, the cost of which shall be billed to office on the same month the services was rendered.

## 2.5 Work plan price schedules

* The provider must provide a documented work plan specifying month schedule which would determine the fixed monthly payment for all locations.
* The work plan should have an appendix of a list of costed quality cleaning materials with quantities to be provided for each premise specified above:
* The user should be given access to monthly inspection of materials.
* The following makes part of the basic supplies required but not limited to: Cleaning detergents, mopping rugs, Cleaning Towels, brooms, cobweb cleaners, ladders, hoovers, scrubbing machines Squeezers, liquid soap, as and when required, disinfectants, bin liner bags, toilet paper, liquid hand wash soap, air fresheners, toilet brushes amongst others.
* Provide the list and quantities of equipment intended to be used for the cleaning service. I.e. hooving, mowing machines, wet places sign posts etc. Equipment should be of good quality and readily available (noise free equipment will be preferred).

**Bethany Women and Family Hospital obligations.**

* Provide access to cleaning sites
* Allocate a contract manager to liaise with the service provider.
* Provide support, supervision, monitor performance and provide feedback to the service provider
* Make follow up of timely payment.
* Provide information as and when required by the service provider.
* Provide a room to store materials and create space for changing room**.**

## Joint Obligation

Continuous monitoring for of quality management and improvement.

**Evaluation process:**

* The service provider shall be subjected to strict supervision through observation of checklists for work schedules, which will form the basis upon which payment, will be effected.