
REQUEST FOR QUOTATION
For the cleaning and maintenance service Country Office
Ouagadougou, Burkina Faso
RFQ. N° 001-SER-BF-2023

Date: **August 17, 2023**

Dear Sir / Madam,

You are kindly requested to submit your quotation for the cleaning and maintenance services for Burkina Office as described in Annex B.

IDLO is looking to establish one or several Framework Agreement(s) with able and qualified Suppliers. A Framework Agreement is a type of agreement with its terms and conditions under which procurement of goods or services can be effected over a specified period, but which places no obligation on IDLO to order any minimum or maximum quantity. All terms and conditions including the prices will remain unchanged during the period of the Framework Agreement(s). The duration for Framework Agreement(s) is 12 months with an option to extend at the same price, terms and conditions for a second 12-month period subject to satisfactory performance and agreement by both parties. A Work Order will be issued when IDLO intends to make a commitment against Framework Agreements. The Work Order will provide information on the exact items, its quantities and unit prices (lifted from the Framework Agreement) in addition to other logistic details.

We also request that your Quotation is submitted using the format specifically detailed in Annex C.

Quotations submitted by email must be limited to a maximum of **10MB, virus-free** and no more than two email transmissions. They must be free from any form of virus or corrupted contents, or the quotations shall be rejected.

Quotation shall be evaluated based on lowest priced Quotation meeting requirements as per the criteria set in Annex A, point q.

In the event of a discrepancy between the unit price and the total price (obtained by multiplying the unit price and quantity), the unit price shall prevail and the total price shall be corrected by IDLO. If the Bidder does not accept the final price based on IDLO's correction of errors, its Quotation will be rejected.

The Bidders shall not vary their prices for any reason after the deadline of the tender and while the Quotation is still valid. At the time of award of Contract, IDLO reserves the right to vary (increase or decrease) the quantity of ser by up to a maximum twenty-five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions.

IDLO is not bound to accept any Quotation, nor award a Contract, nor be responsible for any costs associated with a Bidder's preparation and submission of a Quotation, regardless of the outcome or the manner of conducting the selection process.

IDLO encourages every prospective Supplier to avoid and prevent conflicts of interest, by disclosing to IDLO if you, or any of your affiliates or personnel, were involved in the preparation of the requirements, design, specifications, cost estimates, and other information used in this RFQ.

By submitting a Quotation in response to this information, Bidders are confirming acceptance of IDLO's General Terms and Conditions in full and Payment Policy of payment within 30 days after delivery of service on presentation of complete and correct invoice.

This Request for Quotation (RFQ) is comprised of:

Instruction to Bidders	Annex A
Technical Specifications	Annex B
Supplier's Quotation	Annex C
IDLO General Terms and Conditions for the Procurement of Goods or Services and IDLO Supplier Code of Conduct	Annex D

For any questions/clarifications related to this RFQ please contact IDLO on Global tender email address tenders@idlo.int and mention **Clarifications RFQ. N° 001-SER-BF-2023** in the subject section of your email no later than 48 hours prior to the deadline for submission.

Deadline for Submission of Quotation:
On or before **Date: August 31, 2023**
Time: 15:00 hours Rome, Italy local time.

Thank you and we look forward to receiving your Quotation.

Sincerely yours,
International Development Law Organization | IDLO
PROCUREMENT TEAM FOR THE SAHEL
Burkina Faso

Instructions to Bidders

a. Description of requested [goods/services]	See Annex B
b. Deadline for Quotation	The Quote shall be addressed to IDLO on or before Date: August 31, 2023 Time: 15:00 hours Rome, Italy local time.
c. General Terms and Conditions	Any bid submission will imply the unconditional acceptance of IDLO General Terms and Conditions for the Procurement of Services and adherence to the Supplier Code of Conduct.
d. Payment Terms	IDLO will conduct the payment within 30 days after satisfactory receipt of all goods and upon submission of the invoice by the Supplier.
e. Conditions for Release of Payment	IDLO Acceptance of Services Form based on full compliance with RFQ requirements
f. Validity of Quotation starting from the Deadline of the Tender	60 days In exceptional circumstances, IDLO may request the Bidder to extend the validity of the Quotation beyond what has been initially indicated in this RFQ. The Bidder shall then confirm the extension in writing, without any modification whatsoever on the Quotation.
g. Quotations Submission	All quotations shall be submitted through the following e-mail address: local/global tender email address.
h. Partial Quotations	<input checked="" type="checkbox"/> Not permitted
i. Place of Delivery	IDLO Country Office Quartier Zogona, Arrondissement 5, secteur 22, Ouagadougou, porte 353 Burkina Faso
j. Delivery Terms	Upon acceptance and signature of the contract, the service will begin on October 15, 2023, the service execution date.
k. Customs clearance, if needed, shall be done by:	<input checked="" type="checkbox"/> N/A
l. Currency of Quotation	CFA <i>Note: (Local Suppliers must comply with any applicable laws regarding doing business in other currencies)</i>
m. Preliminary Documents to be Submitted	<input checked="" type="checkbox"/> Annex C duly signed and stamped, and in accordance with the list of requirements in Annex B; <input checked="" type="checkbox"/> Latest Business Registration Certificate; <input checked="" type="checkbox"/> Latest Internal Revenue Certificate / Tax Clearance; or certificate of good standing with the tax services;
n. After-sales services required, if applicable	<input checked="" type="checkbox"/> N/A
o. Evaluation criteria	Evaluation will be done according to the following order of priorities:

	<ol style="list-style-type: none"> 1. Complete submission of preliminary documents (as per Appendix A) 2. Human and professional capacity to provide the service 3. Immediate availability. 4. Price of the service
p. Contract Award	<p>Contract Award shall be granted according to:</p> <ol style="list-style-type: none"> a) Full submission of Price Schedule (Annex C) signed and stamped; b) Lowest priced, most technically acceptable/compliant offer;
q. Contract Signature	<p>Within five (5) calendar days from the date of receipt of the Contract, the successful Bidder shall sign and date the Contract and return it to IDLO. Failure to do so may constitute sufficient grounds for the annulment of the award, and forfeiture of the Bid Security, if any, and on which event, IDLO may award the Contract to the Second Ranked Bidder or call for new Bids.</p>
r. Liquidated Damages	<p><input checked="" type="checkbox"/> Yes - For late delivery of <u>Services</u>, IDLO shall be entitled to claim liquidated damages from the Contractor in accordance with Article 18 of the General Terms and Conditions.</p> <p>If the Contractor fails to perform the requested Services within the time period specified and as stipulated in the terms and conditions of the Contract, IDLO may, without formal notice and without prejudice to its other remedies under the Contract, be entitled to liquidated damages for every day delay in the provision and completion of the Services.</p>

**ANNEX B
TECHNICAL SPECIFICATIONS**

**TERMS OF REFERENCE FOR CLEANING AND MAINTENANCE SERVICES
FOR BURKINA FASO-OUAGADOUGOU OFFICE**

IDLO (International Development Law Organization) is an intergovernmental organization based in Rome, of which Burkina Faso is a member. Its mandate is to promote respect for the rule of law by assisting the reform of judicial institutions in developing countries. With support from the Kingdom of the Netherlands, IDLO is implementing the "Integrated support for the criminal justice systems of Mali, Burkina Faso and Niger" program.

I. JUSTIFICATION AND OBJECTIVE OF THE MISSION

In order to have premises that meet acceptable hygiene standards and preserve the health of the people in the IDLO Burkina Faso office, we plan to find a reputable and serious company on the market that can meet the maintenance and cleaning needs of our premises.

The main objective remains to identify and retain a quality service provider with the resources and experience required to meet the office's aspirations in this field, to ensure ownership of the office and maintain it throughout the year, and to do so at a competitive cost.

II. DURATION OF THE CONTRACT

The contract will initially be for one year, with the possibility of extension of additional one year if the service is deemed necessary and after full satisfaction with the services rendered by IDLO. Renewal of the initial contract will be by written request.

III. EXPECTED SERVICES

The service provider will be responsible for the cleaning and maintenance of the premises and areas within the IDLO office located at sector 22 arrondissement 05 in Zogona, Ouagadougou.

Details and frequency of tasks to be performed are provided in Appendix B.

1. Surfaces to be maintained

Total surface area of compound: 600 sq.meter.

Building surface area: 400 sq.meter

Approximate number of toilets: 5

A site visit will be organized at the request of companies expressing interest, accompanied by IDLO Ouaga staff, to enable bidders to better appreciate the workload and services to be offered.

2. Working hours

The recommended working hours are from Monday to Friday from 6:00 am to 5:00 pm, as follows:

- from 6:00 to 12:00 shift 1 and
- from 12:00 to 17:00 shift 2.

3. Working conditions

- As office cleaning is to be carried out during IDLO staff working hours, cleaners are expected to be quiet, clean and discreet;
- Office cleaning must be carried out in such a way as not to disrupt IDLO staff appointments;
- In the event of unavailability of the premises to be cleaned (e.g.: the IDLO employee occupying the office is in an appointment or absent), the cleaning agent must refer to the IDLO administrator to request access authorization;
- Washrooms must be cleaned at least three (3) times a day and as required.

4. Controls - Monitoring

The IDLO administration will carry out daily attendance checks and inspections of the premises to be cleaned and/or maintained in order to ensure constant quality of service, cleanliness and hygiene.

5. Responsibilities

In the event of destruction and/or damage to premises or equipment belonging to IDLO by the service provider's staff, the service provider will be held responsible and must immediately replace or reimburse the damaged equipment.

IV. MATERIAL / LOGISTICS CONDITIONS

1. Human resources

In order to ensure a quality service, a minimum of three (3) staff is required for cleaning and maintenance of the premises, plus one (1) for maintenance of the green space.

NB: Staff are expected to present themselves in an impeccably clean state at all times. During working hours, cleaning and maintenance staff are required to wear uniforms bearing the company name for identification purposes.

2. Material resources / Equipment

IDLO will provide the contractor with the equipment and cleaning products required for cleaning and maintenance.

The service provider is required to supply a list of the products and equipment needed for the proper execution of the tasks.

These products and materials will be delivered quarterly; the service provider is responsible for their proper management. IDLO will source good-quality products, which will always be available in sufficient quantities to maintain impeccable cleanliness and hygiene of the premises.

3. Equipment required for cleaning crew:

For reasons of hygiene, comfort and safety within the IDLO premises, agents must be equipped with at least the following items:

- Work uniforms with company name;
- Masks

V. EXPECTED RESULTS

1. The expected results are:

- Clean and well-maintained premises
- Technical advice in the field
- An appropriate working environment
- Competitive and standardized service costs
- Ongoing monitoring of premises

VII. THE CONTRACTOR WILL PROVIDE:

- The list of technical equipment to be used and/or assigned to the operations;
- A list of the names and responsibilities of the personnel assigned to the work;
- CV of team leader in charge of operations
- The approach to be followed, and the organization of the work, which should enable the evaluation committee to assess the way in which the bidder conceives and plans its operations.

VI. SERVICE PROVIDER'S QUALIFICATIONS

Service providers wishing to obtain the said contract from IDLO must possess the following minimum qualifications:

1. Be registered with the Registre du Commerce (provide a legalized/certified copy **mandatory**);
2. Be in good standing with the Tax Authorities (Certified copy of fiscal good standing or a tax exemption certificate);
3. Proven financial stability (provide a bank account statement with a commitment guarantee **not mandatory**);
4. Have a bank account in the company's name (provide supporting documents **mandatory**);
5. Employ experienced personnel;

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6. Provide proof that staff are registered with the CNSS (provide proof of CNSS registration IDLO can ask for such document at any time if needed).
 7. Do not employ minors;
 8. Possess the minimum equipment necessary for the proper execution of the present contract;
 9. Be able to operate without interruption during the above-mentioned hours.

VIII. COMPLIANCE WITH APPLICABLE LABOR LEGISLATION

The service provider recruits, remunerates, employs and trains, under its sole responsibility, the personnel required to carry out the assignment, while complying with the General Conditions relating to the IDLO contract. The service provider shall be responsible for problems relating to working hours and staffing levels, and for complying with labor legislation concerning working hours, weekly rest periods and annual or other leave. It shall be personally responsible for any commuting accidents that may occur to its employees as a result of or in connection with the performance of the present contract, and for its own work-related accidents.

The bidder must undertake to comply with the laws in force for companies, in particular with regard to labor legislation, including the remuneration and social security coverage of its employees deployed on the site, and must be able to justify to the Purchaser compliance with these rules.

It is desirable that the service provider undertake to pay at least a monthly NET salary equal to the Burkina Faso minimum wage. The service provider is required to respect annual leave entitlements in accordance with the current Burkina Faso labor code, as well as the legal working week, which is set at 40 hours per week, the right to sick leave, the right to national and religious holidays, and the right to parental leave.

In order to respect the rights of staff working on IDLO premises, the above-mentioned provisions will be subject to periodic checks, if necessary, by IDLO's competent departments, and any failure to comply could result in the cancellation of the service contract.

Tenders must be submitted in accordance with the request for quotation submitted for this purpose and by e-mail to the address below:

Tenders@idlo.int

Any offer not submitted through this channel will be automatically disqualified.

**ANNEX C
SUPPLIER'S QUOTATION**

(This Form must be submitted using the Supplier's Official Letterhead/Stationery in the format specified below)

We, the undersigned, hereby accept the IDLO's General Terms and Conditions in full and Payment Policy of payment within 30 days after delivery of service on presentation of complete and correct invoice. We hereby offer to supply the items listed below in conformity with the specification and requirements of IDLO as per **RFQ N° 001-SER-BF-2023**

Company Name	
Company Full Address	
Date	
Signature	
Stamp	
Contact Person	
Telephone number	
Email address	

Table 1: Offer to supply Services in accordance with technical specifications and requirements

Lots	Item Name	Specification	Unit measure	Quantity	Unit Price in CFA (per month)
Lot 1	Cleaning services	From 7AM to 17PM Monday through Friday ; personnel to supply 06 agents with one supervisor (please refer to Annex B for details on the requirements)	Month	12	

Table 2: Specifications for After-Sale Service for

Other Informations	Response		
	<i>Yes, we will comply</i>	<i>No we will not comply</i>	<i>If you are unable to comply, please state your counter-proposal.</i>
Number of agents to supply			
Wear uniform during working hours			
Service hours			
Gender parity			
Other requirements: discretion during service hours			

<p>Name, position and signature of tenderer</p> <hr/> <p><i>Duly authorized to sign this offer</i></p> <p>Date :</p>	<p>Bidder's stamp</p>
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**ANNEX D
IDLO GENERAL TERMS AND CONDITIONS FOR THE PROCUREMENT OF GOODS OR
SERVICES
AND
IDLO SUPPLIER CODE OF CONDUCT**

Any quote submission will imply the unconditional acceptance of IDLO General Terms and Conditions for Goods and Services and adherence to the Supplier Code of Conduct.

The documents are available on IDLO Procurement Website:

https://www.idlo.int/sites/default/files/documents/general_terms_and_conditions_for_goods_and_services_august_2020.pdf

https://www.idlo.int/sites/default/files/documents/general_terms_and_conditions_for_services_feb_2022.pdf

<https://www.idlo.int/sites/default/files/documents/idlo-supplier-code-of-conduct.pdf>