

SCHOOL CLEANING, HOUSEKEEPING, AND GARDENING SERVICES

CALL FOR TENDERS - TERMS OF REFERENCE (ToR)

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1. Purpose

Lycée Français International de Bangkok (“LFIB”) invites qualified service companies (“Bidders”) to submit a proposal to provide, on the LFIB campus, the following integrated services as defined in this ToR:

- Comprehensive cleaning, housekeeping, hygiene and sanitation services.
- Gardening / landscaping services.

LFIB is seeking an experienced and reliable partner able to deliver consistently high service levels, with robust quality control, strong health & safety management, and full compliance with Thai legal requirements.

2. Scope of Services

2.1 Included in the contract

The successful Bidder shall, at minimum, provide the following services for all areas and periods defined by LFIB’s academic calendar and campus operating needs.

A) Comprehensive cleaning, housekeeping, hygiene and sanitation services

- Daily cleaning of internal areas (classrooms, offices, common areas, ...).
 - Ventilation of rooms (opening windows/doors where safe and permitted) as part of daily routine.
 - Emptying waste bins and installing/replacing bin liners.
 - Cleaning of whiteboards and whiteboard pen trays, where applicable.
 - Dusting of furniture and accessible surfaces; wiping of tables as required.
 - Cleaning of student desks and teacher workstations.
 - Vacuuming of floors and manual wet mopping of hard floors; spot cleaning of stains/spills.
 - Removal of cobwebs in accessible areas.
 - Dusting of window ledges / shelves under windows.
 - Removal of visible stains and fingerprints on walls, doors and glass at reachable height.
 - Cleaning/disinfection of skirting boards, switches and other frequently touched surfaces, per the Cleaning Plan (minimum weekly; more frequent in high-traffic areas).
 - Cleaning of dining areas in kindergarten canteen and main canteen, including dining rooms and associated toilets (tables, chairs, walls and floors).
 - Cleaning of gymnasiums, changing rooms and showers (where applicable), per the Cleaning Plan.

- Daily cleaning of defined outdoor areas and litter control (playgrounds, sport field, common areas, reception area, school surroundings, ...).
- Restroom hygiene management: cleaning, disinfection, odor control, and daytime checks; replenishment of consumables where included.
 - Cleaning and disinfection of sanitary fixtures (toilets, urinals, basins), mirrors and any installed glassware.
 - Descaling (limescale removal) of sanitary fixtures as required to maintain hygiene standards.
 - Thorough floor washing and disinfection; removal of visible soiling on partitions and tiled walls.
 - Removal of cobwebs in accessible restroom areas.
 - Replenishment of toilet paper and hand soap where included; toilet paper rolls must be properly installed inside dispensers (no loose rolls).
 - Immediate reporting to LFIB of any blockage, malfunction, leak or abnormal odor observed during operations.
- High-touch point cleaning/disinfection routines (door handles, railings, switches, elevator buttons, etc.), with possibility of an enhanced protocol during outbreaks (flu/COVID-like situations).
- Waste handling: collection, internal transport to designated collection points, cleaning of refuse containers and surrounding areas, and support to LFIB's waste segregation procedures where applicable.
- Spill and incident response during operating hours (target response time to be proposed; minimum expectation ≤ 15 minutes for urgent issues in occupied areas).
- Periodic cleaning (weekly/monthly/termly) and deep cleaning during school breaks, per the Cleaning Plan (to be submitted by the Bidder and finalised as Appendix E).
- Basic daily campus rounds to identify hygiene/safety issues (e.g., wet floors, hazards, overflowing bins) and immediate mitigation/reporting.
- Internal and external glass cleaning within reachable height (door glass, partitions, windows), per the Cleaning Plan.
- Bi-yearly high-level cleaning at height of pre-identified areas, comprising windows and façade beyond reachable areas with standard step ladders and safe procedures.

B) Gardening / Landscaping

The Bidder shall provide routine and periodic grounds maintenance for LFIB green spaces, including the soccer/rugby grass pitch.

- Routine maintenance of planted areas and lawn/green spaces: mowing, edging, trimming, pruning, weeding, leaf collection, litter removal, and general presentation.
- Hedge maintenance along the campus perimeter: trimming/shaping, litter removal, and basic plant health checks.
- Maintenance of plants in LFIB reception areas (front of the school and kindergarten), including regular watering; watering coverage must include school holiday periods.
- Plant health care: watering, and when necessary, integrated pest and weed management, prioritizing non-toxic and eco-responsible methods; any pesticide/herbicide use must be pre-approved by LFIB and comply with Thai regulations.

- Specialist seasonal agronomy works (e.g., fertilization program, aeration, topdressing, overseeding/reseeding, major drainage or de-compaction works) are currently managed by LFIB. These activities are excluded from the base scope unless explicitly requested as an optional service (Appendix B) and agreed by LFIB.
- Pitch maintenance program adapted to high usage: the natural grass pitch is currently heavily used from 8:00 to 19:00 Monday to Friday. Bidders must propose a maintenance schedule that avoids disruption to use and protects turf recovery (e.g., early morning/after-hours works, phased maintenance, protective practices). Sports pitch line marking/painting is excluded and handled by LFIB
- Daily inspection of kindergarten and stadium sand pits (where applicable) to remove leaves, litter and animal droppings.

2.2 Explicitly excluded from the contract

Unless explicitly included in the Bidder's priced options and accepted by LFIB, the following are excluded:

- Major technical maintenance and repairs (electrical, plumbing, HVAC, structural works) requiring licensed personnel.
- Security/guarding services are excluded (LFIB security arrangements are handled separately), unless specifically requested.
- Canteen kitchen/back-of-house cleaning and cleaning of catering equipment/appliances (typically handled by the catering operator), unless explicitly included, priced and agreed by LFIB.
- Sports pitch line marking/painting is excluded (handled by LFIB).
- Specialist turf renovation/agronomy works (e.g., fertilization programs, topdressing, overseeding/reseeding, coring/aeration, major drainage or levelling works) are excluded unless explicitly requested by LFIB as an optional service.
- Post-construction cleaning (unless requested by LFIB as a separate priced service).
- Tree surgery requiring specialist contractors and permits (unless priced as a separate option).
- Pest control treatment services (cleanliness-related prevention is included; treatment contracts are excluded unless specifically required).

3. School Context (Indicative)

LFIB welcomes approximately 1,050 students from kindergarten to grade 12. Services run during the academic year (approximately 175 school days), Monday to Friday, excluding individual public holidays and school holidays, with some special exceptions (events, weekend activities). The academic calendar may change from year to year and will be communicated by LFIB to the service provider.

Indicative: The soccer/rugby natural grass pitch is heavily used from 8:00 to 19:00 Monday to Friday. It is possible for the exact usage hours per day to vary from one year to the next (including occasional weekend events).

3.1 Site visit arrangements

Site visit arrangements are described in Section 9.3. LFIB will provide, during the tender, indicative facility information (buildings/zones) and will confirm the final scope and area schedule (Appendix E) prior to contract signature.

3.2 Sustainable development and environmental responsibility

LFIB is committed to sustainable development and environmental responsibility. The service provider is expected to collaborate with the school on practical initiatives (e.g., eco-responsible cleaning products and dosing, reducing single-use plastics, waste segregation support, and water-efficient grounds practices) and to propose measurable improvements during the contract term.

4. Main Requirements - Service Levels & Quality

4.1 Cleaning and housekeeping quality baseline

- Maintain a consistently clean and safe environment, adapted to a school setting (child-safe products, controlled chemical use, and strict safeguarding conduct).
- Define and implement cleaning standards for each area type (classrooms, toilets, offices, corridors, specialist rooms) with measurable inspection criteria.
- Cleaning quality inspections will be assessed using four criteria (see Appendix G):
 - Aspect: visual appearance of tidiness and cleanliness.
 - Comfort: factors affecting user wellbeing (odours, touch, perceived cleanliness).
 - Hygiene: sanitation/disinfection of surfaces and, where relevant, the ambient environment.
 - Safety: absence of hazards (e.g., wet floors without signage, trip hazards, unsafe storage, obstructed access/egress).
- Implement clear daytime coverage for restrooms and high-traffic areas, with rapid response to incidents.

4.2 Gardening/grounds quality baseline

- Maintain green spaces in a neat, safe, and healthy condition, including appropriate plant care and weed management.
- Maintain the grass pitch in safe, playable condition; manage compaction and wear; propose turf recovery and improvement actions.
- Use environmentally responsible practices and minimize chemical usage; any chemical use must be pre-approved by LFIB.

5. Premises, Equipment, Utilities

5.1 LFIB provides (indicative)

- Access to campus areas during agreed hours.
- Water and electricity required for cleaning operations and (where applicable) plant watering systems.

- Reasonable storage space for equipment and chemicals (lockable), subject to campus constraints.
- Designated waste collection points/areas.

5.2 Service Provider provides

- All cleaning equipment, tools, and machinery required for the scope (vacuums, floor machines, carts and trolleys, mop systems, other basic hand tools, signage etc.).
- All grounds maintenance equipment required (mowers, trimmers, edging tools, hand tools, etc.).
- All chemicals and materials required for cleaning and grounds maintenance (with SDS/MSDS), and PPE for staff.
- Uniforms and visible identification for all on-site staff.
- Equipment care and maintenance reporting: maintain equipment in safe working condition and promptly notify LFIB of any issue likely to affect safety or service continuity.

5.3 Consumables (to be confirmed in contract / pricing annex)

Bidders must clearly state whether the following are included or excluded from their base price and price them accordingly in Appendix B:

- Toilet tissue, hand soap, paper towels, bin liners, air fresheners, and hand sanitizer.

6. Health, Safety, Hygiene, Safeguarding and Compliance

Health & safety and child safeguarding performance are primary selection criteria. The successful Bidder must demonstrate an effective HSE management system with documented controls and evidence of implementation.

6.1 Compliance baseline

- Comply with all applicable Thai laws and regulations (labor law, social security, immigration/work permits, occupational health & safety, chemical handling, and environmental requirements).
- Maintain SDS/MSDS for all chemicals and ensure safe storage, labeling, and controlled dosing.
- Ensure safe use of machinery (floor machines, mowers, trimmers) with trained operators and documented procedures.

6.2 Documented controls (minimum)

- Written cleaning plan and schedules (daily/weekly/monthly/deep cleaning) with verification methods.
- Written grounds maintenance plan (routine tasks + any optional specialist agronomy tasks if requested) including pitch maintenance program.
- Risk assessments / method statements for key activities (chemical use, machine use, working at height on step ladders, waste handling).
- Incident reporting and corrective action process (safety incidents, near misses, service failures).

6.3 Child safeguarding and staff vetting

- Strict compliance with LFIB's child safeguarding policies and procedures at all times.
- Background checks for all staff working on campus before they start (including temporary staff and subcontractors), renewed annually where legally possible, with evidence available for LFIB review.
- Safeguarding training for all on-site staff (induction and at least annual refreshers), with training records.
- LFIB may require the removal from campus of any staff member whose conduct is incompatible with LFIB standards.

6.4 Staff organization and legal compliance

- Provide a clear organization/management structure (organization chart) with defined roles and site-based supervision.
- Ensure staff are legally employed and covered by all statutory obligations (tax, social security, work permits).

6.5 Data protection / confidentiality

The service provider must treat LFIB information as confidential and comply with Thailand's PDPA requirements as relevant to service delivery.

7. Service Standards and Reporting

7.1 Daily service and responsiveness

- Maintain agreed operating hours and provide daytime coverage for restrooms and high-traffic areas.
- Provide rapid response to spills/urgent hygiene issues during occupied hours (minimum expectation: ≤ 15 minutes).
- Ensure courteous professional behavior and clear communication with LFIB staff.

7.2 Reporting (minimum)

- Daily supervisor checklist (key areas including classrooms and toilets) available to LFIB upon request.
- Monthly summary report: staffing coverage, quality inspections, incidents, corrective actions, consumables usage (if applicable), and any customer feedback trends.
- Grounds report: pitch condition observations, works completed, and upcoming seasonal actions.

7.3 Monthly quality control and performance index

- A joint quality inspection will be performed monthly by LFIB and the Service Provider using the Quality Control Grid in Appendix G.
- LFIB will select, on the inspection day, ten (10) representative rooms/areas to be checked (selection across different building/area types where possible).
- Each checked area will be rated from 0 to 5 for each criterion (Aspect, Comfort, Hygiene, Safety). The maximum monthly score for 10 areas is 200 points.

- The monthly General Cleanliness Index (GCI) is the total score obtained during the inspection. The minimum acceptable threshold is set at 160/200.
- If the monthly GCI is below 160, the Service Provider shall implement corrective actions within an agreed timeframe. Subject to final contract terms, LFIB may apply a service credit of 5% of the monthly contract fee for the referenced period.
- An annual GCI will be calculated as the average of the 12 monthly GCIs. If the annual GCI is below 160, the Service Provider shall provide an improvement plan. If the annual GCI is at or below 100 for two consecutive years, LFIB may terminate the contract for repeated poor performance, subject to applicable contract provisions.

8. Responsibilities - Interfaces with LFIB

To avoid ambiguity between school responsibilities and the service provider's responsibilities, interfaces shall be defined as follows (final allocation confirmed in contract).

8.1 Service Provider is responsible for

- All cleaning and housekeeping activities within the scope defined in Sections 2 and Appendix E.
- Internal waste collection and transfer to designated collection points; maintaining cleanliness of waste container areas under its control.
- Grounds maintenance and pitch maintenance activities within the scope defined in Section 2 and Appendix F.
- Immediate cleaning and sanitation after any spill, breakage, or contamination event observed or caused during operations.
- Providing and managing staff, supervision, training, equipment, and chemicals required for service delivery.

8.2 LFIB is responsible for

- Providing campus access, utilities (as specified), and storage space (as feasible).
- Defining and communicating school schedules, access constraints, and event requirements.
- Providing a point of contact and a simple request/work order process (including prioritization) for ad hoc service requests.
- Municipal / external waste removal beyond the designated collection points (unless otherwise agreed).

9. Tender Process

9.1 Timeline

Step	Date
ToR published	22 May 2026
Deadline for questions	29 May 2026
Site visit and presentation of ToR	2 June 2026
Presentations of offers (non-financial elements)	16 June 2026
Tender submission deadline (including financial offer)	22 June 2026
Notification of preferred bidder	24 June 2026
Contract signing	29 June 2026
Start of operations (incl. mobilisation and pre-term deep cleaning)	15 August 2026

9.2 How to submit

- Submission method: sealed envelope.
- Queries to be addressed by email: schoolmanager@lfib.ac.th
- Language: English preferred (Thai acceptable if needed).
- Late submissions may not be considered. LFIB may extend deadlines and will apply any extension to all bidders.

9.3 Questions and site visits

Questions may be submitted in writing during the tender period. LFIB will issue written clarifications and, where applicable, share them with all bidders to ensure a fair process. LFIB may organize one or more site visits to validate operational assumptions (spaces, access, utilities, flows, pitch constraints). Bidders are expected to attend the site visit to verify their assumptions.

10. What to Include in Your Proposal

- Company profile and relevant experience (schools preferred).
- Proposed organization/management structure (organization chart) and key staff qualifications/CVs.
- Staffing plan and shift schedules (including daytime coverage for restrooms and high-traffic areas) and absence replacement policy.
- Cleaning plan: detailed task lists, methods and schedules by area type (daily/weekly/monthly/deep cleaning), aligned with Appendix E.
- Grounds maintenance plan: green spaces + pitch maintenance program aligned with Appendix F.
- Equipment list (cleaning and grounds), chemical list with SDS/MSDS, and PPE plan.
- Health & safety plan, including risk assessments/method statements for key activities.
- Child safeguarding compliance statement: background check process and safeguarding training plan (minimum annual refresher).
- Sustainability plan with measurable initiatives.
- Pricing proposal completed per Appendix B (including optional services and OT rates).
- Proof of licenses/permits (if applicable) and insurance certificates.
- At least two references (ideally schools) with contact details.

11. Evaluation Criteria (Indicative)

LFIB will evaluate proposals using a best-value approach. Reliability, safety, and quality controls are key factors; price will not be the sole criterion.

Criterion	Weight
Technical quality of cleaning plan and service standards (incl. quality control tools and reporting)	35%
Grounds/pitch maintenance plan quality and feasibility	15%
HSE, safeguarding, and compliance (incl. documented controls)	15%
Pricing and financial proposal (transparency, completeness, value)	25%
Experience and references (similar size/scope, school environment)	10%

12. Contract Terms (High-Level)

Final contract terms will be agreed with the selected Bidder. The items below are minimum expectations.

- Term: 3 years, renewable by 1 year twice (3 + 1 + 1), for a maximum of five years (unless LFIB specifies otherwise).
- Subcontracting / assignment / change of control: the service provider may not subcontract, assign, transfer, delegate, or otherwise dispose of the Contract (in whole or in part), nor change effective control of the operating entity, without LFIB's prior written approval.
- Insurance: the service provider must maintain appropriate insurance for the full term of the Contract, including at minimum public liability and employer's liability/worker compensation as required by law; certificates to be provided at least annually.
- Payment: the service provider shall invoice LFIB in accordance with the agreed billing method. LFIB will pay correct invoices within 15 days (unless otherwise specified).
- KPIs and monitoring: regular service reviews and inspections (including the monthly quality inspection and General Cleanliness Index described in Section 7.3); documentation and performance data must be provided upon request. Service credits/penalties may apply in case of non-performance, subject to contract terms.
- Safeguarding: compliance with LFIB safeguarding policies is mandatory; breach may result in removal of staff and/or contractual remedies.
- Confidentiality and data protection: PDPA compliance as relevant to service delivery.

APPENDIX A - Bidder Information Form

Company name: _____
Registered address: _____
Contact person (name, phone, email): _____
Authorized representative: _____
Company registration / tax ID: _____
Relevant licenses/permits held (list): _____

APPENDIX B - Pricing Schedule (Template)

Bidders should complete the tables below and attach any detailed price lists. Prices must be transparent and clearly state inclusions/exclusions.

B1. Base monthly fee (school operating months)

Bidders must state the staffing headcount included in the base fee and provide a breakdown by role and shift.

Item	Unit	Price (THB)	Notes / Inclusions	Headcount / staffing included
Integrated services (Cleaning + Gardening)	per month			
School holiday / reduced occupancy model (describe)	per month / per day			

B2. Optional services and unit rates

For each optional service, specify the expected crew size and role mix (headcount) where applicable.

Optional item	Unit	Price (THB)	Notes	Headcount / staffing (if applicable)
Event support cleaning (before/during/after)	per hour / per event			
Deep cleaning during holidays (by additional zone)	per day / per m ²			
High-level window/glass cleaning at height	per m ² / per day			
Enhanced disinfection protocol (outbreak / special request)	per call-out / per area			
Specialist turf renovation/agronomy works (by request)	per intervention / per m ²		Optional; upon LFIB request and agreed scope.	

B3. Overtime / additional staffing rate card

Provide hourly rates by role (Supervisor / Team Leader / Cleaner / Gardener). Include rates for normal days and holidays/weekends if different.

B4. Consumables

If consumables are included, provide unit pricing and/or a monthly provision approach. If excluded, confirm exclusions explicitly.

APPENDIX C - Declaration (Non-collusion / Non-canvassing)

I confirm that neither the Company nor its representatives have attempted to improperly influence this tender process, including through collusion, canvassing, or seeking confidential information from LFIB staff, parents, or advisors.

Authorized representative name: _____

Signature: _____ Date: _____

APPENDIX D - HSE / Safeguarding Evidence Checklist (Attach documents)

- Cleaning Plan (schedules, methods, verification).
- Quality control tools (inspection checklists and scoring grid, including the Appendix G template).
- Grounds/Pitch Maintenance Plan (routine program + optional specialist agronomy works if requested).
- Risk assessments / method statements (chemicals, machinery, working at height, waste).
- Chemical list + SDS/MSDS and dilution control approach.
- Staff vetting process (background checks) and safeguarding training records/template.
- Staff training matrix (HSE, equipment use, emergency procedures).
- Insurance certificates (public liability, employer's liability/worker compensation).
- References (minimum two, ideally schools).

APPENDIX E - Area & Frequency Matrix (Template)

LFIB will provide an indicative zone list. Bidders must submit a completed matrix (or equivalent) covering all buildings/zones, area types, and frequencies (daily/weekly/monthly/term/deep cleaning), including daytime restroom checks and response coverage. The matrix must be supported by a detailed Cleaning Plan (task lists, methods and verification), including the minimum daily tasks outlined in Section 2.1.

APPENDIX F - Pitch & Grounds Maintenance Program (Template)

Bidders must submit a pitch maintenance program that includes, at minimum:

- Mowing heights/frequency, edging and litter control routines.
- Wear area management (goal mouths, touchlines) and compaction monitoring/mitigation. Any specialist aeration/coring works to be proposed as optional services if requested by LFIB.
- Reporting and recommendations on turf recovery (fertilization/soil conditioning/overseeding). Specialist agronomy interventions are excluded from the base scope unless explicitly requested by LFIB as optional services.
- Weed and pest management approach (integrated pest management; chemical use by exception and subject to LFIB approval).

- Irrigation monitoring approach (if applicable) and reporting of issues.
- Hedge maintenance along the campus perimeter and maintenance of plants in LFIB reception areas (including watering coverage during school holidays).
- Daily inspection of kindergarten and stadium sand pits (where applicable) to remove leaves, litter and animal droppings.
- Pitch line marking/painting is excluded and handled by LFIB.
- Operational schedule compatible with pitch use (8:00-19:00 Mon-Fri) and school events.

APPENDIX G - Quality Control Grid and General Cleanliness Index (GCI) (Template)

This template may be used for the monthly joint quality inspection described in Section 7.3. LFIB will select 10 representative rooms/areas on the inspection day. Each area is scored from 0 to 5 for each criterion. Maximum total score for 10 areas = 200 points.

Inspection criteria (0-5 each):

- Aspect: visual appearance of tidiness and cleanliness.
- Comfort: factors affecting user wellbeing (odours, touch, perceived cleanliness).
- Hygiene: sanitation/disinfection of surfaces and, where relevant, the ambient environment.
- Safety: absence of hazards (wet floors without signage, trip hazards, unsafe storage, obstructed access/egress).

Area / Room	Aspect (0-5)	Comfort (0-5)	Hygiene (0-5)	Safety (0-5)	Total (0-20)	Notes / Anomalies
Area 1						
Area 2						
Area 3						
Area 4						
Area 5						
Area 6						
Area 7						
Area 8						
Area 9						
Area 10						
TOTAL (max 200)						

Monthly GCI = TOTAL score obtained. Minimum acceptable threshold: 160/200. If below 160, corrective actions apply and service credits/penalties may apply, subject to contract terms.