

INTERNATIONAL SCHOOL OF LUSAKA

Lusaka, Zambia

TERMS OF REFERENCE

Invitation to Tender

CLEANING SERVICES

Field	Detail
Document Reference	ISL/PROC/2025/CS-001
Category	Facilities Management — Cleaning Services
Issue Date	17 April 2026
Contract Period	1 August 2026 — 31 July 2027 (12 months)
Submission Deadline	Monday 18th May 2026 Time: 5 PM CAT
Enquiries	bids@isl.sch.zm

1. INTRODUCTION & BACKGROUND

The International School of Lusaka (ISL) is a leading international school in Lusaka, Zambia, committed to providing a clean, safe, hygienic, and professionally maintained campus environment for its students, staff, and community.

ISL currently engages a contractor to provide daily cleaning services across the campus and is inviting suitably qualified and experienced companies to submit competitive bids for the provision of comprehensive cleaning services for the upcoming contract period.

These Terms of Reference (ToR) set out the full scope of services, staffing requirements, health and safety obligations, pricing structure, compliance requirements, and evaluation criteria applicable to this tender.

2. SCOPE OF SERVICES

The successful contractor shall provide daily cleaning services across all campus areas on a scheduled and ad hoc basis, including but not limited to:

2.1 Areas to Be Serviced

- Offices — all administrative and staff offices
- Classrooms — all teaching and learning spaces
- Toilets — ladies and gents facilities, including all ablution blocks
- Boardroom and meeting rooms
- Reception and front-of-house areas
- Corridors, walkways, and common circulation areas
- Windows (up to 2 metres in height — see Section 10 for exclusions)
- Halls, assembly areas, and multipurpose spaces

2.2 Daily Cleaning Activities

- Sweeping, mopping, and sanitising all hard floor surfaces
- Vacuuming of carpeted areas

- Dusting of surfaces, furniture, and fittings
- Cleaning and disinfecting toilets, sinks, taps, and sanitary fittings
- Restocking of consumables (soap, paper towels, toilet paper supplied by ISL or contractor as agreed)
- Emptying and sanitising all bins and waste receptacles
- Wiping down of desks, countertops, whiteboards, and classroom surfaces
- Cleaning of internal glass partitions and windows (up to 2m)
- Maintaining the cleanliness of kitchenettes and break areas

2.3 Periodic & Deep Cleaning

- Periodic deep cleaning of all areas as per the agreed cleaning schedule (Annexure C)
- Stripping, sealing, and buffing of hard floors as required
- High-level dusting and cleaning (above 2 metres to be treated as an additional service and quoted separately)
- Post-event cleaning following school functions, assemblies, or activities
- End-of-term and start-of-term deep cleans

2.4 Chemicals, Equipment & Consumables

- The contractor must supply all cleaning chemicals, materials, equipment, and tools required to deliver the services
- All chemicals used must be appropriate for a school environment — safe, correctly labelled, and stored in accordance with safety data sheets
- ISL reserves the right to reject the use of any chemical deemed unsuitable or hazardous within the school premises
- Any additional or specialist chemicals requested by ISL beyond the standard scope will be treated as a separate supply and charged accordingly

3. STAFFING REQUIREMENTS

All staffing is the sole responsibility of the contractor. ISL stipulates the following minimum requirements:

Requirement	Detail
Minimum Cleaning Staff	• 19 dedicated full-time cleaning staff deployed on campus daily • 1 dedicated car detailing staff member deployed twice a week
Supervision	A dedicated supervisor or team leader must be on-site during all operational hours
Uniforms	All staff must wear clean, identifiable uniforms bearing the company name or logo at all times
Footwear	Appropriate, enclosed footwear must be worn at all times for safety compliance
Training	All staff must be adequately trained in cleaning techniques, chemical handling, and health and safety prior to deployment
Personnel Changes	Permanent changes: written notice to ISL at least 30 days in advance. Temporary substitutions: 24-hour advance notice

	required. Failure to comply may attract a penalty of 2% of the monthly invoice.
Annual Leave Cover	A relief staff member should be provided to cover staff on leave at the contractor's cost

4. HEALTH, SAFETY & SAFEGUARDING

ISL operates under a strict safeguarding and health & safety framework. All contractors and their personnel must comply fully with the following requirements:

4.1 Occupational Health & Safety

- The contractor must comply fully with the Zambian Occupational Health and Safety Act and ISL's own health and safety standards at all times
- All equipment must be maintained in good working order and meet ISL's safety requirements
- The contractor is responsible for ensuring its staff are aware of and comply with ISL's emergency and evacuation procedures
- The contractor must provide appropriate Personal Protective Equipment (PPE) for all staff — including gloves, aprons, and appropriate footwear

4.2 Chemical Safety

- All chemicals must be properly stored, labelled, and used only by trained personnel in accordance with product safety data sheets
- A designated, secure storage area for chemicals and equipment will be provided by ISL at no cost
- ISL reserves the right to prohibit the use of any chemical deemed unsafe for use within a school environment

4.3 Safeguarding & Child Protection

ISL takes the safety and well-being of its students with utmost seriousness. All safeguarding requirements below are non-negotiable and strictly enforced.

- All staff deployed on campus must hold a valid police clearance certificate. Certificates must be renewed every three (3) years at the contractor's cost
- All contractor staff must undergo mandatory child-safeguarding training as provided by ISL prior to or upon commencement
- No member of contractor staff shall have unsupervised interaction or contact with students at any time
- Contractor staff must immediately report any safeguarding concerns to the ISL Facilities Manager or designated safeguarding lead
- ISL reserves the right to refuse access to any individual it deems unsuitable for deployment on the campus

4.3 Welfare of Contractor Employees

- The contractor commits to the care and welfare of its employees — all staff must be paid in full and on time each month
- Employees shall not work more than their contracted shift
- Staff are entitled to necessary paid leave within each contract year

- ISL reserves the right to bring welfare incidents to the attention of the contractor; the contractor commits to rectifying valid incidents within 30 days

5. CONTRACTOR OBLIGATIONS

In addition to delivering the agreed services, the successful contractor shall:

- Comply with all fair labour practices as required under Zambian law, including payment of wages, statutory deductions, and leave entitlements
- Comply with ISL's security regulations and access control procedures at all times
- Adhere to the ISL cleaning schedule set out in the agreed Annexure
- Provide all necessary equipment and cleaning materials at its own cost
- Keep any facilities provided by ISL (storage rooms, change rooms) clean, tidy, and secure
- Communicate proactively with ISL's Facilities Manager on service delivery, issues, and any required changes
- Not assign ISL cleaning staff to any duties outside their contracted cleaning scope (e.g. errands, driving)
- Ensure no services are provided on Sundays or statutory public holidays unless agreed separately at an additional cost

6. ISL OBLIGATIONS

ISL undertakes, at its own expense and free of charge, to provide the contractor with:

- Access to water, electricity, and lighting required for the performance of services
- Suitable, secure storage facilities for cleaning equipment and materials
- Keys and access to all areas within the contracted cleaning scope
- Access to first aid facilities in the event of an emergency
- Child-safeguarding training for all contractor staff deployed on campus

7. PRICING MODEL & REQUIREMENTS

- Tenderers are required to submit a fully inclusive cost per person per month. The pricing must account for all direct and indirect costs associated with the deployment of each member of staff. The following all-inclusive model applies:
 - The total monthly and annual costs will be derived from the per-person rate multiplied by the minimum personnel requirement as listed.
 - All prices must be quoted in Zambian Kwacha (ZMW) and must be inclusive of VAT at the applicable rate.
- **Prices submitted shall be fixed and binding for the full duration of the contract year.** No mid-contract price adjustments, surcharges, or variations will be entertained. Any request for a price adjustment may only be submitted at the start of a new contract period, must be made in writing to ISL's Procurement Office no later than 60 days before the contract renewal date, and shall be subject to negotiation and mutual written agreement before taking effect.
- Optional and additional service rates (e.g. once-off cleaning, high-level cleaning) should be listed separately in the optional charges section.

8. PRICING TEMPLATE

Tenderers must complete ALL fields below. Incomplete pricing templates will be disqualified. All figures in ZMW.

8.1 Unit Cost Breakdown — Per Person Per Month

#	Cost Component	Unit Cost (ZMW)	Notes
1	Basic Salary		
2	Allowances (specify type)		
3	Personal Protective Equipment (PPE)		
4	Cleaning Equipment & Tools		
5	Cleaning Chemicals & Materials		
6	Meals / Subsistence		
7	NAPSA Contributions (Employer)		
8	NHIMA Contributions (Employer)		
9	PAYE (Employee Tax — Employer Portion)		
10	Workers' Compensation Insurance		
11	General Liability Insurance		
12	Company Overheads & Profit Margin		
13	VAT (16%)		
	TOTAL — Per Person Per Month	ZMW _____	

8.2 Total Contract Cost Summary

Description	ZMW Amount	USD Equivalent*
Cost Per Person Per Month (from 8.1)		
Sub-Total — 19 Staff (before VAT)		
VAT (16%)		
TOTAL Monthly Cost — 20 Staff (incl. VAT)		
TOTAL Annual Cost — 12 Months (incl. VAT)		

* USD equivalent for reference only. Payment shall be made in ZMW. Exchange rate as at date of submission.

8.3 Optional & Additional Services (Rates on Request)

Service	Unit / Frequency	Rate (ZMW, incl. VAT)
High-level cleaning (above 2 metres)	Per occurrence	
Post-event / after-hours cleaning	Per occurrence	
Additional cleaning staff (if requested)	Per person per day	
Car detailing / washing (twice a week)	Per month	
Rodent control services around campus	Per month	

9. COMPLIANCE REQUIREMENTS

All tenderers must confirm compliance and submit supporting documentation. Non-compliant bids will be disqualified.

Requirement	Document Required	Mandatory?
Company Registration	PACRA Certificate of Incorporation	YES
Tax Compliance	Valid ZRA Tax Clearance Certificate	YES
Public Liability Insurance	Current certificate — minimum K1,000,000 coverage	YES
Workers' Compensation Registration	Valid WCF registration certificate	YES
NAPSA Employer Registration	Employer NAPSA registration certificate	YES
Staff Police Clearances	Valid certificates for all staff to be deployed (renewed every 3 years)	YES
Client References	Minimum two (2) verifiable references from similar institutional contracts	YES

10. SCOPE EXCLUSIONS

The following are explicitly outside the scope of this tender and will be treated as separate engagements if required:

- Cleaning of walls and windows above two (2) metres in height — to be quoted and agreed separately
- Any additional specialist chemicals beyond standard daily cleaning requirements
- Sunday and statutory public holiday cleaning — subject to separate agreement at additional cost
- Cleaning of areas outside the contracted campus zones, unless separately agreed in writing

- Driving of ISL vehicles or performance of errands unrelated to cleaning duties

11. EVALUATION CRITERIA

Compliant bids will be evaluated on the following weighted criteria:

Evaluation Criterion	Weighting	Key Considerations
Technical Capacity & Service Methodology	30%	Cleaning plan, scheduling, equipment, staffing approach
Relevant Institutional Experience	25%	School/campus cleaning contracts, verifiable references
Safeguarding & Compliance	20%	Police clearances, safeguarding policy, H&S compliance
Cost / Value for Money	25%	Competitiveness, transparency, and completeness of pricing
TOTAL	100%	

ISL reserves the right to shortlist tenderers and conduct site visits or presentations before making a final award. ISL is not bound to accept the lowest-priced bid.

12. SUBMISSION REQUIREMENTS

Tenderers must submit a complete bid pack comprising all of the following. Incomplete submissions will not be considered.

#	Document / Component	Format
1	Technical Proposal — methodology, staffing plan, cleaning schedule	PDF or MS Word — max 5 pages
2	Completed Pricing Template (Section 8)	PDF or MS Word/Excel
3	All Compliance Documents (Section 9)	Certified PDF copies
4	Company profile and organisational chart	PDF or MS Word
5	Signed declaration of authenticity and non-collusion	Signed PDF

12.1 Submission Instructions

- All documents must be submitted electronically to: procurement@isl.sch.zm
- Subject line must read: "TENDER REF ISL/PROC/2025/CS-001 — [Company Name]"
- Physical submissions will **NOT** be accepted
- Late submissions will not be accepted under any circumstances
- Tenderers may not contact ISL staff other than through the designated procurement email

- All costs of preparing and submitting a tender are the sole responsibility of the tenderer

13. GENERAL CONDITIONS

- ISL reserves the right to cancel, withdraw, or modify this tender at any time without obligation or liability
 - ISL is not liable for any costs incurred by tenderers in the preparation of their bids
 - All information to be provided in response to this tender will be treated as confidential
 - Canvassing of ISL staff, board members, or representatives will result in automatic disqualification
 - The successful contractor will be required to enter into a formal services agreement with ISL
 - ISL reserves the right to suspend or terminate the contract in accordance with the provisions of the formal services agreement
 - Any misrepresentation in a bid submission will result in immediate disqualification
 - Site visits will be conducted exclusively with shortlisted candidates following the initial evaluation of bids. Details will be communicated to shortlisted tenderers at that stage.
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Issued by: Procurement Officer — International School of Lusaka

— END OF TERMS OF REFERENCE —

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