



German Embassy School

Addis Ababa - አዲስ አበባ

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Addis Ababa, 4/20/2026

Terms of Reference for Cleaning Services at the German Embassy School Addis Ababa

The German Embassy School Addis Ababa seeks professional cleaning services to ensure high-quality, safe and hygienic environment.

This Terms of Reference (TOR) defines the scope, standards, and requirements for the delivery of professional cleaning services.

1. Scope of Services

The Contractor shall provide comprehensive cleaning services across all school facilities, including but not limited to classrooms, offices, restrooms, cafeterias, hallways, entrances, staff rooms and common areas. Work includes daily routine cleaning and maintenance, as well as scheduled deep cleaning. Key scope components:

- **Routine Cleaning (Daily/Regular):**

Remove trash; sweep, mop, and vacuum floors; dust and wipe all surfaces (including desks, shelves, and windowsills); clean glass doors and interior windows; empty and sanitize trash bins; clean and restock restrooms (toilets, basins, and mirrors), including disinfection; ensure drinking water dispensers are clean; and clean the Administration kitchen Cabinet and sink when the designated Administration Cleaning Head is on leave or otherwise unavailable.

- **Periodic Deep Cleaning:**

Perform thorough cleaning of all areas twice per year, including washing exterior and interior windows, steam-cleaning or shampooing carpets and upholstery, floors where required and any intensive cleaning tasks.

- **Restrooms:**

Maintain high hygiene standards in restrooms, including emptying waste receptacles, polishing mirrors, wiping dispensers, sanitizing basins, removing wall marks, mopping floors with disinfectants, and ensuring toilets/urinals are clean and/ or free at all times.

A toilet attendant or supervisor should be assigned to monitor restrooms continuously.

- **Special Services:**

Provide additional cleaning for school events or as requested by school management (e.g. after sports days, parent-teacher events). The Contractor should be able to mobilize staff on short notice for such needs.

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- **Staff and Materials:**

Supply all cleaning personnel (**minimum 18 cleaners plus 1 supervisor, consistent with current staffing**), complete uniforms, identification badges, equipment and cleaning supplies required to perform the services at no additional cost. Ensure all supplies are high-quality, non-hazardous and meet environmental standards. The Contractor must maintain adequate stock of consumables (soaps, disinfectants, etc.) and ensure backup availability.

- **Compliance Tasks:**

Enforce compliance with safety protocols (e.g. use of PPE, safe handling of cleaning agents), report any facility hazards (e.g. spills, broken fixtures), and protect confidential or sensitive areas of the school (e.g. locked offices, records rooms) in coordination with school security.

- **Liability, Insurance, Indemnity and Confidentiality:**

The Contractor is fully responsible for its personnel and operations. All information related to the school, its premises, cleaning schedules, and staff must be treated as strictly confidential. No photographs, media coverage, or disclosures are permitted without prior written approval from the school.

2. Staffing requirements

The Contractor shall provide the following deliverables:

- **Work Schedule and Deployment Plan:**

A detailed cleaning schedule and staffing plan showing daily, weekly and monthly tasks, shift assignments and supervisor duties.

- **Quarterly Review Meetings:**

Participate in quarterly meetings with the school administration to review performance, address concerns and update cleaning plans as necessary.

- **Incident/Complaint Logs:**

Maintain and submit logs of any service incidents, damage or complaints reported by staff or students, with details of actions taken.

3. Personnel Concept – Cleaning

A) Cleaner

Qualifications:

- Previous experience in cleaning services, preferably in schools, offices, or similar facilities.
- Basic knowledge of cleaning chemicals, equipment, and hygiene standards.
- Physically fit and able to perform manual cleaning duties.
- Attention to detail and ability to follow instructions.
- Basic understanding of occupational health and safety practices.

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Responsibilities:

- Clean assigned areas including classrooms, offices, corridors, restrooms, staircases, and outdoor areas.
- Sweep, mop, vacuum, and dust surfaces according to the cleaning schedule.
- Empty waste bins and ensure proper waste segregation and disposal.
- Refill consumables such as soap, tissue paper, and hand sanitizers.
- Report any damages, maintenance issues, or safety hazards to the supervisor.
- Use cleaning chemicals and equipment safely and according to instructions.
- Support additional cleaning during events, high-traffic periods, or emergencies.
- Ensure compliance with hygiene standards and occupational health and safety regulations.

B) Cleaning supervisor

Qualifications:

- High school diploma or equivalent preferred.
- Minimum 2–3 years of experience in cleaning services or a similar role.
- Experience in supervising cleaning staff is an advantage.
- Knowledge of cleaning procedures, chemicals, and equipment.
- Strong organizational and communication skills.

Responsibilities:

- Supervise cleaners during a specific shift and assign duties.
- Ensure cleaning schedules and standards are properly followed.
- Inspect cleaned areas and verify quality of work.
- Ensure proper use of cleaning materials and equipment.
- Report shortages of supplies and request replenishment.
- Respond to urgent cleaning needs and coordinate staff accordingly.
- Maintain cleaning records and shift reports.
- Ensure compliance with occupational health and safety requirements.

4. Reporting

The Contractor shall report:

- **Daily:** The contractor's supervisor will keep a logbook on site, noting staff attendance, tasks completed and any issues.
- **Monthly:** The contractor shall submit by the 5th of each month a formal report and invoice, detailing all services performed in the previous month, manpower deployment, supply usage and any incidents or equipment needs.
- **Incident Notification:** Any safety, security or property incidents must be reported to the School Administrator within 24 hours, with an immediate follow-up report detailing corrective measures

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5. Contract Duration & Payment

- The Contract duration will be one year starting from August 01, 2026 to July 30, 2027
Renewal is possible only by mutual written agreement.
- Either party may terminate within 120 days. Upon termination, the Contractor will be paid for work completed up to the termination date.
- Payment will be made monthly as per the monthly attendance sheet detail and the agreed hourly rates.
- The Client shall bear no financial or legal responsibility whatsoever for any employment-related payments, claims or liabilities concerning the Contractor's personnel.
- Any variations (e.g. additional posts, holiday cover) require written approval.

6. Facility provided

- Lockers will be provided for all cleaning personnel.
- A shared changing room with basic changing facilities will be available.
- Shower and toilet facilities will be accessible to all cleaning staff.

7. Compliance

The contract will enforce compliance of the contractor with:

- **Ethiopian Laws and Regulations:**
This includes labor regulations (minimum wage, overtime, social security, pension), tax obligations, environmental rules (waste disposal). The contractor must register and pay any local taxes or duties.
- **School Policies:**
Mandatory child-protection measures (no criminal record for staff, mandatory child-safeguarding training), confidentiality of school records, and restrictions on working hours (no noise disturbance outside school hours unless approved). The contractor must adhere to school security procedures for access and key control.
- **Insurance and Liability:**
The contractor must maintain appropriate insurance: compensation (or as required by law) and comprehensive general liability (covering bodily injury or property damage).

8. Tender Procedure Considerations

- **Type of Tender:** The tender procedure will be conducted as a public tender to ensure transparency and equal opportunity for all qualified bidders.
- **Evaluation Criteria:** An evaluation grid will be included in the tender documents. The weighing between the technical and financial proposals will be clearly defined.
- **Receipt and Tracking:** All submitted bids must be delivered by the school administration. Bidders will be provided with proof of receipt upon submission. Special attention will be given to secure handling.

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9. Submission Requirements

Interested companies must submit:

- Company profile and relevant experience in school, educational cleaning or any related field.
- Proposed staffing plan with personnel qualifications and experience.
- Operational plan and training approach.
- Proof of statutory compliance, including licenses, permits, insurance certificates and tax clearance.
- Proposed fee schedule, including breakdown for personnel, supervision, equipment and operational costs.
- References from previous clients, preferably schools or educational institutions.
- Any additional information demonstrates capacity to provide reliable and professional cleaning services in a school environment.

10. Bid Submission Address

Secretary of German Embassy School Addis Ababa (DBSAA), Yeka Subcity, Woreda 06,
House No. 298 (Aware in front of French Bakery), Addis Ababa, Ethiopia

or via E-Mail : administration@dbsaa.de

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