



## **Terms of Reference (ToR) for Outsourcing Partner in Dadaab Refugee Camps**

### **1. Background:**

The Lutheran World Federation (LWF) invites qualified outsourcing companies to submit proposals for the provision of cleaning, catering, Plumbing, generator operation services, store assistance services and loading services to support our staff in Dadaab and the three surrounding refugee camps. The selected company will be responsible for managing all aspects of employee matters for the staff engaged in these services. Currently the camp contains 14 compound cleaners, 9 cooks consisting of 4 head cooks and 5 assistant cooks who serve as waiters 2 generator operators and one stores assistant who are currently engaged on casual basis. The staff base consists of both national and Incentive/Refugee staff serving mostly as cleaners. For incentive staff, there exists guidelines from UNHCR on their remuneration standards, whereas the National staff maintain standards from the employment act. We have four compounds across the camps that is Ifo, Dagahaley, Githuthe & DMO where staff reside. The number of rooms across the camp is 14, 16, 15 & 27 respectively. We have one office in each of the three compounds except in DMO where we have 12 offices as well as 1 conference hall.

### **2. Objectives:**

The primary objective of this partnership is to secure a reliable and experienced outsourcing partner to provide essential services and ensure the well-being of LWF staff in the Dadaab area. This includes:

- Efficient cleaning services for offices and accommodation facilities.
- High-quality catering services to meet the dietary needs of staff.
- Reliable loading and logistical support for staff transportation and supplies.
- Efficient assistance at the stores level with routine stores practices.
- Management of generators at the compound level.
- Effective management of all employee matters related to the services.
- Provide specialized casual engagement services on need basis.

### **3. Essential Criteria for the Outsourcing Company:**

In order to be considered for this partnership, the outsourcing company must meet the following criteria:

#### **3.1. Operational Experience:**

- The firm should have been in operation for the last four (4) years.



- Proven experience in offering similar services is essential, particularly in the humanitarian and/or refugee camp context.
- Disclose the proposed remuneration for the staff, ensuring fair compensation and compliance with labor regulations.
- The company should absorb the current staff serving in the camps initially, but reserve the right to replace them as necessary, at their discretion.

### **3.2. Past Performance:**

- The firm will be required to provide details of at least 3 similar assignments undertaken in Kenya. This should include references from previous clients or partners.

### **3.3 Scope of Work:**

The selected outsourcing company will be responsible for:

#### **Cleaning Services:**

- Regular cleaning and maintenance of offices, staff accommodations, and other relevant facilities.
- Ensuring a hygienic and safe environment for LWF staff.
- Procurement and management of cleaning supplies and equipment.

#### **Catering Services:**

- Provision of daily meals to meet the dietary requirements of LWF staff.
- Maintaining high standards of hygiene and food safety.

#### **Loading Services:**

- Handling the loading and unloading of goods and supplies as needed.
- Providing transportation and logistical support for LWF staff, as needed.
- Ensuring the safe and efficient movement of goods within the camp and surrounding areas.

#### **Generator Operation**

- Handling generator operation at camp level ensuring they are properly managed, maintained and switched on and off at their convenient times.

#### **Stores Management.**



- In line with the routine practice of stores, there is need for a stores assistant who will ensure of proper stores management working hand in hand with the logistics and procurement department.

#### **Employee Matters:**

- Managing all HR-related matters for staff involved in the provision of these services, including recruitment, training, and performance management.
- Ensuring compliance with labor laws and regulations in Kenya.
- Handling staff welfare and grievance procedures.

#### **Specialized Casual requirements.**

- The company would be in-charge of specialized casual requirements which would be on need basis and would be separately billed.

#### **5. Proposal Submission:**

Interested outsourcing companies are invited to submit their proposals, which should include the following:

- Company profile, including details of operational experience and relevant certifications.
- References from at least three similar assignments in Kenya.
- Detailed technical and financial proposals outlining the approach to service delivery and cost structures.
- A comprehensive HR management plan.
- Any additional information or documentation that demonstrates the company's capacity and suitability for this partnership.
- Application for consideration
- Company registration certificate
- Tax compliance certificate
- Prices indicated on the Price Schedule shall be the cost of the services quoted including all customs duties and VAT and other taxes payable.
- Please quote the Salary to be paid the outsourced employee and the outsourcing fees.
- References of similar work, or documented evidence for other similar assignments.



## **6. Evaluation and Selection:**

Proposals will be evaluated based on the essential criteria mentioned above. The selection process will involve a thorough review of the submitted proposals, followed by interviews and site visits if necessary.

## **7. Duration of Partnership**

The initial partnership agreement will be for a period of 1 year. LWF may consider extending the partnership based on performance and mutual agreement.

## **8. Submission Deadline:**

All proposals should be submitted by 20<sup>th</sup> November 2023 to the following contact:

[procurement.dadaab@lutheranworld.org](mailto:procurement.dadaab@lutheranworld.org)

## **9. Enquiries:**

For any inquiries or clarifications related to this ToR, please contact [khadra.sirat@lutheranworld.org](mailto:khadra.sirat@lutheranworld.org)

LWF reserves the right to accept or reject any proposal received and is not bound to select the lowest-priced proposal. The selected outsourcing partner will be expected to enter into a formal agreement with LWF, specifying the terms and conditions of the partnership.

**20<sup>th</sup> November 2023**