SOCIETY FOR FAMILY HEALTH RWANDA



P.O BOX: 3040, Kigali –Rwanda

Located on King Faisal Hospital Road, Kacyiru;

Plot No: 233, KG 501 Street,

TEL: +250788305685

**SERVICE TENDER: PROVISION OF OFFICE CLEANING SERVICES**

**Tender Reference Number:** 005/ Office Cleaning Services /SFH/2022

**Procurement Method:** National Open Competitive Tender

September 2022

**Title of the Tender: Provision of Offices Cleaning Services**

SOCIETY FOR FAMILY HEALTH (SFH Rwanda) wishes to sign a contract with a Company that will provide various cleaning Services to SFH Rwanda Head office and its Regional Offices; all in a service agreement for one year with renewable possibility.

Bidders are encouraged to respond with their best (lowest) price initially, as there may not be an opportunity to submit revised bids. All offers should be on a fixed price basis and should be submitted in a sealed envelope to SFH Rwanda reception at the Head Office.

# General Information about SFH Rwanda

SFH is a non-profit organization, established in 2012 under the laws of Rwanda. SFH is organized exclusively for social marketing purposes, with primary focus in public health.

Society for Family Health (SFH) Rwanda, Society for Family Health Rwanda Po Box 3040 Kigali; Plot No: 233, KG 501 Street, Kacyiru, , on King Faisal Hospital Road; Kigali, Rwanda. Telephone: +250(0) 788305685.

**PART I: TENDER SUMMARY**

SFH Rwanda invites you to bid through a competitive tender process on equal ground; please read the tender package carefully and comply with all submission guidelines using the tender reference number above for all correspondences. Failure to comply with submission guidelines may prompt SFH Rwanda to disqualify your submission.

The table below provides basic information about the cleaning services tender; including the proposed type of award contract should the Company be selected from this process.

|  |  |
| --- | --- |
| **TENDER SUMMARY** | |
| Services being tendered | Provision of Cleaning Services |
| Type of contract planned | One year service contract, renewable |
| Date tender launched | 1st September, 2022 |
| Submission deadline | 30th September 2022 at 10h00 |
| Public opening date | 30th September 2022 at 10h20 |
| Public opening location | SFH Rwanda conference room |
| Inquiry contact email | [procurement@sfhrwanda.org](mailto:procurement@sfhrwanda.org) |
| Deadline for Inquiries | 2 day before submission deadline |

**PART II: BID SUBMISSION GUIDELINES**

**II.1 Format and Content of Bids**

Bidders MUST comply with the format and content instructions in the table below. Failure to comply with the submission format and content below may disqualify your offer.

|  |  |
| --- | --- |
| **BID FORMAT AND CONTENT** | |
| **N# of bid copies required** | Signed and stamped (1 ORIGINAL AND 1 PHOTOCOPY) |
| **Bid language** | English |
| **Minimum Bid Contents** | Signed submission letter |
| Signed and stamped financial offer Bid |
| **Bid currency** | Rwandan Francs |
| **Bid pricing** | VAT Inclusive |
| **Bid validity** | At least 90 days from bid receipt |
| **Bid submission format** | Hand delivery by hard copy in a sealed envelope signed or stamped across the seal.  **NOTE:** NO ELECTRONIC SUBMISSION ALLOWED |
| **Complete Bid submission Address** | **SFH RWANDA**  **“**Service Tender: Provision of office Cleaning Services”  Attention: Executive Director  BP 3040;, on King Faisal Hospital Road; Kigali, Rwanda.  Telephone: +250(0) 788305685  Tender Ref. N#: 005/ Office Cleaning Services/SFH/2022 |

**II.2 Submission and Handling of Bids**

(a) Bids are to be delivered by hand delivery/courier in a ***sealed*** envelope at SFH Rwanda reception desk to the submission address above in section II.1.

(b) In order to be considered, the original bid must be received at the above address or number (as applicable) no later than the submission deadline in Part 1. Bidders are solely responsible to ensure the timely receipt of their bids. Bids received after the date and time required will generally not be considered unless no other bids are received.

(c) Bids must follow the format and content described in section II.1. Incomplete bid or bids which do not follow the submission guidelines may be disqualified from consideration. Each bid must include a manually signed, stamped fully binding one original Bid, and one (1) copy, valid for ninety (90) days after the Last Bid Receipt Date

(d) Bids will be opened in public on the Public Opening Date and Location in Part 1.

(e) Once opened, bids will be held secure and intact. Reasonable efforts will be made to protect them from loss, alteration, or disclosure to any person other than SFH Rwanda, or any person unauthorized by SFH Rwanda. However, SFH Rwanda will not be liable to any bidder for any failure to comply with this Section 2.4(f).

(f) Bids may not be altered, corrected or withdrawn after the Last Bid Receipt Date. In exceptional cases, SFH Rwanda may, at its sole discretion, permit correction of arithmetic errors, transposition errors, or other clerical minor mistakes. This is only possible in cases where SFH Rwanda can clearly identify the mistake and where the intended bid can be established conclusively on the face of the submission.

Beyond arithmetic errors, transposition errors, or other clerical minor mistakes, no mistakes alleged by a bidder after the Submission Deadline will be permitted to be corrected.

**PART III: TECHNICAL SPECIFICATIONS AND SCOPE OF WORK /PLACE OF EXECUTION**

The company has to ensure the level of cleaning services offered conform to generally recommended standards by providing efficient and cost-effective services and designing and implementing new strategies for improvement.

The terms of reference for cleaning services are provided below and SFH has carefully reviewed these Terms of references and has determined that they do not show an unjustified preference for any particular Service Provider.

SFH has a need for cleaning services in different Regional offices and at SFH headquarters located in Kacyiru, , on King Faisal Hospital Road.

It is to this reason that SFH wishes to engage a cleaning company/firm under a ***one year service agreement with possibility of renewal*** to offer more reliable and valuable services to SFH Rwanda at an affordable cost to SFH divided into TWO lots.

**Lot 1: SFH Headquarter Offices, Main Warehouse and** Central Regional Offices **at Kacyiru**

**Lot 2: Four (4) Regional Offices**

The contract for this tender will be executed in the following SFH Rwanda premises:

SFH head office, Main warehouse & Central Regional Offices in Gasabo Kigali and other 4 Regional Offices in different location across the country (Rwamagana District, Huye district, Musanze district and Muhanga district);

**SFH Rwanda HQ and Regional Offices (5 Sites)**

|  |  |  |
| --- | --- | --- |
| **No.** | **Site Name / Region** | **District** |
| LOT # 1 | SFH Head quarter, warehouse, Central Regional and Office- in Kacyiru | Gasabo |
| LOT # 2 | Eastern Regional Office | Rwamagana |
| Southern Regional Office | Huye |
| Northern Regional Office | Musanze |
| Western Regional Office | Muhanga |

**OBJECTIVE OF THIS ASSIGNMENT**

The objective of this assignment is to manage and operate the SFH’s Cleaning Services. Interested companies must have all necessary specialized machines, equipment, materials and products to carry out cleaning services. The cleaning Service contributes greatly to the wellbeing of the staff by ensuring a clean and safe environment.

**TASKS OF THE FIRM**

The following tasks are to be done by a cleaning company:

* All the buildings entrances areas and steps have to be inspected and swept as required
* Mopping and removal of stains on floors (floors should be cleaned as appropriate).
* Wiping of the staircases.
* Cleaning of fittings, mirrors, shelves, tiles, etc. (Keep the place clean all the time).
* Refill of toilet paper and soap, when is necessary.
* Cleaning of all meeting rooms and furniture.
* Washing and cleaning of windows and curtain walls (inside and outside layers) and all the glazed areas of the premises, e. g. green doors glazed area in the aisles by using appropriate safety equipment/facilities
* Curtains to be washed and ironed when necessary
* Dusting and wiping of all the lamps, fittings and ventilations grills
* Washing of doors’ mats (Keep them clean all the time).
* Dusting and wiping of shelves, bookcases, cupboards and fire-extinguishing equipment
* Dusting and wiping of chairs, including under-frame and all other parts.
* Dusting of other moveable and fixed furniture and fittings.
* Cleaning the SFH’s Warehouse and its compounds and gathering all garbage into one location and disposing them outside SFH according to local regulations (At least once a week).
* Cutting grass around sites/regions compound, and 5 meters outside/around regional fences where applicable using the relevant equipment (Lawn mower etc.).
* Cleaning the toilets and other sanitary elements, including toilet cubicles and check all products required (Twice a day, in the morning and in the afternoon) and as otherwise required.
* Emptying and cleaning of waste containers and waste-paper baskets and putting them in the designated containers/ dumbing Area (Twice a day, in the morning and in the afternoon)
* Collection of garbage from the dumping area to the designated sites or at least weekly except in times its full.
* Maintenance of the flower gardens where they are located.

**Technical capacity:** The bidder must have the following technical capacity to perform the contract:

* Have proven experience in cleaning office premises.
* Have adequate professional cleaning staff.
* Having adequate cleaning equipment.
* Be able to provide cleaning services in accordance with the time schedule indicated in the Terms of Reference.
* Ensure a clean hygienic environment that complies with the rules and regulations and standards in place.
* Provide adequate supervision to ensure that cleanliness is done appropriately and on the schedule.
* Ensure purchase and supplies of cleaning materials and equipment according to recommendations from the SFH’s management to facilitate cleanliness bearing in mind the health aspects of staff. These are to include garbage bags, soap tablets, powders, cleaning papers and sanitary items, garden and floor equipment, plastic containers and cleaning chemicals etc.
* Company staff with clean uniform for the different services offered

The bidding companies will give their financial offer in the format below:

|  |  |  |
| --- | --- | --- |
| **No.** | **Site Name / Region** | **Cost per month in RWF; VAT Inclusive** |
| LOT # 1 | SFH Head quarter, Main Warehouse – and Central Regional Office- Kacyiru; **with 4 cleaners and one Supervisor** |  |
| Lot # 2 | Rwamagana -Eastern Regional Office with **one cleaner** |  |
| Huye- Southern Regional Office with **two cleaners** |  |
| Musanze- Northern Regional Office **with one cleaner** |  |
| Muhanga - Western Regional **Office with one cleaner** |  |
| **TOTAL COST VAT Inclusive for 10 staff** |  |

**NB:** The bid price must include labor costs, Garbage collection costs, all cleaning materials, pesticides, uniform and equipment.

**Caveat:** All cleaners must put on Company uniforms when on duty at all times.

**Meetings between the two parties**

There should be quarterly meetings between the Cleaning Company’s representative and the SFH’s representative to handle any issue that may disorganize the achievement of objectives by all parties and or review the status of services rendered.

**Performance monitoring**

SFH Rwanda Administration management will closely monitor the performance of the cleaning company and direct all complaints concerning the company’s service to the Management. SFH’s representative will be responsible for monitoring and evaluating the cleaning services thereby ensuring efficient service delivery and a maintenance program.

The company’s supervisor must do a daily inspection on quality and standard of cleaning services and a monthly written report in this regard must be provided to the SFH representative for approval.

**The service provider will be expected to adhere to the following:**

* SFH reserves the right to approve cleaning materials and pesticides prior to the use thereof.
* The successful company must ensure that enough back-up cleaning materials specifically toilet papers, air fresheners and liquid soap are kept **on site** in case of sudden shortage thereof (**SFH will provide materials storage room managed by the cleaning company**)

**PERFORMANCE STANDARDS AND CONTINUOUS IMPROVEMENT**

The cleaning company will be evaluated according to its ability to keep a perfectly clean and well-maintained environment; provide timely service; exhibit professionalism and customer focused attitude of staff; compliance with use of agreed products and reliability of supplies; source and evidence of suppliers.

* **Site inspection of offices to be cleaned at SFH Main Office Building**

**Compulsory visits** on different sites are scheduled as follows:

|  |  |  |
| --- | --- | --- |
| **No.** | **Site Name / Region** | **Date & Time** |
| LOT # 1 | SFH Head quarter, Main Warehouse – and Central Regional Office- **Kacyiru;** | September 19th, 2022, at 10h00-11h00 local time |
| LOT # 2 | Eastern Regional Office- **Rwamagana** | September 20th at 10h00 -11h00 local time |
| Western Regional Office – **Muhanga** | September 21st, 2022, at 10h00 -11h00 local time |
| Southern Regional Office – **Huye** | September 22nd at 10h00 -11h00 local time |
| Northern Regional Office – **Musanze** | September 23rd, 2022, at 10h00 -11h00 local time |

**NB: Each visit will only last for maximum one hour per site; late visits will not be recognized.**

**Contact Phone for Directions: 0788300821**

Please note that possible specific questions about the premises can be asked during these sites visits. Any bidder who does not attend the compulsory sites’ visits will be excluded from consideration.

* **Security and Safety**

The company is responsible for performing the services to be stipulated in the contract in a manner which will not impede the smooth running of SFH’s operations and infrastructure. The Cleaning Company must take every precaution to avoid damage to buildings and property and must immediately report any anomalies which are potentially damaging to persons, premises and property of any kind.

The company is responsible for giving each person (Cleaner) a photo ID badge which he/she must wear in a visible manner whilst in the SFH premises. Badge holders must abide by all instructions given by SFH, notably concerning entry to certain offices. SFH reserves the right to deny entry, for their own reasons, to anyone acting on behalf of the Cleaning Company.

All workers, overseers, instructors and other persons acting for the company must sign in, whenever they enter or leave the building, in an ad hoc register left at the reception office of the working place.

**PART V: STANDARD PROVISIONS**

**V.1 Definitions and Headings**

Except otherwise provided contrary to what is herein, all time periods specified shall be consecutive calendar days. The term “Tender Package” refers to the entire document, including all attachments thereto. Any headings contained in the text of the Tender Package are for reference only, and do not alter, limit, or waive the content of the full provisions.

**V.2 Donor Guidelines and Policies**

(a) The procedures followed by SFH Rwanda in making any award and contract resulting from this Tender Package, as well as the terms and conditions of such award and contract, will be based on the SFH Rwanda *Procurement Manual.*

(b) Prospective companies providing this service should also note that a primary requisite for SFH Rwanda is to obtain the most valuable offer on the current market. Whenever possible, bids are sought on a competitive basis, and all prices offered will be subject to detailed scrutiny and, possibly, negotiation if necessary to ensure reasonable contract price is obtained.

**V.3 Tender Package**

This Tender Package should not be considered an award or contract as it is intended solely for the provision of information to prospective suppliers.

**V.4 Review of Tender Package**

Prospective service providers are solely responsible to carefully examine all of the terms and conditions of this Tender Package. Failure to do so will be at the prospective supplier’s risk and expense, and any items requested by SFH Rwanda but not submitted by bidder are grounds for disqualification from the tender.

Any ambiguities in the technical specifications and standards or inconsistencies between or among the various provisions of the Tender Package shall be resolved against the prospective Service provider if the she/he fails to seek clarification prior to award.

**V.5 Probity and Ethics**

In the purchasing efforts SFH Rwanda follows, and by virtue of the submission of their bids, all bidders and Suppliers commit to follow the guidelines contained in the SFH Rwanda *Procurement Manual.*

**V.6** **Language**

All documents submitted in response to this Tender Package, as well as all correspondences in connection with the Tender Package, shall be in the language specified in Section II.1, always in English. The final contract will be written and signed in English.

**V.7 Inquiries**

Inquiries concerning this Tender Package and any return bid(s) must be submitted in writing five days before the submission deadline to permit a thorough and accurate response by SFH Rwanda. Such inquiries shall be sent by telephone at +250(0) 788305685 or by email through [procurement@sfhrwanda.org](mailto:procurement@sfhrwanda.org) using the contact information included in Section II.1. SFH Rwanda is under no obligation to consider or respond to questions that are not received in a timely manner.

**V.8 Evaluation of Bids**

**A. ADMINISTRATIVE CRITERIA**

The bidders must provide the following documents:

* Copy of Business Registration certificate or Certificate of domestic Company Registration allowing the company to do Business.
* Copy of VAT/TIN certificate if your company is registered to Pay taxes.
* Valid Original tax clearance certificate (attestation de non-creance) from RRA
* Copy of Site visit Certificate (a must) provided by SFH. NB. During site visits service providers will sign on a form provided by SFH. Bidders will sign on the visit attendance list.
* Proof of payment of a non-refundable fee of **Fifty thousand Rwandan francs** (50,000Rwf) paid into:

Bank Name: **Access Bank (Rwanda) Ltd**

Account Name: **SOCIETY FOR FAMILY HEALTH RWANDA**

Account Number: **1002190101953001**

Currency: **RWF**

The Company that will not have filled any of aforesaid conditions will be eliminated and their bids will not be considered for the next evaluation stage.

**B. TECHNICAL CRITERIA at 50%**

* At least 5 Reference/Recommendation letters ***with copies of the contracts*** from former/current clients with full contact names and addresses such as: **(30 marks)**
* Government Ministries/Parastatal; Gov’t Projects…
* International organizations (NGO, Projects, Embassy.…).
* Established local civil organization
* Religious Entities
* Medical facilities (Hospitals, Health Centers, ….)
* At least one copy of a running/current contract (Valid) from any of the above categories. **(10 marks)**
* Provide list of your materials that are used in the cleaning services **(10 marks)**

**C. FINANCIAL CRITERIA at 50%**

The financial criteria to be followed will be based on the lowest price that will be most preferred after the technical criteria score. The overall winner will be determined after combining both Technical and Financial Scores for companies that have been prequalified.

**V.9 AMENDMENTS**

If at any time prior to award SFH Rwanda deems there to be a need for a significant modification to the terms and conditions of this Tender Package, SFH Rwanda will issue such a modification as a written Tender Package amendment to all competing bidders using an addendum posted through all the channels used in sending out the tender package. No oral statement of any person shall in any manner be deemed to modify or otherwise affect any Tender Package term or condition, and no bidder shall rely on any such statement.

**V.10 PRICE VERIFICATION**

If adequate competition is not achieved in the tendering process, the right is reserved for any otherwise compliant bid to be referred to SFH Rwanda who may, at their discretion, authorize a price verification exercise to be undertaken on their behalf by an organization or delegated SFH Staff. In such an eventuality, the bidder will be required to give details of the services tendered for, together with details of any costing used or undertaken in preparing the bid.

**V.11** **EXTENSION OF BID VALIDITY DATES**

When necessary and appropriate under the circumstances, SFH Rwanda may request bidders, in writing, to extend the validity period of their bids and Bid Securities (if any). A bidder may refuse to extend its bid; however, its bid will be disqualified. A bidder agreeing to extend will not generally be permitted or required to modify their bid in any manner other than to extend it.

**V.12** **REJECTION OF TENDERS**

(a) SFH Rwanda is not bound to accept the lowest bid and reserves the right to reject any tender in whole or in part and to reject any or all tenders without assigning any reason. Circumstances in which rejection of all bids may occur include, without limitation, the following:

1. none of the bids is adequately responsive to the specifications,
2. there is evidence of insufficient competition,
3. the lowest bid exceeds the estimated value or funds available and cannot be reduced by negotiation,
4. the quality of the tender is deemed insufficient
5. the technical or financial bases of procurement have changed materially prior to the award, or
6. The prices of the bid are obviously and clearly high.
7. Termination or with holding of Donor funds that would pay for the procured services from the funding donors

**V.13** **TERMS OF AWARDS**

(a) All awards are subject to the availability of adequate funds from SFH Rwanda and the receipt of all required approval from SFH Rwanda and the indenter.

(b) Upon receipt of SFH Rwanda and/or the indenter’s approval of the recommended award, to the extent required, SFH Rwanda will send a Notice of Award to the winning bidder and will inform unsuccessful bidders that they have not been selected.

**IV.14. Notification of Tender Award**

The bidder whose proposal attains the highest score, in accordance with the evaluation criteria in the present request for proposals shall be selected for award, subject to satisfactory conclusion of negotiations if deemed necessary.

The procuring entity shall notify the successful bidder of its selection results and at the same time inform other unsuccessful bidders of the decision. In the absence of a challenge by any other bidders within seven (7) days of the notice, the contract shall be signed by both parties.

**IV.15. PAYMENT TERMS**

SFH Rwanda undertakes to pay 100% of monthly invoice ***after monthly service report*** to its satisfaction and this will be paid within 15 working days upon reception of an invoice.

SFH Rwanda welcomes your bid in this competitive process,

Sincerely,

Manasseh GIHANA WANDERA

**Executive Director**