



ITAUKEI LAND TRUST BOARD

431 Victoria Parade, GPO Box 116, Suva, Fiji Islands
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Terms of Reference for Cleaning Services Tender for Cleaning Services for TLTB Office.

TLTB Head Office, Suva

1. Background

The iTaukei Land Trust Board (TLTB) operates multiple offices across Fiji, including a Head Office in Suva and various regional and sub-regional offices. Maintaining clean, safe and hygienic environments in these offices is essential for the well-being and productivity of our staff and visitors.

2. Purpose

The purpose of this Terms of Reference (ToR) is to outline the scope of work, responsibilities, and expectations for the cleaning services to be provided across all TLTB office locations.

3. Scope of Work

3.1 The cleaning services will include, but are not limited to:

A. Suva Office

- **Building:** 4-story building

B. Nadi Office

- **Staff:** 40
- **Facilities:** 2 board rooms, 2 file rooms, 2 small kitchens, counter area

C. Lautoka Office

- **Staff:** 25
- **Facilities:** 1 board room, 1 file room, 4 small kitchens, 7 washrooms, counter area, store room

D. Labasa Office

- **Staff:** 25
- **Facilities:** 1 board room, 1 file room, 1 small kitchen, 2 washrooms, counter area

E. Nausori Office

- **Staff:** 10
- **Facilities:** 1 board room, 1 file room, 1 kitchen area, counter area

F. Korovou Office

- **Staff:** 4
- **Facilities:** 1 board room, 1 file room, 1 small kitchen, counter area

G. Rakiraki Office

- **Staff:** 4
- **Facilities:** 1 small board room, 1 file room, 1 small kitchen, counter area

H. Ba Office

- **Staff:** 10
- **Facilities:** 1 board room, 1 file room, 1 small kitchen, counter area

I. Sigatoka Office

- **Staff:** 4
- **Facilities:** 1 board room, 1 file room, 1 small kitchen, counter area



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J. Savusavu Office

- **Staff:** 4
- **Facilities:** 1 board room, 1 file room, 1 small kitchen, counter area

3.2 Daily Cleaning Tasks:

- Dusting and wiping surfaces in all offices, meeting rooms, Gym and common areas.
- Sweeping, mopping, and vacuuming floors.
- Cleaning and sanitizing restrooms, including replenishing supplies.
- Emptying and disposing of trash and recycling.
- Cleaning windows and glass surfaces.
- Disinfecting high-touch areas (e.g., door handles, light switches).
- Cleaning of kitchen and dining areas, including appliances.

3.3 Quarterly Cleaning Tasks:

- Carpet Shampoo of all offices, meeting rooms and common areas.

4. Responsibilities of the Cleaning Service Provider

- Provide a qualified and trained cleaning staff.
- Ensure all cleaning supplies and equipment are eco-friendly and compliant with health and safety regulations.
- Develop and implement a cleaning schedule that ensures all areas are maintained regularly.
- Conduct regular quality checks to ensure cleaning standards are met.
- Respond promptly to any specific cleaning requests from TLTB.

5. Reporting

The cleaning service provider will report to the designated TLTB Admin & Properties Team. Regular meetings will be held to discuss performance, address concerns, and make any necessary adjustments to the cleaning schedule.

6. Duration of Service

The cleaning services will be contracted for an initial period of 3 years, with an option to renew based on performance annual review and mutual agreement.

7. Evaluation Criteria

The selection of the cleaning service provider will be based on the following criteria:

- Experience and track record in similar works.
- References from previous clients.
- Proposed cleaning plan and schedule.
- FNPF & FRCS Compliant
- Detailed costing for cleaning services

8. Conclusion

This Terms of Reference serves as a guideline for selecting and managing the cleaning services for the TLTB Offices. It aims to ensure a clean and conducive working environment for all employees and visitors.