

REQUEST FOR QUOTATION
Provision of Facility Cleaning and House Keeping

Date: 28. June. 2022

From:

Norwegian Refugee Council (NRC) - Sudan
Khartoum Country Office

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Deadline for submission: 05th of July 2022 @ 03:00 PM (GMT +2)
Submission By Hand Only a@ NRC office indicated above

1. NRC is looking for a competent service provider for the provision of Facility Cleaning and House Keeping Services as per the below:

Comprehensive Breakdown to be provided for the Cleaner

Description		Cost per month in USD
Gross Salary (incl. Allowances, Social Security, Income tax.....)	Per agent provided/Month	
Overhead cost/Admin cost	Per agent provided/Month	
Total charged to NRC	Per agent provided/Month	

The level of salary for each Cleaning staff shall remain fixed for the whole duration of the contract.

Provide for each category of staff a sample of pay slip with breakdown (from Gross to Net Salary)

TOR for Provision of Facility Cleaning and House Keeping service provider

- 1- History of services / experiences in the cleaning/housekeeping industry in multisectoral entities.
- 2- At least 3 Reference letters from 3 previous/current customers within the past five years.
- 3- Provider must provide NRC with full details and documents of all personnel assigned to premises.
- 4- Quick response for any complains. Specified communication channels (focal points) and back-up plan in place of responsible staff members.
- 5- Properly registered staff in accordance with Sudanese labour law.
- 6- All staff must be vetted by the Sudanese Police and have no criminal record. Designation of staff to be done jointly with NRC or cleared by NRC Admin Officer.
- 7- Invoices to NRC with VAT in a separate line in soft and hard copies. Separate invoice for each location.
- 8- Demonstrates ability and flexibility to change the number of cleaners or working hours as per NRC needs with prior agreement.
- 9- Insurance Plan for all its employees both social and medical insurance covering the whole contract period of staff. Copies of the documents to be provided to the Admin Officer;
- 10- Take accountability and immediate action for any misconduct or unethical behaviour from their staff.

Section A: Office Cleaning**Daily Tasks:**

The necessity of stressing and exercising the following according to COVID-19 measures and hygiene requirement on daily basis like disinfecting constantly all shared facilities and equipment and ensure using sterile materials in cleaning

1. Properly cleaning/dusting of all desks, drawer tops and tables, disinfecting door handles, and electric plugs;
2. Cleaning all offices including sweeping, mopping and drying of floor surfaces;
3. Cleaning all conference rooms including cleaning of the tables surfaces;
4. Cleaning all halls, corridors and staircases, including sweeping, mopping and drying of all floors;

5. Cleaning of all toilets including toilet seats, wash basins, floors and other surfaces at least twice a day with hourly checks with a record maintained for presentation to NRC;
6. Ensure all toilets are replenished with toilet rolls, hand drying paper rolls and hand wash liquid detergent at all times during the official working hours;
7. Replacing water bottles in all water dispensers; monitoring and refilling sanitizer's' dispensers
8. Emptying of trash bins and out-door's ashtrays and removal of garbage from offices, toilets and other locations to the external garbage containers in a designated storage area;
9. Cleaning of external waiting areas and yards, including removal of any dry leaves, cleaning of pavement and parking around the offices;
10. Cleaning the Cafeteria space including sweeping, moping and drying as well as cleaning the chairs, tables and other equipment;
11. Report faulty or broken equipment, furniture or fixtures to the Admin Officer.

Weekly Tasks:

1. Cleaning and dusting off all doors, windows (glass and aluminum frames) and balcony windows/separators;
2. Cleaning of main and emergency stairs;
3. Wet wiping of all desks, tables and conference tables, filing cabinets and cupboards;
4. Cleaning of all chairs (and sofas) whether fabric, leather, steel or plastic;
5. Dusting off all areas within high-hand reach, including windowsills, ledges, mouldings, baseboards, filing cabinets, bookshelves, radiators, charts, bulletin boards, pictures;
6. Cleaning of lights, air-conditioning units surface, heaters, fridges, water dispensers and other appliances;
7. Cleaning of all shutters and / or curtains internally and externally;
8. Cleaning of internal and external walls of the premises including dusting off, wet cleaning and mopping (as appropriate);
9. Cleaning of ceilings and walls including dusting off and removal of cobwebs;
10. Washing of all garbage bins (twice a month);

11. Cleaning of external staircases and roofs for waiting areas.
12. intensive cleaning every Sunday.
13. Watering of indoor and outdoor plants.

Section B: Miscellaneous Tasks

1. On a request, carrying, removal and re-arranging of furniture including desks, chairs and cabinet files.
2. On request, carrying/moving of boxes, files, papers, posters and stationery to other locations.
3. On a request, loading and offloading materials to/from office.
4. In case of activities' overwhelming period , cleaning staff can be requested to conduct some simple work-related cleaning in the cafeteria.

Section C: Number of Staff / Location / Responsibilities

Staffing for each of the above services will be mutually determined by NRC and the Provider. Every cleaner will have his designated area of responsibility, as guided by the head cleaner for the area.

The Provider is responsible to provide the following:

The designated staff to join NRC services should receive the agreed upon salary scale on a fixed monthly date(s). also, to enjoy the entitlements of annual/sick leaves or family emergency, in addition to Social Insurance and Medical benefits according to the Sudanese Labor law.

Cleaners:

Scope of Service:

The service provider is requested to provide Facilities cleaning and housekeeping as per the below:

1. Clean the offices, meeting rooms, washrooms/WC, kitchen, and other common areas such as the compound
2. Ensure compliance with NRC procedures and policies
3. Ensure that washrooms are properly stocked with wash requirements
4. Dust and polish furniture, windows, doors, and equipment

5. Ensure guesthouse rooms are tidy and clean including but not limited to regular changing of bed sheets.
6. Empty wastepaper baskets, dustbins, and shredding machines
7. Prepare and serve tea and coffee to NRC staff and visitors
8. Report any relevant gaps, damages, and breakages to line manager
9. Support the administration with ad hoc duties
10. Report on time for duty and remain at duty post until properly relieved.
11. Take proper care of all NRC equipment at the facility/office.
12. Report all incidents to the Supervisor and responsible NRC Admin Focal Point.
13. Be always courteous and polite.
14. Perform all duties as cleaner according to NRC Code of Conduct.
15. Minimize the use of mobile phones during working hours except for necessity.

Specific responsibilities

1. Ensures that his work is appropriate with hygiene procedures and standards.
2. Establishes a daily cleaning program validated by the supervisor
3. Takes care of the cleaning and cleanliness in the offices, the guest house as well as the facades and exterior areas.
4. Ensures that the current maintenance products are properly stored and prepares orders to give to logistics according to the established schedule.
5. Fills the maintenance book and reports any breaks.
6. Takes care of the shopping at the market and the preparation of meals (on specific request).
7. Keep the kitchen clean.
8. Knows and enforces hygiene standards.
9. Ensure that appliances are used properly and ensure they are maintained.

Qualifications:

1. Minimum of a Grade middle school qualification,
2. Must be able to read and write Arabic and good understanding of english;
3. Must be vetted by the Sudanese Police;
4. Must not have any criminal record;
5. Min 18 years of age;

6. Characteristics: honesty, integrity and polite;
7. At least 5 years' similar experience;
8. always Maintain personal hygiene standards while present in the building (Must appear presentable to the office).
9. Support during meetings and conferences taking place inside the office.

This includes but not limited to preparing the meeting room setup and ensuring that it is properly arranged, providing the needed hospitality for attendees and guests.

Section D: Working Hours

Saturday to Thursday from 07:00 to 16:00.

Friday is a day off.

Required number of staff: 17 cleaners, may differ at the contractual stage

- Kadugli Main Office: 3 Cleaners
- Kadugli Sub Office: 2 Cleaners
- Kadugli Guest House: 2 Cleaners
- Genina Office: 3 Cleaners
- Genina Guest House: 2 Cleaners
- Al Fasher Office: 3 Cleaners
- Al Fasher Guest House: 2 Cleaners

Other Conditions:

- To ensure involvement of NRC Admin Focal Point in confirming that cleaner staff are fulfilling the requirements mentioned in the contract, request any replacements, in case of poor performance, and be involved in the selection of new staff, if needed.
- NRC can at any time increase or decrease the number of services / staff required from the Provider.
- For any work beyond this time, double shifts (or longer continues working hours) requires authorization of the NRC Contract Manager/Location focal point.

Section F - Evaluation of offers:

The offers will be evaluated using the PASS/FAIL methodology. Offers which PASS – ALL - evaluation criteria will be considered for financial evaluation. The following criteria will be applied:

Formal requirements:

- Copy of business license in Sudan;
- Copy of tax card/certificate;
- Copies of 3 contracts with different corporate entities or international organizations for rendering same services;
- Minimum three positive reference letters, with contact details of the client, within the last five years;
- Organigramme for your company with dedicated focal persons to NRC (account manager, area managers for each location, ...etc.);
- CVs of all staff dedicated to manage NRC`s account: account manager, area manager, etc.

You can use the above table OR print your quotation on your own letter-head documents. In any case, be sure to include VAT (in prices or in total). If different taxes & fees apply, please specify them all in your quotation.

2 - Please answer the questions:

Questions	Answers
What is the currency of the offer? <i>(SDG, USD, other...)</i> Note that NRC will favour quotes in USD. Please read below regarding USD payments. <u>DO NOT PROVIDE QUOTES IN BOTH SDG AND USD CURRENCIES.</u>	
Please confirm your prices include all taxes and fees (net prices): <i>(if not, please explain and detail the taxes & fees)</i>	
If your offer is in USD => payment will be made by bank transfer. - Do you have a USD account in Sudan? If YES, then in which bank. - Do you have a USD account abroad? If YES, then in which bank. <i>(please provide bank details for each account)</i>	

Please read the note below regarding payments in USD and quote accordingly.	
Do you accept payment after provision of service? <i>(If not, please explain your payment terms)</i>	
What is the validity period of your offer? <i>(Preferably 30 days - in days)</i>	
How many cleaners will your company provide?	
Please confirm you can deliver to our address in: NRC Office / GH – Kadugli NRC Office / GH - Genina, NRC Office / GH - El Fasher.	
What is the delivery time of the service? <i>(Please specify delivery schedule if any)</i>	

3 - Accepted methods for submission of quotation / offer:

We recommend you to fill up this Request for Quotation directly on your computer.

You can also print it and fill it up by hand if you have not access to a computer.

You can submit the price offer by using the table on page 1, or by using your own pro-forma document.

- Hand delivery to the above mentioned address
- Email to sd.procurement@nrc.no and Cc: noon.abdalla@nrc.co

Your quotation / offer **must be signed and stamped** on all pages (including the present Request for Quotation).

IMPORTANT NOTE regarding USD quotes and payments:

- You must choose between quoting in USD or quoting in SDG.
 - o **Do not provide quotes in both currencies. If you do so, only your quote in USD will be considered for assessment.**
- If your quote is in USD, then you will be paid in USD.
 - o **You must be in capacity to accept the payment.**
- NRC will favour payment in USD, in Sudan, in the same bank.
- NRC can also provide payment from our Head Office account to supplier's account outside of Sudan. Be aware that this process can fail!
- NRC has USD bank accounts in :
 - o Blue Nile Mashreg Bank
 - o United Capital Bank.
- For payment within Sudan, you must have a bank account in one of the same bank as NRC.
- For payment outside of Sudan (UAE or others) to one of your company, please provide us with the following :
 - o A quote under the name of your company abroad.
 - o The bank account details of the company.

We encourage you to contact us directly if you have questions or need clarifications before submitting your quotation.

4 - Your Company details:

Name of the company	
Name of the owner(s) Date of birth of the owner(s) <i>(mandatory for screening)</i>	
Address of the company	
Name of contact person	
Position	
Email	
Phone	

5 - Mandatory documents to attach to your quotation / offer:

Please check that you are providing all of the below mentioned documents:

Mandatory documents	Checked (Y/N)
<p>Please attach the following documents: Failure to submit these documents will result in the DISQUALIFICATION OF THE BIDDER</p>	<ul style="list-style-type: none"> ▪ Company Profile, including printed brochures and product catalogues relevant to the services ▪ Valid Tax Registration/Payment Certificate issued evidencing that the Bidder is updated with its tax payment obligations, or Certificate of Tax exemption, if any such privilege is enjoyed by the Bidder ▪ Latest Audited Financial Statement for last 4 years ▪ References of Top Three Clients in terms of Contract Value the past three years. Note: Please provide the latest contact details (Name of the Organization/Company, Contact persons, valid email address, telephone number). ▪ Copy of valid registration certificate of the business, including Articles of Incorporation, ▪ Copy of firm’s insurance policy coverage (applicable to personnel, motor vehicles, etc.),

You can also attach additional documents such as photos, company profile, certifications...

6 - Payment information:

For payment by cheque, please indicate under which name NRC shall issue the cheque. You can write name in Arabic or in English.

Attention: if the name *is not* the company name, please provide a supporting letter to authorized NRC to issue the cheque under the name of the owner of the company or under the name of one of its employee. Contact us directly for more details.

For payment by bank transfer, please provide us with bank account information.

7 - Other information:

Payment will be made by bank transfer/cheque only.

All suppliers doing business with NRC should maintain high standards on ethical issues, respect and apply basic human and social rights, ensure non-exploitation of child labour, and give fair working conditions to their staff. NRC reserves the right to reject quotations provided by suppliers not meeting these standards.

Vendors doing business with NRC will be screened on anti-corruption due diligence before NRC confirms an order or contract.

NRC aims to purchase products and services that the minimum environmental impact. Environmental considerations form part of the NRC selection criteria, and NRC reserves the right to reject quotations provided by suppliers not meeting these standards.

NRC is obliged to ensure that its procurement decisions are clearly justified and documented and keeping within the Donors mandatory principles. In that regard, full and on-the-spot access must be granted to representatives of NRC, the Donor or any organisation or person mandated by it, to premises belonging to NRC or its Providers. The right to access shall include all documents and information necessary to assess, or audit the implementation of the contract

NRC reserves the right to accept or reject the whole or part of your quotation based on the information provided. Incomplete quotations which do not comply with our conditions will not be considered.

Shortlisted suppliers may be required to submit samples of each item. Please be sure to have all samples available at short notice, and wait for a response from NRC if you have been shortlisted.
