

Date: 7 October 2020

To: **All Bidders**

From: **International Development Law Organization, Headquarters Procurement Unit**

Subject: **RFQ No. N_872_UGA Cleaning Services**

Clarifications Letter: 01

Reference is made to IDLO **RFQ No. N_872_UGA** issued on October 1, 2020 for **CLEANING SERVICES** through IDLO Tenders website.

Please find hereunder the queries received and IDLO's response to them.

1. Under Annex B (Scope of work), the document talks about daily cleaning of all washrooms, frequently clean high-touch items such as doorknobs, countertops, handles, light switches among others and yet the same document talks about provision of one (1) permanent staff and two(2) people part time. According to standard operating procedures and the ISO standards regarding cleaning services, agents cannot clean and maintain both gents and ladies' washrooms neither does a lady and especially in these times of COVID 19.
 - In this regard, the contractor shall follow what is stipulated in the RFQ and avail one permanent staff and two part time staff because Cleaning is not done all the time, it is done at intervals.
2. The document talks about stewards (cleaners) being asked to move supplies or office equipment and furniture. Then what happens when the part time staff are out of the premises and the same is required? Won't this be overwhelming to only one staff who at the same time be required to do frequent clean ups especially in this COVID 19 era?
 - Moving of office equipment and furniture will not happen all the time. That happens occasionally, IDLO staff will be able to understand when the stewards are out on other engagements.
3. Still under Annex B (Scope of work) part G talks about the contractor supplying cleaning equipment and detergents. What happens to toiletries / toilet consumables? Is IDLO going to procure and supply toilet consumables like tissue, air fresheners, hand gel, hand paper towels, installing automatic sanitizer and hand driers etc?
 - The consumables will be procured by IDLO.

For your consideration while preparing your response to the above mentioned RFQ. All other terms and conditions of the tender remain unchanged and remain applicable in full force.

We appreciate your continuous interest with IDLO and looking forward to receiving your valued offer.

Headquarters Procurement Unit IDLO

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