

Terms of Reference (ToRs) for Outsourced Service for Caretaker of the Parent–Child Room.

1. Background

WaterAid Rwanda is committed to supporting the well-being of its employees, particularly working parents. As part of our workplace support initiatives, a Parent/Child Room has been established to provide a safe, comfortable, and private space for parents to attend to the needs of their children while at work. To ensure effective management and sustainability, the organization intends to engage a qualified institution/agency to provide caretaker services for the Parent–Child Room on an outsourced basis.

2. Objective of the Assignment

The objective of this engagement is to contract an experienced institution/agency to provide caretaker services for the Parent–Child Room. The caretaker, under the management of the service provider, will be responsible for the daily upkeep and readiness of the room, ensuring it is consistently hygienic, safe, organized, and welcoming for staff and their children. In addition, the caretaker will oversee the proper use of the room, helping to create a supportive and child-friendly environment that enables staff to balance work and caregiving responsibilities.

3. Scope of Services

The selected institution/agency will be responsible for:

- Providing a trained, experienced, and reliable caretaker to manage the daily operations of the Parent–Child Room during designated working hours.
- Ensuring the room is kept clean, hygienic, and child-safe at all times through routine cleaning and sanitation procedures.
- Deploying staff with verified childcare knowledge, including basic first aid, early childhood care practices, and emotional responsiveness.
- Ensuring all caretakers are fully compliant with child safeguarding policies, including background checks, identity verification, and safeguarding training.
- Supervising caretaker performance and ensuring immediate replacements in case of absence, illness, or emergencies.
- Monitoring and reporting incidents, damages, or unusual occurrences promptly to the designated WaterAid representative.
- Maintaining daily usage records, including the number of children, time of use, and any relevant notes to support service monitoring and improvement.
- Ensuring compliance with occupational health, safety, and hygiene standards, in line with both WaterAid's policies and applicable local regulations.
- Facilitating age-appropriate, safe, and quiet activities for children, such as reading, drawing, or supervised play, to create a supportive environment.
- Respecting the confidentiality and privacy of children and parents, and ensuring that personal data is handled in accordance with WaterAid's data protection standards..

4. Expected Deliverables

- Provision of a qualified caretaker present during working days & hours (Monday- Friday 9am-5pm)

- A clean, safe, and welcoming Parent–Child Room consistently available
- Monthly service report, including room usage, maintenance needs, and any incidents.
- Compliance with organizational safeguarding and safety protocols.

5. Required Qualifications of the Service Provider

The selected institution must demonstrate:

- Proven experience in providing childcare or facility caretaker services.
- Ability to deploy trained, trustworthy, and safeguarding-compliant personnel.
- Legal registration and compliance with labor and tax regulations.
- Strong references from past or current institutional clients.

6. Duration of Assignment

The outsourcing arrangement will be on a pilot basis of six (6) months, subject to review and possible extension based on performance and organizational needs.

7. Confidentiality & Safeguarding

The service provider and deployed caretaker must observe confidentiality regarding staff and children using the room and adhere strictly to WaterAid' safeguarding and child protection policies.

8. Selection Criteria & Evaluation

Proposals from interested institutions/ agencies will be evaluated based on the following criteria:

a) Technical Capacity (60%)

- Demonstrated experience in childcare services, facility caretaking, or similar outsourced services.
- Quality and relevance of proposed caretaker staff, including training and safeguarding awareness.
- Ability to provide supervision, performance monitoring, and backup staff when needed.
- Proposed methodology for ensuring cleanliness, safety, and child-friendliness of the room.

b) Organizational Profile & Compliance (20%)

- Legal registration and tax compliance documents.
- References from at least two past or current clients.
- Evidence of safeguarding and child protection policies within the institution.

c) Financial Proposal (20%)

- Cost-effectiveness and clarity of the financial proposal (monthly service fee, tax inclusions, etc.).
- Alignment of proposed costs with the scope of services.

The contract will be awarded to the service provider with the highest combined technical and financial score, provided they meet all mandatory requirements.

9. How to Apply

- All applications to be sent in a PDF format in one scanned document via email: WARwanda@wateraid.org
- Application dates are from **03rd to 10th October 2025 at 12:00pm**
- Contact Name: WaterAid Rwanda
- Contact phone: +250788318824

Disclaimer:

WaterAid reserves the right to contact only those institutions or agencies who are shortlisted for further evaluation.