



Expression of Interest for Office Cleaning Services (Lot 1)

Overview/Purpose

This Statement of Work outlines the procurement, provisioning, and support of HJFMRI Dar Es Salaam office cleaning services for FY26 (1st October 2025 – 30th September 2026) period. The goal is to ensure HJFMRI is provided with cleaning services throughout FY 26 for smooth business operations.

Scope of Work

Cleaning vendor shall provide:

- 3 Cleaners per working day/shift
- Cleaning materials
- Kitchen tissues and towels
- Toilet papers
- Scrubbing machine
- Vacuum cleaner
- Dust blower

Service requirements

The cleaning vendor shall provide services as per below:

No.	Activity	Frequency
Office Areas, Server Room, and Toilets (work with Admin team)		
1	Empty rubbish bins	Daily
2	Remove rubbish from planter boxes	Daily
3	Spot clean removing finger marks from walls and partitions, door push plates, desks, and furniture. (Not to be left with oily film).	Daily
4	Remove dirt, marks and stains from furniture and walls.	Daily
5	Vacuum entrance mats and matting recesses.	Daily
6	Spots clean all glass entrance doors, handrails and reception areas removing finger marks and smudges.	Daily
7	Clean notice and index boards to remove dust, dirt, finger. marks and vacuum the internal ledge	Daily
8	Clean stainless steel & plastic room name plates and direction indicators. Including cleaning LCD information displays and TVs with approved type soft fabric	Weekly
9	Clean kick plates on doors.	Weekly
10	Dust furniture in all offices and open work areas including desks, phones and handsets, chairs, counter tops, picture frames, cupboards, doors, blinds, bench tops, windowsills and shelving (where cleared an accessible).	daily
11	Dust office equipment including photocopiers, printers and personal computers. (When turned off.)	Daily



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12	Dust/brush clean air vents in doors, walls, and ceilings.	Weekly
13	Spots clean all other glass surfaces in public areas. (Except external windows.)	Daily
14	Spot clean marks and dirt from vertical surfaces.	Daily
15	Clean all internal glass surfaces.	Weekly
16	Vacuum upholstered seats.	Weekly
17	Clean all walls	Weekly
18	Clean light fittings, air conditioners	Weekly
19	Scrub rubbish bins and waste containers.	Monthly
20	Clean/polish all ornaments, sculptures, etc	Daily
21	Intensive fumigation against pests, insects, and rodent	As required
Floor Surfaces		
1	Spot clean marks, stains and spills on floors and remove gum and other sticky substances using an approved cleaner that will not damage carpets.	Daily
2	Spot vacuums clean (carpets and tiles where available)	Daily
3	Deep cleaning of carpet using approved materials by the HJFMRI POC.	Quarterly
4	Remove loose litter and sweep vinyl, linoleum, ceramic, granite, and marble floor areas.	Daily
5	Remove any sticky substances or spills (using a damp mop) on vinyl, linoleum, ceramic, granite and marble floors.	Daily
6	Damp mop entire vinyl, linoleum ceramic, granite and marble floors.	Daily
7	Scrub entire vinyl, linoleum ceramic, granite and marble floors.	Quarterly
8	Sweep, fringe mop or vacuum resilient floors (including tiles and granite floors) paying attention to corners and edges.	Daily
9	Remove scuff and shoe marks from resilient floors (including vinyl tiles and granite).	Daily
Toilets, Washrooms and Changing Rooms		
1	Clean and disinfect both inner and outer surfaces of pans, seats, lids, hand basins, paper dispensers, dryers and other fixtures and fittings in toilets, washrooms	Daily
2	Clean and disinfect urinal surfaces, ensuring no buildup of uric acid or water scale is evident.	Daily
3	Clean shower cubicles walls and fittings.	Daily
4	Clean and polish water dispensers.	Daily
5	Empty rubbish bins.	Daily
6	Mop shower floors.	Daily
7	Remove marks from walls, doors and partitions in toilets, washrooms and change rooms.	Daily



8	Replenish toilet requisites toilet papers and other related supplies	Daily
9	Use a non-corrosive chemical to clean mirrors and bright metal surfaces including taps, pipes, door handles	Daily
10	Scrub shower floors	Weekly
11	Wash toilet and cubicle doors, partitions, and walls.	Weekly
12	Clean light fittings, fans	Weekly
13	Scrub rubbish bins and waste containers.	Weekly
14	Spray air-freshener in toilet rooms (HJFMRI to provide)	Twice a day
15	Clean tiled or marbled walls with clean towels using only fresh and clean water – no lemon-containing materials to be used on marble	Daily
16	Intensive fumigation against pests, insects, and rodent	As required
Window Shutters and Curtains		
1	Dust plastic and steel window shutters	Weekly
2	Wet clean blinds and curtains.	Weekly
Wooden paneling and door at the storeroom		
1	Clean and polish wooden paneled walls and doors with approved type furniture spray.	Twice a Year
Kitchens and Tea Rooms		
1	Clean all table wares, sinks, exterior cupboard doors, refrigerators, kitchen and common room areas	Daily
2	Clean tables in tea rooms, kitchen and common room areas.	Daily
3	Clean and polish water dispensers.	Daily
4	Empty rubbish bins.	Daily
5	Scrub marble	weekly
6	Scrub rubbish bins and waste containers.	weekly
7	Intensive fumigation against pests, insects and rodent	As required
Dirt Disposal		
1	Dispose of into external waste bin and coordinate with for evacuation	As required
2	Protect from being scattered by wind	As required
Reports		
1	Dripping water tap.	



2	Water leakage	
3	Damaged toilet, changing room, washroom fixtures and accessories.	
4	Broken windows and doors	
5	Disordered furniture arrangement	
6	Damaged electrical fittings	
7	Damaged sculptures and artworks	
8	Damaged furniture	
9	Loose wall and floor tiles	
10	Damaged blinds	
11	Roof leakage	
12	Rodents	
13	Any other information requiring maintenance and immediate action	

Cleaning vendor must:

- Ensure all cleaners work 06:00am to 05:30pm (Monday to Friday)
- Ensure all cleaners work 06:00am to 12:00pm on Fridays

Vendor responsibilities

- Supply of cleaners and cleaning materials as per agreement, manage and ensure uninterrupted service provision, provide support to HJFMRI staff and partners in case of cleaning concerns, notify the Admin team of any service disruptions or any change of cleaning service plan.

Key performance indicators

- Attendance reliability
- Safety
- Cleaning incident resolution time
- Client satisfaction
- Productivity

Review and contract management

- Monthly cleaning reports and billing summaries to be reviewed by Admin and Accounts Payable.
- Quarterly performance review with cleaning company management.
- Option for contract renewal or renegotiation at FY-end.



Payment terms: Net 30 days upon invoice submission

Requirements:

1. Certificate of Incorporation/Registration
2. Tax Identification Number (TIN)
3. Value Added Tax Number (VRN)
4. Active Business License
5. Current Tax Clearance Certificate
6. 3 Customers reference letters with active contacts

All EOI should be directed to tsemiono@hjfmri.or.tz and copy rbonchick@hjf.org

EOI timelines:

Deadline for Questions: September 1, 2025

Deadline for Submission: September 5, 2025

Submission of Responses

The response should be in pdf format (including three references, corporate clients, business/company registration documents, tax compliance certificates, etc.) should be addressed to Procurement via tsemiono@hjfmri.or.tz and copy rbonchick@hjf.org . The subject should read EOI for the provision of (put the lot number and description of the project as advertised).