



UNHCR

United Nations High Commissioner for Refugees
Haut Commissariat des Nations Unies pour les réfugiés

DATE: 5th APRIL 2021

REQUEST FOR PROPOSAL: No. RFP/HCR/ROK/2021/005

FOR THE ESTABLISHMENT OF A SERVICE CONTRACT FOR THE PROVISION OF CLEANING AND GARDENING SERVICES FOR UNHCR OPERATION

CLOSING DATE AND TIME: 4th MAY 2021 – 23:59 HRS SUDAN LOCAL TIME

25 April 2021

INTRODUCTION TO UNHCR

The Office of the United Nations High Commissioner for Refugees was established on December 14, 1950 by the United Nations General Assembly. The agency is mandated to lead and co-ordinate international action to protect refugees and resolve refugee problems worldwide. Its primary purpose is to safeguard the rights and well-being of refugees. It also has a mandate to help stateless people.

In more than five decades, the agency has helped tens of millions of people restart their lives. Today, a staff of some 6,600 people in more than 110 countries continues to help about 34 million persons. To help and protect some of the world's most vulnerable people in so many places and types of environment, UNHCR must purchase goods and services worldwide. For further information on UNHCR, its mandate and operations please see <http://www.unhcr.org>

1. REQUIREMENTS

The Office of the United Nations High Commissioner for Refugees (UNHCR), Khartoum, invites qualified service providers to make a firm offer for the provision of cleaning & Gardening Services for UNHCR offices, Guesthouses, and Warehouses in Sudan as per below Lots:

- Khartoum – Lot 1
- East Sudan (Kassala – Gadarif – Girba) – Lot 2
- Darfur (El Fashir – El Geinena – Nyala – El Dain – Zalingei) – Lot 3
- Kordofan (Kadugli – El Fula – Meriem – Kielek – Abu Jubaiha – Leri – El Obeid) – Lot 4
- Kosti – Lot 5

The successful contractor shall be contracted for a period of one years with the possibility of extension for another one year.

IMPORTANT:

Terms of Reference (TOR) are detailed in **Annex A** of this document.

It is strongly recommended that this RFP and its annexes be read thoroughly. Failure to observe the procedures laid out therein may result in disqualification from the evaluation process.

Sub-Contracting: Please take careful note of article 5 of the attached General Terms and Conditions (Annex F).

Note: this document is not construed in any way as an offer to contract with your firm.

2. BIDDING INFORMATION:

RFP DOCUMENTS

The following annexes form an integral part of this Request for Proposal:

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- Annex A: Terms of Reference (TORs)
- Annex B: Technical Offer Form for the **5 Lots**
- Annex C: Financial Offer Form for the **5 Lots**
- Annex D: Site Visit Form
- Annex E: UN Supplier Code of Conduct
- Annex F: UNHCR General Conditions of Contracts for the Provision of Goods and Services – REV. Jan 2010
- Annex G: Vendor Registration Form
- Annex H: Cleaning Material and Equipment Catalog.
- Annex I: Calendar of Activities

2.2 ACKNOWLEDGMENT

We would appreciate you informing us of the receipt of this RFP by return e-mail to SUDKH-SU@UNHCR.COM as to:

- Your confirmation of receipt of this Request for Proposal
- Whether or not you will be submitting a bid

IMPORTANT:

Failure to send the above requested information may result in disqualification of your offer from further evaluation.

2.3 REQUESTS FOR CLARIFICATION

Bidders are required to submit any request for clarification in respect of this RFP by Email to SUDKH-SU@UNHCR.COM or at +249 12509336 at UNHCR Representation Office -Supply Unit from 09:00 AM to 15:00 PM before **22 APRIL 2021** Sudan Local time.

IMPORTANT:

Please note that Bid Submissions are not to be sent to the e-mail address above.

UNHCR will compile the questions received and plans to respond to questions shortly after the query closing date. UNHCR may, at its discretion, copy any reply to a particular question to all other invited bidders at once.

2.4 YOUR OFFER

Your offer shall be prepared in English.

Bidder may submit the proposal for all 5 lots or any number of lots as desired.

Please submit your offer using the Annexes provided. Offers not conforming to the requested formats may not take into consideration.

IMPORTANT:

Submission of offer by the bidder to this RFP means acceptance of the following: -

- a) UNHCR General Conditions of Contracts for the Provision of Goods and Services – version 2010 (Annex F)
- b) UNHCR payment terms which is within 30 days after satisfactory implementation of services and receipt of documents in order

Please send your bid directly to the address provided in the “Submission of Bid” section 2.7) of this RFP.

Your offer shall comprise the following two sets of documents:

- Technical offer/Proposal – **Envelope No. 1**
- Financial offer - **Envelope No. 2**

2.4.1 Content of the TECHNICAL OFFER

IMPORTANT:

No pricing information should be included in the Technical offer. Failure to comply may risk disqualification. The technical offer should contain all information required.

The Terms of Reference (**TOR**) of the services requested by UNHCR can be found in **Annexes A – Terms of References (TORs)**. Your technical offer should be concisely presented and structured in the following order to include, but not necessarily be limited to, the following information:

Mandatory Criteria:

- A. Company registration certificate.
- B. Financial Statements/audit reports from the past 2 years.
- C. Copy of valid Tax Certificate.

D. Signed UNHCR's General conditions of contracts for the provision of goods and services – 2010 (Annex F).

IMPORTANT:

Failure to send any of the above requested documents will result in disqualification of your offer from further evaluation.

Technical Proposal (Envelope No. 1) should contain information particularly covering the following bullet points and any other additional related information. Detailed Technical Criteria is available in the Technical Offer Form (**Annex B**)

- The technical evaluation criterion components in section 2.5 of this document
- Bidder must understand and consult the specifications if required as mentioned above in Para (2.3) request for clarification.
- The prices quoted in the Proposal should remain firm during the tender and after awarding of the contract. No escalation in prices shall be accepted after the awarding of the contract.
- The bidder must be locally registered.

Vendor Registration Form: If your company is not already registered with UNHCR, you should complete, sign, and submit with your technical proposal the Vendor Registration Form (**Annex G**).

UNHCR General Conditions of Contract for Provision of Goods & Services (Version Jan 2010).

Your Technical Proposal should contain your acknowledgement of the UNHCR General Conditions of Contracts for Goods and Services by signing **Annex F**.

IMPORTANT:

No pricing information should be included in the Technical Proposal. Failure to comply may risk disqualification. The technical Proposal should contain all information required.

2.4.2 Content of the FINANCIAL OFFER

- Your separate financial offer must be in **USD currency to be paid at a local Bank account.**
- **Bidder can quote for one or more/ or for all lots.**
- **The Financial Offer must cover all locations per lot (price “inclusive and exclusive cleaning material”).**
- The Financial Offer is to be submitted as per the Financial Offer Form (Annex C). Lots that have a different price structure may not be accepted – One rate for cleaners/supervisors per Lot. For example: Cleaner rate in East Sudan Lot 2 per month is 1US\$. The same rate must be used in the three locations (Kassala, Gadarif, & Girba). Annex C: Financial Offer Form Page 1.
- Cost structure sheet must be filled-in and submitted along with the financial offer for internal analysis. Annex C: Financial Offer Form Page 2.
- UNHCR is exempted from all direct taxes and therefore price has to be given without VAT.

IMPORTANT:

You must clearly indicate on the attached format both your minimum and or normal rates per activity for all activities listed. Exclusion of an activity may result in exclusion of your response from the evaluation process.

Taking in consideration the current economic situation in the country you are requested to hold your **offer valid for [180] days** from the deadline for submission. UNHCR will make its best effort to select an organization within this period. UNHCR's standard payment terms are within 30 days after satisfactory implementation of services and receipt of documents in order.

The cost of preparing a Proposal and of negotiating a contract, including any related travel, is not reimbursable nor can it be included as a direct cost of the assignment.

2.5 BID EVALUATION:

2.5.1 Technical and Financial evaluation:

For the award of this project, UNHCR has established evaluation criteria which governs the selection of offers received. Evaluation is made on a technical and financial basis.

[There are 4 mandatory criteria that must be met by the bidder in order to be qualified for further consideration. These mandatory pre-conditions are not ratable components of the technical offer but are evaluated using a pass/fail evaluation.]

Mandatory Criteria	Pass/Fail
A. Company registration certificate	
B. Financial statements/audit reports from the past 2 years	
C. Copy of valid Tax Certificate	
D. Signed UNHCR's General Conditions of Contracts for the Provision of Services – 2018	

IMPORTANT:

Failure to send any of the above requested documents will result in disqualification of your offer from further evaluation.

The percentage assigned to each component is determined in advance as follows:

The Technical offer will be evaluated using inter alia the following criteria and percentage distribution: [60] % from the total score.

Technical evaluation criteria	Score
1. Description of the company and the company's qualifications	15%
2. Understanding of the requirements for services, proposed approach, solutions, methodology and outputs (Annex A)	32%
3. Site Visit to UNHCR Offices	3%
4. Quality of Proposed Cleaning Material & Cleaning Equipment	10%
Total:	[60] %

The Technical offer score will be calculated according to the percentage distribution for the technical and financial offers. The cut-off point (Passing Score) for submissions to be considered technically compliant will be [36% out of the 60, or 36 out of the 60 points].

Clarification of Proposals:

To assist in the examination, evaluation, and comparison of proposals UNHCR may, at its discretion, ask the Bidder for clarification on the content of the proposal. The request for clarification and the response shall be in writing. No change in price or substance of the proposal shall be sought, offered, or accepted.

Financial Evaluation of Proposals

The financial proposal will only be evaluated if the technical proposal achieves a minimum of 36% of the total allocable points for the technical evaluation. Proposals failing to obtain this minimum threshold will not be eligible for further consideration. The maximum number of points for the price component is 40% of the total obtainable points. This maximum number of points will be allocated to the lowest price proposal. All other price proposals will receive points in inverse proportion according to the following formula:

Points for the price component of a proposal being evaluated = $\left(\frac{[\text{Maximum number of points for the price component}] \times [\text{Lowest price}]}{[\text{Price of proposal being evaluated}]} \right)$

Criteria for selection of the best Proposal

Combined scoring method: The Technical Proposal will be weighted a maximum of 60% and combined with the Financial Proposal which will weight a maximum of 40%.

The evaluation and selection committee will consider the technical merits in accordance with the scoring system; however, it will not select a Proposal or award on the basis of a superior capability without consideration of price.

UNHCR reserves the right to award without clarifications and/or discussions.

If there are arithmetic mistakes in the budget of the technically acceptable applicants, UNHCR will rectify these mistakes on the following basis:

- If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected; and
- If there is a discrepancy between the amounts in figures and in words, advantage will be given to the amounts in words.



If the correction(s) leads to a different total cost, this new total cost will be evaluated against other technically acceptable Proposals and considered as being part of the Best Value evaluation and selection. UNHCR reserves the right to reject the Proposal if the technically acceptable applicant does not accept the correction of mistakes in the budget by UNHCR.

UN Global Compact and other factors: UNHCR supports the UN Global Compact Initiative put forward on 31 January 1999 by UN Secretary-General Kofi Annan that would bring companies together with UN agencies, labor and civil society to support ten principles in the areas of the human rights, labor, environment and anti-corruption. We encourage our suppliers to sign up with the UN Global Compact Initiative.

2.6 SUBMISSION OF PROPORSAL:

The offers must bear your official letter head, clearly identifying your company and can also be sent to the street address of UNHCR offices via Post or Courier or Email at the addresses mentioned below:

The Bid must be sent in the following manner:

By e-mail:

Bids should be submitted by e-mail and all attachments should be in PDF format. (Copies of the PDF format documents may, as an addition, be included in Excel or other formats etc.).

The Technical and Financial offers shall be clearly separated.

The Technical and Financial offer shall be clearly separated

The technical Offer should be sent by E-mail Only to: SUDKHTO@unhcr.org

The Financial Offer should be sent by E-mail Only to: SUDKHFO@unhcr.org

It is your responsibility to verify that all e-mails/documents have been received properly before the deadline. Please be aware of the fact that the e-mail policy employed by UNHCR limits the size of attachments to a maximum of 10 Mb so it may be necessary to send more than one e-mail for the whole submission.

Please indicate in e-mail subject field:

Bid No. **RFP/HCR/ROK/2021/005**

Name of your firm with the title of the attachment

Number of e-mails that are sent (example: 1/3, 2/3, 3/4).

For example: RFP/2021/005 Company ABC (email 1 of 3)

SUBMISSION OF OFFERS BY COURIER / POST OR HAND DELIVERY:

Attention:

THE SECRETARY TO THE LOCAL COMMITTEE ON CONTRACTS
INVITATION TO BID NO.: RFP/HCR/ROK/2021/005 FOR THE PROVISION OF CLEANING AND GARDENING SERVICES
FOR UNHCR OFFICES, GUESTHOUSES AND WAREHOUSES IN SUDAN

UNHCR REPRESENTATION OFFICE FOR SUDAN-KHARTOUM, ALONG AHMED KHEIR ROAD KHARTOUM

IMPORTANT TO NOTE: The submission is based on a two envelop system separating the technical and financial offer.

The outer envelope should be containing two inner envelopes as described below:

Both inner envelopes shall indicate your firm's name and address. The first inner envelope shall be marked "Technical Component" and contain the full technical component of your offer. The second inner envelope shall be marked "Price Component" and include your signed and stamped financial offer.

IMPORTANT: The technical offer and financial offer are to be sent in separate documents. Failure to do so may result in disqualification. All bids must be clearly marked: **NOT TO BE OPENED BY REGISTRY**

Deadline: Thursday 4th MAY 2021 15:00 HRS Sudan Standard Time.

25 April 2021

IMPORTANT: Any bid received after this date or sent to another UNHCR address may be rejected. UNHCR may, at its discretion, extend the deadline for the submission of bids, by notifying all prospective bidders simultaneously.

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UNHCR will not be responsible for locating or securing any information that is not identified in the bid. Accordingly, to ensure that sufficient information is available, the bidder shall furnish, as part of the bid, any descriptive material such as extracts, descriptions, and other necessary information it deems would enhance the comprehension of its offer.

2.7 BID ACCEPTANCE:

UNHCR reserves the right to accept the whole or part of your bid.

UNHCR may, at its discretion, increase or decrease the proposed content when awarding the contract and would not expect a significant variation of the rate submitted. Any such increase or decrease in the contract duration would be negotiated with the successful bidder as part of the finalization of the Purchase Orders for Services.

UNHCR may, at its discretion, extend the deadline for the submission of bids, by notifying all prospective suppliers in writing. The extension of the deadline may accompany a modification of the solicitation documents prepared by UNHCR at its own initiative or in response to a clarification requested by a prospective supplier.

Please note that UNHCR is not bound to select any of the company submitting bids and does not bind itself in any way to select the company offering the lowest price. Furthermore, the contract will be awarded to the bid considered most responsive to the needs, as well as conforming to UNHCR's general principles, including economy and efficiency and best value for money.

2.8 CURRENCY AND PAYMENT TERMS FOR PURCHASE ORDERS

Any Purchase Order (PO) issued as a result of this ITB will be made in USD. Payment will be made in accordance to the General Conditions for the Purchase of Goods and Services in the currency in which the PO is issued. Payments shall only be initiated after confirmation of satisfactory receipt of goods by UNHCR business owner.

UNHCR can only facilitate payments through the local banks and not banks outside of Sudan

2.10 UNHCR GENERAL CONDITIONS OF CONTRACTS FOR THE PROVISION OF GOODS AND SERVICES

Please note that the General Conditions of Contracts (**Annex F**) will be strictly adhered to for the purpose of any future contract. The Bidder must confirm the acceptance of these terms and conditions in writing.

2.11 ZERO TOLERANCE POLICY

Please note that UNHCR strictly follows zero tolerance policy and as such advise suppliers not to offer any gift, favor, hospitality, etc. to UNHCR staff.

Signature

Alexander B. Woart

Supply Officer

Supply Unit, UNHCR Khartoum Representation Office



TERMS OF REFERENCE (TORs)**RFP No RFP-HCR-ROK-2021-005****FOR THE ESTABLISHMENT OF A SERVICE CONTRACT FOR THE PROVISION OF CLEANING AND GARDENING SERVICES FOR UNHCR OPERATION****I. BACKGROUND**

Purpose of this request is to invite facility management companies, cleaning companies or qualified service providers to make a firm offer for the establishment of a Frame Agreement for the provision of cleaning and gardening services including necessary tools, materials and equipment to carry out the aforementioned services for UNHCR Offices and Guesthouses in Sudan.

Main objective of proposed contract is to maintain a clean and hygienic working and living environment for UNHCR staff and residing in all UNHCR offices and guesthouses.

Currently the “UNHCR Offices and Guesthouses and Warehouses” in Sudan consist of:

1. Khartoum – **Lot 1**
2. East Sudan (Kassala – Gadarif – Girba) – **Lot 2**
3. Darfur (El Fashir – El Geinena – Nyala – El Dain – Zalengei) – **Lot 3**
4. Kordofan (Kadugli – El Fula – Meriem – Kielak - Abu Jubaiha – Leri - El Obied) – **Lot 4**
5. Kosti – **Lot 5**

Below table shows the UNHCR offices sizes and estimate number for the required cleaners – a contingency of 20% of the required number of cleaners and supervisors is applicable.

Five Lots	#	Location	Number of UNHCR Staff	Office Cleaning (indoor/outdoor)	Guesthouse Cleaning (indoor/outdoor)	Warehouse Cleaning (indoor/outdoor)	Gardening	Number of required Cleaners	Number of required Supervisor
				Approx. Size in (Sqm)	Approx. Size in (Sqm)	Approx. Size in (Sqm)	Approx. Size in (Sqm)		
Lot 1	1	CO KHARTOUM	160	5000 sqm	-	2440 sqm	300 sqm	11	1
Lot 2	2	SO KASSALA	52	4,331 sqm	-	5000 sqm	60 sqm	12	1
	3	FO GADARIF	40	350 sqm	800 sqm	2400 sqm	-	24	3
	4	FO GIRBA	24	1279 sqm	500 sqm	1500 sqm			
Lot 3	5	FO EL GENEINA	31	1800 sqm	400 sqm	3500 sqm	-	11	2
	6	SO EL FASHER	54	3000 sqm	2000 sqm	3200 sqm	-	19	2
	7	FO NYALA	34	590 sqm	375 sqm	2000 sqm	-	10	2
	8	FO EL DAEIN	47	1593 sqm	1097 sqm	35 sqm	-	11	2
	9	FU ZALENGEI	21	550 sqm	396 sqm	-	-	7	1
Lot 4	10	SO KADUGULI	25	1250 sqm	-	-	-	3	-
	11	FO EL FULA	28	756 sqm	-	-	-	4	1
	12	GH Meriem	-	-	968 sqm	-	-	1	1
	13	GH Kielak	-	-	800 sqm	-	-	1	1
	14	FU Abu Jubaiha	6	450 sqm	-	-	-	1	-
	15	GH Leri	-	-	800 sqm	-	-	1	1

	16	FU EL OBEID	9	445 sqm	Kielak	-	-	2	-
Lot 5	17	SO KOSTI	54	900 sqm	800 sqm	-	80 sqm	14	1
Total Staff Required								137	19

II. SCOPE OF SERVICES

The scope of services per location is as follows:

Lot 1 - Khartoum Office:

Number of staff: 160 individuals

Overall compound size: 7,440 Sqm (Approx.)

Space use	Area (Sqm) Approx.	Number of Cleaners	Services
Offices	1 Office	11 + 1	Cleaning Gardening and landscaping

Lot 2 - East Sudan (Kassala – Gadarif – Girba):

Number of staff: 116 individuals

Overall compound size: 16,953 Sqm (Approx.)

Space use	Area (Sqm) Approx.	Number of Cleaners	Services
Offices	3 Offices (Kassala – Gadarif – Girba)	41 + 4	Cleaning Gardening and landscaping
Guesthouses	2 Guesthouses (Gadarif – Girba)		
Warehouses	2 Warehouses (Kassala– Gadarif)		

Lot 3 - Darfur (El Fashir – El Geinena – Nyala – El Dain – Zalengei):

Number of staff: 187 individuals

Overall compound size: 20,536 Sqm (Approx.)

Space use	Area (Sqm) Approx.	Number of Cleaners	Services
Offices	5 Offices (El Geneina – El Fashir – Nyala – El Daein – Zalengei).	58 + 9	Cleaning Gardening and landscaping
Guesthouses	4 Guesthouses (El Geneina – El Fashir – El Daein – Zalengei).		

Lot 4 - Kordofan (Kadugli – El Fula – Meriem – Kielak - Abu Jubiaha – Leri - El Obied):

Number of staff: 55 individuals

Overall compound size: 8,905 Sqm (Approx.)

Space use	Area (Sqm) Approx.	Number of Cleaners	Services
Offices	3 Offices (Kadugli – El Obied – El Fula).	13 + 4	Cleaning Gardening and landscaping
Guesthouses	4 Guesthouses (Fula GH – Meirem GH – Keilek GH – Abu Jubieha GH).		

Lot 5 – Kostj:

Number of staff: 54 individuals

Overall compound size: 1,780 Sqm (Approx.)

Space use	Area (Sqm) Approx.	Number of Cleaners	Services
Offices	1 Office	14 + 1	Cleaning Gardening and landscaping
Guesthouses	1 Guesthouse		

3. DELIVERABLES**3.1 CLEANING****DAILY TASKS**

- Clean and mop floors, all the corridors and offices, using the appropriate chemicals and equipment that will ensure the termination of airborne dust, bacteria, viruses, etc.
- Ensure that all the furniture and equipment used by the staff members such as telephones, doors, door knobs, door hinges, etc. are always wiped and cleaned of any hand marks or dirt spots as well as being disinfected by using the appropriate materials, chemicals, and equipment.
- Disinfect and wipe all staircases, passages, desks, chairs, file cabinets, electrical switches, and any other edge that staff members are physically in contact.
- Dust/Wipe down all horizontal / vertical surfaces including window and shelves
- Water dispensers should be disinfected, and disposable cups are provided at all times
- Empty waste baskets and replace bin bags
- Ensure that all the floors of the premises are clean and totally dry
- Pick up, clean all waste containers and dispose of all litter.
- Spot clean all glass; windows, doors, doorknobs and metal work and dust all accessible ledges.
- Clean skirting, reception desk surface, dustbins, branding.
- Clean exterior space in front of the main entrance
- Sweep area immediately outside the gate, parking space, back yard, side entrance parking
- Cleaning of toilets with toilet cleaning material and disinfectant (Three times a day: morning, midday and afternoon) by recoding and routine checks in control-sheets on hourly basis each day.

Bathroom Cleaning: All bathrooms are to be cleaned as follows:

- ✓ Disinfect shelves, ledges, and mirrors with appropriate cleaning materials.

<ul style="list-style-type: none"> ✓ Disinfect and polish all ceramic surfaces and toilet surfaces with the appropriate chemicals. ✓ Check and replenish toiletries and other consumables such as soap and toilet paper, urinal balls and freshen the room with air freshener etc. in all the toilets. ✓ Wet clean and disinfect the floors with the appropriate cleaning materials. ✓ Washing and disinfecting of wash basins and seat cover, mirror, toilet floors, walls, doors and pipes ✓ Check and report of any leakages, blockages and any maintenance concerns ✓ Disinfect all components. <p>Nb: The dispensers should be placed in the bathrooms as follows: Soap dispensers, paper towels dispensers/Hand dryers, seat wipes dispenser, wastepaper bins and the bins consummate.</p> <p>Waste Baskets: All waste baskets in individual offices and common areas are to be emptied with the plastic bag and replaced as needed (at least twice a day, once first thing in the morning and the second after 14:00 PM). Main waste baskets are to be taken out to the designated areas and emptied as well.</p> <ul style="list-style-type: none"> - Shredder: All shredders are to be emptied daily. Content is to be taken to the recycling area. - Recycling Bin: All recycling bins are to be emptied daily and to be taken to the recycling area. - Re-filling of the water dispensers.
<p>WEEKLY TASKS</p> <ul style="list-style-type: none"> - Fridge, Gas Cookers and Microwaves cleaning: All fridges, water dispensers and Microwaves should be cleaned when required, at a minimum of once per week. - Machine scrub all tiled surfaces - Spot clean all glasses, windows, doors, doorknobs and metal work and clean all accessible ledges - Cleaning of the incinerator - Clean skirting, handrails and support metallic poles - Scrubbing and polishing of passages and staircases with suitable cleaning solution - Remove mineral deposits from gullies and drain (toilet) - <u>Collection of garbage twice a week in keeping with set government and environmental regulations.</u>
<p>QUARTERLY TASKS</p> <p><i>The service provider should request the approval of UNHCR prior to carrying out the below quarterly services:</i></p> <ul style="list-style-type: none"> - Deep cleaning of couches - Apply liquid metal polish to brass window fasteners and latches - Clean inside and external windows - Cleaning of Doors at the entrances.
<p>3.2 GARDENING SERVICES</p>
<p>DAILY TASKS</p> <ul style="list-style-type: none"> - Clean and water the garden around the premises and the surrounding area including the sidewalk and security huts of the building - Watering the trees/garden - Cultivating seasonal trees/flowers
<p>QUARTERLY TASKS</p> <p><i>The service provider should request the approval of UNHCR prior carry out the below quarterly services:</i></p> <ul style="list-style-type: none"> - Pruning the trees/garden (quarterly during eve of the rainy season)
<p>3.3 HOUSEKEEPING FOR ACCOMMODATION</p>

<p>DAILY TASKS</p> <ul style="list-style-type: none"> - Cleaning and changing of materials and equipment's - High dusting of all surfaces (cobwebs) - Cleaning of the floor, cleaning of the windows and mirrors, - cleaning tiles, bathroom sink / tap and soap bowl, toilet bowl (WC) disinfected - Spread the Bed, cleaning furniture and dusting - Door and door handles (polished and shinning) - Emptying of the waste bin - Cleaning of the veranda, - Adherence to laundry schedule - Before leaving the accommodation, the housekeeper should insure that: Doors are locked, AC switched off and lights switched off. - cleaning of Kitchen comprises: <ul style="list-style-type: none"> ✓ Clean the kitchen counter and sink. Remove salt deposits and water stains from faucets, stainless steel surfaces etc. ✓ Clean kitchen appliances (toaster, cooker, water dispenser, microwave, kettle, coffee machine etc.) with suitable solutions and wash their washable parts. ✓ Clean kitchen cabinets inside and out with suitable solutions for grease stains and other types of stains. ✓ Clean the fridge inside and out with suitable solution. Wash fridge shelves and drawers once a month or more often in case of spills. ✓ Fill dishwasher and replace items in cabinets when washing is finished. ✓ Wash crockery/cutlery. ✓ Clean kitchen furniture, tables and chairs. ✓ Empty waste baskets and replace bin bags. ✓ Sweep and mop floors.
<p>3.4 CARRYING SERVICES</p> <ul style="list-style-type: none"> - Assist in loading/off-loading of goods as and when required. - Provide support to the activities as per the request of concerned UNHCR staff in loading and off-loading of luggage/cargo - Shifting equipment, material, office supplies, furniture and stationery etc. within UNHCR compound. - Collection of scrap, obsolete material, and equipment etc. and assembling in proper manner as instructed <p>Arranging and re-arranging storage areas.</p>

<p>4. Materials Required:</p> <ul style="list-style-type: none"> - Cleaning materials and hygiene supplies should not be priced as material but should be included in the general pricing for works. - The supply of cleaning equipment/material and hygiene supplies shall be in adequate stock for full coverage on the needs of UNHCR personnel and respective visitors in all locations. In analysis, materials should be in adequate quantities for: <ul style="list-style-type: none"> * All UNHCR employees/associates in all UNHCR offices (5Lots) with a minimum 5 days a week/10 hour a day presence.
<p>4.1 Description of equipment/materials</p>

<ul style="list-style-type: none"> - The Service provider must provide full details of equipment intended for use in the contract as part of their submission in the technical offer (Annex G). - The equipment, products, accessories offered by the Service Provider in the performance of the services must comply with applicable regional, national and/or international standards. - The service provider shall indicate the types and names of the cleaning products they will use, origin and quality certification for all proposed brands. - This list should include the product name, ingredient list and intended use of the product (Annex H). - Any other appropriate means of proof demonstrating that the product criteria are met will be encouraged, such as a technical dossier from the manufacturer, a test report from a recognized body showing compliance, or a declaration from the manufacturer. - The Service Provider upon UNHCR request may supply and install ancillary hygiene equipment in the toilet. These accessories should have a warranty period of at least one (01) year. - The Service Provider must be in a position to provide all supporting documents and information on the source of the materials and supplies (including cleaning and / or sanitizing products) delivered using receipts, invoices, certificates or any other document. <ul style="list-style-type: none"> - Prior to commencement of the services, the company may be requested to provide samples or models of materials or products that it proposes to use for final approval by UNHCR. Once accepted, these models and samples will be described and possibly kept by UNHCR to serve as a reference for the technical inspection of cleaning and maintenance of the real estate. - In all cases, the replacement of an accessory, equipment or cleaning material by another must be the subject of a prior written agreement of UNHCR before any order. The bidder should also attach quality certification of the new product. - In consultation with UNHCR the winning bidder will develop monitoring mechanism for the use of cleaning products. - UNHCR shall remain the sole judge of the equivalence of two products or materials. In case of disagreement, the company will be obliged to implement the materials corresponding to the references of the description, its price offer being deemed to be.
<p>4.2 Cleaning equipment</p>
<ul style="list-style-type: none"> - Brooms/Brushes of all types, mops, dusters, dust bins, buckets etc. - Floor polishing machines. - Vacuum cleaners. - Any other equipment/material as deemed necessary to perform all the cleaning tasks for the office. - Window cleaning equipment. - Professional Cleaning trolleys TTS.
<p>4.3 Cleaning supplies</p>

<ul style="list-style-type: none"> - All types of cleaning agents for toilets, floors, walls, glass. - Polish for floors, furniture and metal fittings. - Cleaning Pads, scouring pads and floor cleaners. - Deodorizers and deodorizing blocks. - Dishwashing liquid - Kitchen sponges - Wettex wipes - Liquid detergent for dishwasher (only for UNHCR premises) - Salt for dishwasher (only for UNHCR premises) - Small and large garbage bags
<p>4.4 Hygiene supplies</p>
<ul style="list-style-type: none"> - Toilet paper - Hand towels - Liquid hand soap - Kitchen paper
<p>4.5 Respect for the environment / Ecological quality of products</p>
<p>For electrical equipment, it will be necessary to use those designed by established manufacturers and preferably classified among the most energy efficient according to recognize international standards.</p> <ul style="list-style-type: none"> - The cleaning products used must have an internationally recognized label, be eco-labeled, recognized for their comparative effectiveness and comply with international legislation on the biodegradability of detergents. Otherwise, the cleaning products used must meet the following specifications: <ul style="list-style-type: none"> ✓ Minimize adverse health effects and reduce the production of packaging waste (lighter, less bulky, recyclable packaging). ✓ Reduce energy consumption during use (low-temperature products); ✓ Prohibition of certain ingredients: certain perfumes containing nitrated aromatic compounds, certain ingredients recognized as carcinogenic, mutagenic or toxic for reproduction. ✓ Limitation of the concentration of other doubtful ingredients: products toxic to aquatic organisms, low biodegradable components, phosphates, phosphonates. ✓ The presence of enzymes, preservatives or disinfectants should be minimized. <p>Particular attention will be given to companies offering modern cleaning methods using minimal water and hazardous and / or toxic chemicals while ensuring cleanliness.</p>

<p>5. STAFF REQUIREMENTS</p>
<p>5.1 Compound Supervisor/Accommodation Cleaning Supervisor and Office Cleaning Supervisor</p>
<p><u>Competencies and Qualifications</u></p> <ul style="list-style-type: none"> - Post-secondary training/certificate in Business Administration/Hospitality Management. - Property management is an added advantage. - 2 years' experience relevant to the job. - Proven managerial skills.
<p><u>Duties and responsibilities</u></p> <ul style="list-style-type: none"> - Oversee all Compound cleaning work and services performed by personnel employed by the Company to UNHCR's full satisfaction. - Take all reasonable measures to ensure that hygiene and cleanness standards are fully met.

<ul style="list-style-type: none"> - Ensures that Compound/ office premises/ Staff Houses is cleaned on daily basis, including Saturdays and during the established working hours. - Keep attendance records of staff under supervision and in the event a Cleaner does not show up, the Supervisor is required to inform UNHCR and Company's Contract Manager to provide an immediate replacement. - Monitor and maintain the stock of supplies required for cleaning material to assure that the supplies are always available. - Reports to UNHCR Compound Manager on all technical and other problems encountered or reported by Cleaners in order to take the corrective measures. - Organize the work of incentive workers (unskilled labor) to ensure special cleaning and other arrangements, when and as required.
<p>5.2 Office Cleaner</p> <p><u>Qualifications and Experience</u></p> <ul style="list-style-type: none"> - Minimum of 2 years of previous experience in similar capacity. - Previous experience in working with UN organizations is an advantage. - Housekeeping knowledge is an advantage. - Ability to communicate in Arabic or English. <p><u>Duties and Responsibilities</u></p> <ul style="list-style-type: none"> - Cleaners are to report to work promptly by 6.30 am. Working week is 40 hrs. - Clean all offices assigned as per the Checklist of duties and neatly arrange preferably as per the office occupants' instructions. - Report of any maintenance concerns for the matter to be addressed in good time. - Empty the waste bins during the morning session and the afternoon period - Run the errands as requested by the office occupants - Participate in teamwork activities as assigned such as irrigation of flowers and trees as instructed. - The Checklist of duties is to be read, signed and adhered to.
<p>5.3 House Cleaner</p> <p><u>Qualifications and Experience</u></p> <ul style="list-style-type: none"> - Minimum of 2-year experience in similar capacity - Previous experience in working with UN organization is an advantage - Working knowledge in housekeeping is welcome - Ability to communicate in Arabic or English. <p><u>Duties and responsibilities</u></p> <ul style="list-style-type: none"> - The cleaner shall be the custodian of the room keys for a maximum of 8 rooms and a minimum of 3 rooms depending on the structural design. Working week is 40 hrs. - Carry out daily and special cleaning of the entire house including the toilet and kitchen. - Empty all waste bins in the houses. - Liaise with the laundry staff to ensure that laundered clothes for the assigned houses are collected and returned from the Laundry. - Report promptly of any maintenance concerns in the assigned houses - Observe safety measures ensuring that electrical equipment are all switched off to prevent any accidents - Ensure that the assigned houses are clean, neatly arranged and presentable. - The Checklist of duties is to be read, signed and adhered to.
<p>5.5 Gardener</p> <p><u>Qualifications and Experience</u></p> <ul style="list-style-type: none"> - Minimum of 2 year experience in similar capacity - Previous experience in working with UN organization is an advantage

- Ability to communicate in Arabic or English.
- Recommendations on environmental practices

Duties and responsibilities

- Maintains and cleans the compound gardens and adjacent areas
- Performs planting watering and routine care of plants, trees, and grass
- Ensures fertility of the grounds is kept at an appropriate level
- Assures general clean up including weeding, grooming, and trimming of trees
- Mixes soils, makes cuttings, transplants seedlings, trims hedges and stakes
- Prunes/trims trees.
- Applies herbicides and insecticides
- Digs ditches and holes for new trees, grass and flowers planting
- Repairs and cuts established lawns using the mower
- Trains Assistants for sustainability of the good environmental practices
- The Checklist of duties is to be read, signed and adhered to.

6. WORKING SCHEDULE

- The service provider shall be responsible for transportation for its personnel from/to UNHCR premises.
- Daily services for offices shall take place from 07:30AM to 16:30PM, Sunday to Thursday including a one-hour break, covering breakfast and lunch breaks. Saturday from 08:00AM to 12:00PM.
- Daily services for accommodation shall take place from 08:00AM to 17:00PM, Sunday to Thursday including a one-hour break, covering breakfast and lunch breaks. Saturday from 08:00AM to 12:00PM.
- In the event that overtime is required, UNHCR will provide the Contracted Company 12 hours' advance notice.
- Friday, Saturday afternoon and 10 days of UNHCR holidays observed by UNHCR are off.
- All workspaces must be ready and clean for the UNHCR staff every morning from Sunday to Thursday at 8:00 am.

The service providers shall provide dedicated cleaners to the UNHCR. Any cleaning crew on sick leave or vacation shall be automatically replaced by the service provider. The service provider shall formally inform UNHCR and provide copy of the identification of the replacement

7. DURATION OF CONTRACT

The duration of the Frame Agreement between UNHCR and the selected company(s) will be for an initial period of 12 months (1st June 2021 - 31 May 2022) upon award of the contract and renewable for an additional 24 months (1st June 2022 - 31 May 2024) upon satisfactory evaluation of the company's performance. The selected company(s) will be requested to maintain their quoted price for the entire duration of the agreement.

8. RESPONSIBILITIES OF CONTRACTOR

- The Service Provider shall be deemed to have taken full knowledge of the areas and premises to be maintained, the consistency in the execution of the tasks, to have appreciated all the working conditions and to have become aware of their importance and their particularities.
- **Thus, all suppliers are encouraged to take part at the pre-bid meeting and site visit scheduled at Khartoum Office (virtual meeting) on 10th April 2021 at 11:00 AM in order to assess the premises prior to submission of offer. Floor plans could be obtained, if required, at the visit**

to the premises. Another scheduled for site visit to the field offices will be announced in the pre-bid meeting.

- The service provider is responsible for the provision of the required cleaning materials to execute the above tasks properly and getting a good quality of service in terms of cleaned, hygienic situation insuring no negative effects on the UNHCR items and staff as a result of using bad quality of cleaning materials. Therefore, it is imperative to use cleaning materials of good quality certification.
- The service provider is responsible to provide toilet papers and paper towels in case needed and ensure to be always available.
- All personal protective equipment such as gloves and gumboots, used in the cleaning process, to be provided by the service provider.
- Cleaning tools are to be kept clean and in proper condition at all times.
- The Service provider is responsible for the provision of replacements to the faulty equipment and spare parts under its possession.
- All female bathrooms and sanitary units must be maintained by female cleaning services staff only. Males are not allowed in.
- All cleaning services staff must be trained and wear the company uniform clearly stating the company name. The service provider shall provide uniforms to the workers to suit the weather conditions such as trousers, blouses, jackets, hand gloves and any other appropriate clothing.
- In the case of any error or malfunctioning in the contracted supplies, it shall be the responsibility of the supplier to carry out the service once more to the satisfaction of UNHCR.
- The successful service provider must ensure that there is enough back-up cleaning material and equipment specifically toilet papers and hand paper towels, liquid soaps are kept on site in case of sudden shortage.
- UNHCR reserves the right to request the successful Service provider and their staff to undergo a security vetting process.
- Service providers will have the ability to either cover the designated areas themselves or subcontract service providers closer to each location at the Frame Agreement(s) given prices.

Sub-Contracting: Please take careful note of article 5 of the attached General Terms and Conditions (Annex E).

8.1 Supervisor of the project

- Service provider should designate a qualified and dedicated staff "Supervisor" to manage the contract, who will co-ordinate the work execution activities and interact with the UNHCR contract administrator (supply unit) and compound management, and be responsible for supervision of the work.
- Supervisor should also be able to report at any time on the works in progress, email material quotations and co-ordinate crews.
- The Supervisor of the service staff must be fluent in English language, which will ease communication between both, the service provider and UNHCR.
- The Supervisor will be expected to inspect and verify the quality of works round the clock. All concourses and verandas will be expected to be clean and shiny at all times. In case it rains, the water to be cleared immediately and the places mopped.

8.2 Meeting

The appointed service provider shall attend to quarterly maintenance co-ordination meetings and any other meetings called by UNHCR.

8.3 Increase or decrease in the number of services

- UNHCR reserves the right, at the appropriate time or in the event of technical, financial, administrative constraints in all or some of the areas indicated, to increase or decrease the volume of services.

- In the case of an increase or decrease, the prices to be applied shall be those of the unit price / decomposition price of the total flat price submitted and approved. No complaint will be admissible after signature and approval of the contract.
- Quarterly and annually work should only be executed with UNHCR approval through a purchase order, invoice may be refused and will remain at the expense and risk of the Service Provider if work is done without UNHCR approval.

8.4 Management of staff

- The Service provider shall be responsible for his personnel who will remain totally under the supervision of the Service provider. The Service provider shall be responsible for the payment of salaries, uniforms, contributions and insurance of their service personnel.
- The supplier is responsible to provide adequate number of personnel to keep the whole compounds spotlessly clean and fully serviced during hours of operation to keep the places clean, hygienic and without damage.
- The service provider should provide proof of compliance with national regulations regarding labour law, accident, workmen compensation Act, workmen insurance as per Sudan Government Workers Law. This will be the sole responsibility of the service provider. UNHCR will not be a party at any stage to any kind of dispute relating to the above. In case any liability arises due to non-performance by the service provider, under no circumstances UNHCR shall be liable for the same.
- During execution of work, the service provider should follow all standard norms of safety measures / precautions to avoid accidents / damages to man, machines and buildings etc. On non-adherence to this clause, UNHCR shall not be responsible for any injury, damages or eventual losses to the Service provider's personnel whilst performing services under this contract.
- **All the required staff under this RFP must be employed by the prospective Company. The successful bidder will be given a one-month notice to provide UNHCR with evidence of all personnel being employed under the name of the Company.**
- All Staff of the company shall bear photo identity card during the period of work, which shall be duly signed by the Field Safety Officers from UNHCR.
- All workmen / manpower to be engaged by the company should be covered under the statutory government regulation.
- Any damage / pilferage of UNHCR property due to mishandling, carelessness of the service provider or his workmen will be recoverable from the service provider's bill and all materials and equipment issued to service providers shall be the sole responsibility of the service provider during the period of the contract.

The Service provider shall guarantee:

- That his personnel are honest, trustworthy and of good characters with a clean and proper appearance, being punctual and treating UN staff with courtesy and respect. **Certificate of good conduct** will be an added advantage.
- That his staff will refrain from any activity incompatible with the professional and scrupulous performance of their duties. If any of the employees undertaking the task is found unsatisfactory to UNHCR for any reason, upon notification, such employee would be automatically replaced.

The Service provider shall ensure that all its personnel employed and assigned to perform under the Contract meet or exceed the following minimum criteria.

- Be physically able to perform all cleaning duties, functions and activities.
- Free from all communicable diseases. Staff assigned to implement the contract are healthy. This will strictly apply notably to the staff assigned to work in the kitchens and the accommodations facilities, irrespective of the type of service he/she will be providing.

- In good general health, without physical defects or abnormalities which would interfere with the performance of duties.
All personnel to be provided by the Service provider shall be fully qualified and has experience as cleaner, gardener and maintenance services.
- The Service provider shall conduct pre-hire physical examinations at its own cost and expense, to ensure compliance with the above-mentioned requirements. It is the supplier responsibility to do the pre-hire examinations in accordance with the Kenyan normal laws.

8.5 Payment

UNHCR shall, on the fulfilment of the delivery terms, unless otherwise provided in the Contract or purchase order, make payment by bank transfer within thirty days of receipt of the Contractor's invoice for the goods and copies of any other documentation specified in the Contract. Payment against the invoice referred to above will reflect any discount shown under the payment terms agreed among the parties, provided payment is made within the period required by such payment terms. The prices shown in the Contract or the purchase order may not be increased except by express written agreement of UNHCR. Documents are to be sent to the address indicated in the Contract or purchase order.

- The company will have to submit to UNHCR on a monthly basis a report which includes the list of detailed services provided during each calendar month before issuing the monthly invoice.
- The company will be paid only after the total works per month have been confirmed with UNHCR.
- The service provider should take action in order to make available at UNHCR main entrance gate an attendance sheet record where every staff should daily complete and sign information on the time of entrance and time of departure. No payment shall be done without the attendance record sheet dully completed and certified by the administration focal point & UNHCR Compound Admin.
- UNHCR will not make upfront payments to a successful service provider.

The bidder shall be required to issue payslips by every 25th of each month to all his staff indicating the Gross, Net amounts and all deductions legally recognised, and a copy Submitted to the contract administrator (supply unit), attached with the statutory payments returns certificate i.e. National Hospital Insurance fund and the National Social Security Fund.

8.6 Key Account Manager

- The company is expected to provide responsible key account manager and to develop an escalation mechanism to solve problems.
- CV and cover letter for the key account manager must be submitted as a tender requirement.

9. RESPONSIBILITIES OF UNHCR

UNHCR will provide a storage area for the supplier's stock of equipment and materials to be maintained under his custody.

- Permission of entry for the service provider staff.
- UNHCR has 10 working days as holidays and the service provider staff are not requested to come unless requested by UNHCR in writing and subject to overtime payment to the staff.
- UNHCR will request that ID cards are presented at Reception and service provider's staff signs in, and out on each occasion.
- UNHCR will facilitate access for the Service provider and its staff in all offices concerning each assignment.
- UNHCR may request the company to withdraw any of his workers from the UNHCR compound without assigning any reason, with 24 hours prior intimation.

The UNHCR agency Admin focal point is responsible of:

- Contacting the service provider focal point to discuss the performance of the service provider's employees.
- Reminding the service provider that his staff will refrain from divulging or using for their advantage or that of a third party any information or documents which come to their knowledge during the performance to their duties.

10. SERVICE PROVIDER PERFORMANCE

Performance Standards/Acceptable Performance Level (APL): All services performed by the service provider will be constantly reviewed by UNHCR against performance measurement criteria as set out below in this TOR. If the performance does not meet the standards required, the Service provider will be formally notified of deficiencies and, if appropriate, will be given the opportunity to rectify it, within the timeframe as determined by UNHCR.

Minimum Acceptable Performance Level (APL)

Performance Standards	Acceptable Performance Level (APL)
Comply with all sanitary requirements specified in the contract resulting in satisfactory or better health inspections.	100% compliance
Timely service delivered by courteous employees	98% compliance.
Availability of supplies, materials and equipment	100% compliance
Abiding to days available for the service expressly agreed is crucial	100% compliance
Submitting invoices on time	98% compliance
Adherence to security instructions	100% compliance
Maintaining updated attendance sheets and supporting documents	98% compliance
Ensure the hygiene of the staff and clean uniform during the working hours	98% compliance
Providing the Salaries to the contracts on timely manner	100% compliance

Despite the fact that the scope of works for the above contractual agreement could not be secured by a Performance bond, selected Vendor(s) will be held liable to pay for liquidated damages in proof of contract breach or loss to the Organization.

ANNEX B: TECHNICAL OFFER FORM
RFP-HCR-ROK-2021-005
FOR THE ESTABLISHMENT OF A SERVICE CONTRACT FOR THE PROVISION OF CLEANING AND GARDENING SERVICES FOR UNHCR OPERATION

Company Name: _____

Contact Person Name: _____

Contact Person Phone Number: _____

Contact Person Email Address: _____

Indicate Lots Name/s & Number/s: _____

Item	Criteria	Description	Score (%)	Detailed criterion	Pass/Fail	Documentation attached to your submission (Yes / No) and Additional comments from supplier
0	Mandatory Criteria	a. Company registration certificate b. Financial statements/audit reports from the past 2 years c. Copy of valid Tax Certificate d. Signed UNHCR's General Conditions of Contracts for the Provision of Goods and Services – 2018			Pass/Fail Pass/Fail Pass/Fail Pass/Fail	
Item	Criteria	Description	Score (%)		Score (%)	
1	Description of the company and the company's qualifications for both Cleaning and Gardening Services	Provide a detailed description of the company and its activities and specializations. This includes an overall description of the company's experience; the location of headquarters; if a multi-location company, the number of and description of similar projects successfully completed; the number of and description of similar projects currently underway; X references from previous or current projects, etc.	15%	Description of the company's activities and specializations. If a multi-location company, specify the location of headquarters Description of the company's experience in these services Number of similar project successfully completed and/or currently ongoing/ similar project currently underway (Annex D) Number of Years – Experiences in similar project dedicated exclusively to the provision of these Services (Annex D) Number of References from previous or current projects (Annex D) Any information that will facilitate the evaluation of your company's substantive reliability, financial, and managerial capacity to provide the services	2% 2% 3% 3% 3% 2%	
2	Understanding of the requirements for both Cleaning and Gardening Services, proposed approach, solutions, methodology and outputs	Provide a detailed proposal showing how the company shall fulfill the requirements as set out in the TOR; experience in the supply of these goods/services; compliance with the TOR; and submit the Key Account Manager CV and develop an Escalation Mechanism to solve problems.	32%	Give detailed information about the proposal for the services; description of your organization's capacity to provide the goods/services Description of your organization's experience in the supply of these goods/services Compliance with the requirements stated on the TOR Key Account Manager CV and Solving Problems Mechanism	10% 10% 10% 2%	
3	Site Visit to UNHCR Offices	Provide site visit prove stamped by UNHCR for all Locations/Lots	3%	Visit at least one location	3%	
4	Quality of the proposed professional Cleaning and Gardening Equipment and Tools	specialized cleaning and gardening equipment as per attached catalog Annex H work uniforms Replenishment plan of cleaning equipment and cleaning material to ensure no shortage during the execution of the contract	10%	Pictures of cleaning and gardening equipment and tools Pictures of uniform provided Explain the equipment replenishment plan	2% 2% 6%	
			Total percentage =	60%		

Date: _____

Signature: _____

Name and Position: _____

Company Stamp: _____

FINANCIAL OFFER FORM RFP-HCR-ROK-2021-005
FOR THE ESTABLISHMENT OF A SERVICE CONTRACT FOR THE PROVISION OF CLEANING AND GARDENING SERVICES FOR UNHCR OPERATION

Company Name: - _____

Lots	Locations	Brief Description of the Services	Quantity	Inclusive of Cleaning Materials, Consumables & Equipment		Exclusive of Cleaning Materials, Consumables & Equipment	
				Cost per Staff per month (USD) VAT EXCL	Total Cost in (USD) VAT EXCL	Cost per Staff per month (USD) VAT EXCL	Total Cost in (USD) VAT EXCL
Lot 1	Khartoum	Cleaners	11				
		Supervisor	1				
Lot 2	Kassala	Cleaners	12				
		Supervisor	1				
	Gadarif	Cleaners	24				
		Supervisor	3				
	Girba	Cleaners	5				
		Supervisor	0				
Lot 3	El Geniena	Cleaners	11				
		Supervisor	2				
	El Fashir	Cleaners	19				
		Supervisor	2				
	Nyala	Cleaners	10				
		Supervisor	2				
	El Daeln	Cleaners	11				
		Supervisor	2				
	Zalengei	Cleaners	7				
		Supervisor	1				
Lot 4	Kadugli	Cleaners	3				
		Supervisor	0				
	El Fula	Cleaners	4				
		Supervisor	1				
	Merlem	Cleaners	1				
		Supervisor	1				
	Kielak	Cleaners	1				
		Supervisor	1				
	Abu Jubaiha	Cleaners	1				
		Supervisor	0				
	Leri	Cleaners	1				
		Supervisor	1				
El Obied	Cleaners	2					
	Supervisor	0					
Lot 5	Kosti	Cleaners	14				
		Supervisor	1				
Total of Cleaning Services Staff			156				

- Prices should be quoted in USD. Kindly indicate the currency of the Quote.
- Prices quoted must be exclusive of VAT. Please confirm.

Please Indicate:-

The company willingness to cover which lots - please name the lots:

Validity of the Offer:

Date:

Name:-

Signature:-

In the Capacity of:

Duly authorised to Sign the Bid for and on Behalf of:

Official Stamp:



Bidder Name: - _____

Lot 1 - Khartoum					
Serial No.	(FEE STRUCTURE PROPOSED BY THE CONTRACTOR)	Description and Cost per Cleaner/Supervisor (USD)			
		Inclusive of Cleaning Materials, Consumables & Equipment		Exclusive of Cleaning Materials, Consumables & Equipment	
		Cleaner (USD) - VAT EXCL	Supervisor (USD) - VAT EXCL	Cleaner (USD) - VAT EXCL	Supervisor (USD) - VAT EXCL
1	Net Salary				
2	Health Insurance				
3	Pension Fund/ Social Insurance				
4	Overheads, taxes, admin costs, Profit				
5	Cleaning Materials, Consumables				
6	Any other costs				
Total Costs offered by the Contractor					

Lot 2 - Eastern Sudan (Kassala - Gadarif - Girba)					
Serial No.	(FEE STRUCTURE PROPOSED BY THE CONTRACTOR)	Description and Cost per Cleaner/Supervisor (USD)			
		Inclusive of Cleaning Materials, Consumables & Equipment		Exclusive of Cleaning Materials, Consumables & Equipment	
		Cleaner (USD) - VAT EXCL	Supervisor (USD) - VAT EXCL	Cleaner (USD) - VAT EXCL	Supervisor (USD) - VAT EXCL
1	Net Salary				
2	Health Insurance				
3	Pension Fund/ Social Insurance				
4	Overheads, taxes, admin costs, Profit				
5	Cleaning Materials, Consumables				
6	Any other costs				
Total Costs offered by the Contractor					

Lot 3 - Darfur (El Fashir - El Geniena - Nyala - El Dalen - Zalengel)					
Serial No.	(FEE STRUCTURE PROPOSED BY THE CONTRACTOR)	Description and Cost per Cleaner/Supervisor (USD)			
		Inclusive of Cleaning Materials, Consumables & Equipment		Exclusive of Cleaning Materials, Consumables & Equipment	
		Cleaner (USD) - VAT EXCL	Supervisor (USD) - VAT EXCL	Cleaner (USD) - VAT EXCL	Supervisor (USD) - VAT EXCL
1	Net Salary				
2	Health Insurance				
3	Pension Fund/ Social Insurance				
4	Overheads, taxes, admin costs, Profit				
5	Cleaning Materials, Consumables				
6	Any other costs				
Total Costs offered by the Contractor					

Lot 4 - Kordofan (Kadugli - El Fula - Meriem - Kielak - Abu Jubaia - Leri - El Obled)					
Serial No.	(FEE STRUCTURE PROPOSED BY THE CONTRACTOR)	Description and Cost per Cleaner/Supervisor (USD)			
		Inclusive of Cleaning Materials, Consumables & Equipment		Exclusive of Cleaning Materials, Consumables & Equipment	
		Cleaner (USD) - VAT EXCL	Supervisor (USD) - VAT EXCL	Cleaner (USD) - VAT EXCL	Supervisor (USD) - VAT EXCL
1	Net Salary				
2	Health Insurance				
3	Pension Fund/ Social Insurance				
4	Overheads, taxes, admin costs, Profit				
5	Cleaning Materials, Consumables				
6	Any other costs				
Total Costs offered by the Contractor					

Lot 5 - Kostl					
Serial No.	(FEE STRUCTURE PROPOSED BY THE CONTRACTOR)	Description and Cost per Cleaner/Supervisor (USD)			
		Inclusive of Cleaning Materials, Consumables & Equipment		Exclusive of Cleaning Materials, Consumables & Equipment	
		Cleaner (USD) - VAT EXCL	Supervisor (USD) - VAT EXCL	Cleaner (USD) - VAT EXCL	Supervisor (USD) - VAT EXCL
1	Net Salary				
2	Health Insurance				
3	Pension Fund/ Social Insurance				
4	Overheads, taxes, admin costs, Profit				
5	Cleaning Materials, Consumables				
6	Any other costs				
Total Costs offered by the Contractor					



UNHCR

United Nations High Commissioner for Refugees
Haut Commissariat des Nations Unies pour les réfugiés

Annex D – Site Visit Form

SITE VISIT FORM FOR RFP-HCR-ROK-2021-005

FOR THE ESTABLISHMENT OF A SERVICE CONTRACT FOR THE PROVISION OF CLEANING AND GARDENING SERVICES FOR UNHCR OPERATION

Please complete and sign the form for each location you visit.

Please submit the complete signed form as part of your technical offer.

Please make sure that the form is signed by UNHCR communicated focal person.

Date of Visit	
Lot/ Location	
Site Address	
Company Name	

Site Visit Conducted by (Name & Signature):	UNHCR Focal Person in the Site (Name & Signature):






Company Stamp: -----

ANNEX H: Cleaning Material and Equipment Catalog



UNHCR




United Nations High Commissioner for Refugees
Haut Commissariat des Nations Unies pour les réfugiés

CLEANING MATERIALS AND EQUIPMENT CATALOG					
Date:					
Name of the Company:					
Company Stamp:					
Line	MSRP Line item	Item Description	UOM	Picture	Confirm Availability
1	CLEANING SUPPLIES	All purpose disinfectant cleaner Spic Spam OR Equivalent	each		
2	CLEANING SUPPLIES	All purpose disinfectant cleaner clorox OR Equivalent	each		
3	CLEANING SUPPLIES	Axion soap OR Equivalent	each		
4	CLEANING SUPPLIES	Bar soap	each		
5	CLEANING SUPPLIES	Dettol liquid soap OR Equivalent	each		
6	CLEANING SUPPLIES	Dish washer	each		

7	CLEANING SUPPLIES	Dish washing liquid 500ml	each		
8	CLEANING SUPPLIES	Flash liquid OR Equivalent	each		
9	CLEANING SUPPLIES	Furniture polish	each		
10	CLEANING SUPPLIES	Glass cleaner	each		
11	CLEANING SUPPLIES	Hand wash liquid soap	each		
12	CLEANING SUPPLIES	Hanging air freshener	each		
13	CLEANING SUPPLIES	Hanging air freshener airwick OR Equivalent	each		
14	CLEANING SUPPLIES	Harpic OR Equivalent	each		
15	CLEANING SUPPLIES	Jiff OR Equivalent	each		
16	CLEANING SUPPLIES	Vim 500g with hanger	each		

17	CLEANING SUPPLIES	Machine Omo OR Equivalent	each		
18	CLEANING SUPPLIES	Detergent	each		
19	CLEANING SUPPLIES	Toilet soap	each		
20	CLEANING SUPPLIES	Toilet soap with hanger	each		
21	CLEANING SUPPLIES	Mosquito doom	each		
22	CLEANING SUPPLIES	Paper towel dispenser	each		
23	CLEANING SUPPLIES	Toilet paper	each		
24	CLEANING SUPPLIES	Tissue paper small	each		
25	CLEANING SUPPLIES	Paper towel	each		
26	CLEANING SUPPLIES	Poland brush	each		

27	CLEANING SUPPLIES	Scrubbing brush	each		
28	CLEANING SUPPLIES	Smooth cloth for dusting	each		
29	CLEANING SUPPLIES	Steelwool for cleaning pots	each		
30	CLEANING SUPPLIES	Toilet brush	each		
31	CLEANING SUPPLIES	Toilet brush with stand	each		
32	CLEANING SUPPLIES	Water bucket heavy duty	each		
33	CLEANING SUPPLIES	Rake	each		
34	CLEANING SUPPLIES	Windshield cleaner	each		
35	CLEANING SUPPLIES	Dust bin heavy duty	each		
36	CLEANING SUPPLIES	Dust bin - Step on Pedal	each		

37	CLEANING SUPPLIES	Floor brush with handle	each		
38	CLEANING SUPPLIES	Floor cleaning towel	each		
39	CLEANING SUPPLIES	Floor mop	each		
40	CLEANING SUPPLIES	Floor wipe with rubber blade	each		
41	CLEANING SUPPLIES	Natural broom	each		
42	CLEANING SUPPLIES	Gloves	each		
43	CLEANING SUPPLIES	Hand towel	each	