

# Scope of Work

## (Cleaning Service for Residences)

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Cleaning services for residences divided into 5 main parts, as the following:

### **1. General Responsibilities ( for all resident):**

- Vacuum and mop all floors, including under rugs and in corners.
- Clean and dust baseboards.
- Vacuum carpets and spot clean as needed. If directed, polish marble floors.
- Dust residence, including ceiling fans, tops of cabinets, doors, door frames, and curtain rods
- Clean inside and outside of all the windows, shutters and screens, including outside window sills. Clean out window tracks. Ensuring they are streak free.
- Clean all mirror and glass cabinet surfaces. Ensuring they are streak free.
- Dust and clean inside of all cabinet and furniture drawers.
- Clean switch plates on walls.
- All marks must be washed off the walls.
- Wash inside and outside of all doors.
- Vacuum upholstered furniture including under cushions. If directed, clean upholstered furniture.
- All carpeting and upholstery is to be vacuumed and professionally shampooed.
- Clean and Dust all lamps and lamp shades. Clean all ceiling light fixtures.
- Polish furniture surfaces.
- Clean balconies and entrance walk ways including balcony railings and shutters.
- Clean patio furniture.
- Clean and sweep out storage unit.
- Remove trash from yard including any animal droppings.
- Set out the welcome kit, wash and clean any items that are soiled or dusty.
- Clean out fireplace if applicable.

### **2. Bathrooms:**

- Clean all furnishings (e.g. Toilets, sink, and tubs) in bathrooms
- Wash tile walls, including scouring dirty grout as needed.
- Polish chrome avoiding any chemicals or scouring that scratches the surface.

### **3. Kitchen:**

- Clean inside and outside of all appliances, including stove top hood and filters.
- Clean oven, including removing and scouring oven racks, broiler pans and using self cleaning setting if available or an oven cleaner to remove inside stains.
- Clean under stove.
- If applicable, remove glass from oven door and clean both glass sides.
- Clean refrigerator/freezer including removing, washing and drying all shelves and drawers. Clean rubber molding around doors. Pull out units and clean under and behind the appliance.
- Freezer must be defrosted and cleaned.
- Clean inside and outside of all kitchen cabinets and counter tops.
- Clean tile walls including scouring dirty grout as needed.

### **4. Bedrooms:**

- Prepare all beds.
- Vacuum and clean under the beds.

### **5. Note:**

- The vendor is responsible for providing necessary cleaning supplies , equipment and safety devices to clean each residence, including but not limited to a vacuum cleaner, buckets, mops, brooms, dust pans, degreasers, oven cleaner, soaps, scouring pads, and disinfectants.
- The vendor will have one supervisor present at all times during the cleaning.
- The vendor will provide uniforms or company identification tags and protective gloves for the workers.
- The vendor's supervisory staff will attend a one hour orientation conducted by the Embassy Facilities Management on expectations and the process for cleaning Embassy houses.
- The vendor will provide training for its workers on how to properly use the equipment, materials and cleaning products necessary to perform all tasks.
- All residences are within a 10 km radius from the U.S. Embassy.
- Each house must be cleaned within the hours of 8:00 AM to 4:30 PM.
- Notification of work request will be given 48 hours in advance; but the company should be ready for any urgent work request.
- The vendor will be responsible for any damages to the residence, furnishings, or appliances that occur during the cleaning, including spotting and water damage on walls and furnishings.

- If the company can't provide the cleaning process for any reasons at any time the vendor should notify the American Embassy Staff.
- After completion of the cleaning, an evaluation will be conducted by Embassy staff and the vendor.
- In addition to the living space in the home, the vendor is expected to clean the entry way, storage unit, windows and patio areas.
- All trash must be removed from the premises

**The price quote (in Jordanian Dinars) will be divided into 5 categories with an additional payment for Ground Floor and Roof Top units. The price Category will be determined by the American Embassy and is not subject to recalculation by the vendor.**

**Category 1: 2 bedroom units**

**Category 2: 3 bedroom units**

**Category 3: 4 bedroom units**

**Category 4: 5 bedroom units**

**Category 5: Villas, Single Family Homes, Large Duplexes**

**Supplement for Roof Top and Ground Floor Units:**