Example: Departmental Contract Renewal Requirements

Department: Administration

Name: Norah Yagomba

Service/requirement: Cleaning Services

Current arrangement:
Cleaning services are currently provided by an external contractor covering the school premises, including classrooms, offices, toilets and common areas.

Requirements for next contract:
Continue with outsourced cleaning services, with improved supervision and consistent staffing.

Quantities/locations/coverage:

- Full school premises
- Classrooms and offices
- Toilets and common areas
- Daily cleaning, with additional cleaning during events when required

Performance expectations:

- Adequate staffing at all times
- Daily cleaning completed to the required standard
- Toilets checked and maintained regularly
- Prompt response to urgent cleaning requirements
- Proper supervision and provision of cleaning materials/equipment

Challenges/gaps:

- Occasional shortage of staff
- Inconsistent cleaning standards in some areas
- Delayed response to urgent requests

Recommended action/duration:
Retender the service for an initial **2-year contract**, subject to satisfactory performance.

Other comments:
The new contract should include clear KPIs, service standards and performance monitoring mechanisms.