

**REQUEST FOR QUOTATION**  
**PROCUREMENT OF OFFICE CLEANING SERVICES**  
**RFQ NO. PR-UG-2023-000056**

**Date: November 28, 2023**

Dear Sir / Madam,

You are kindly requested to submit your quotation for **Office Cleaning Services** described in Annex B.

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 services, 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

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For any questions/clarifications related to this RFQ please contact IDLO on [tenders@idlo.int](mailto:tenders@idlo.int) and mention **Clarifications RFQ NO.-UG-2023-000056** 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: December 6, 2023**

**Time: 15:00 hours Rome, Italy local time/17:00 hours Kampala time**

Thank you and we look forward to receiving your Quotation.

Sincerely yours,

International Development Law Organization | IDLO

Uganda Country Office

**Annex A**  
**Instructions to Bidders**

a. Description of requested services	See Annex B
b. Deadline for Quotation	The Quote shall be addressed to IDLO on or before <b>Date: December 6, 2023</b> <b>Time: 15:00 hours Rome, Italy</b> 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	<b>90 days</b>  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: <a href="mailto:tenders@idlo.int">tenders@idlo.int</a>
h. Partial Quotations	<input checked="" type="checkbox"/> Not permitted
i. Place of Delivery	Plot 9 Saddler Lane, Naguru Kampala Uganda
j. Delivery Terms	Services will be delivered immediately after contract signature by last the party.
k. Customs clearance, if needed, shall be done by:	<input checked="" type="checkbox"/> N/A
l. Currency of Quotation	Uganda Shillings <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"/> <b>Annex C duly signed and stamped, and in accordance with the list of requirements in Annex B;</b> <input checked="" type="checkbox"/> <b>Quality Certificates for the Goods (ISO, etc.);</b> <input checked="" type="checkbox"/> <b>Latest Business Registration Certificate;</b> <input checked="" type="checkbox"/> <b>Latest Internal Revenue Certificate / Tax Clearance;</b> <input checked="" type="checkbox"/> <b>Evidence of firm experience in delivery of similar services by providing the list of at least 2 clients and their contracts in the last 2 years (Contracts and LPOs)</b> <input checked="" type="checkbox"/> <b>Letters of Reference from at least 2 clients indicating provision of similar services in the past 2 years with contactable domain email references for verification.</b> <input checked="" type="checkbox"/> <b>Relevant Company Profile.</b>
n. Special Packing Requirement or Temperature Control	<input checked="" type="checkbox"/> N/A
o. After-sales services required, if applicable	<input checked="" type="checkbox"/> N/A
p. Evaluation of Quote	<p>Evaluation will be done according to the following order of priorities:</p> <ol style="list-style-type: none"> <li>1. Full submission of Preliminary Documents (as per Annex A, point m)</li> <li>2. Technical responsiveness</li> <li>3. Comprehensiveness of after-sales services, as per Annex A, Point o, if applicable.</li> <li>4. Delivery Date</li> <li>5. Price</li> </ol>
q. Contract Award	<p>Contract Award shall be granted according to:</p> <ol style="list-style-type: none"> <li>a) Full submission of Price Schedule (Annex C) signed and stamped;</li> <li>b) Lowest priced, most technically acceptable/compliant offer;</li> </ol>
r. 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>
s. Liquidated Damages	<p><input checked="" type="checkbox"/> <b>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.</b></p> <p><b>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.</b></p>

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## ANNEX B TECHNICAL SPECIFICATIONS

### A. Scope of Work

The tender is intended to provide high standard cleaning services to the International Development Law Organization (IDLO) Uganda Country Office using environmentally friendly cleaning products and supplies for the office premises. The contractor shall furnish all cleaning equipment and materials required for the performance of the work.

Below are the details of the cleaning services which need to be carried:

- Daily cleaning of the entire office space including the meeting rooms and the furniture, stairways, and common areas (Dry and Wet Cleaning).
- Daily cleaning of all doors, walls including partitions and, balconies.
- Daily cleaning of all washrooms.
- Cleaning of all the windows twice a week.
- Daily waste management including garbage disposal and cleaning of garbage bins.
- Routinely clean and disinfect all areas, such as restrooms, kitchen, common areas, shared equipment, machinery, tools, controls, etc.
- Frequently clean high-touch items, such as doorknobs, countertops, handles, light switches, and other surfaces.
- Deep cleaning and disinfection of the entire premises once every month.
- Cleaning of pavers on a daily and scrubbing once every week.

The Contractor's staff might be asked to move supplies or small office equipment and furniture.

### B. Location and Office Layout:

The Uganda Country Office is located in Plot 9 Saddler Lane Naguru, Kampala. The office is a double storied building with over ten rooms. The office is approximately 640 m<sup>2</sup>. The ground floor has a large reception area with 2 closed offices, 1 meeting room, 1 server room (small), 1 storage room (small), 1 kitchen and 2 toilets. The first floor has 5 closed offices with a big board room and 3 toilets. The servant's quarters have 3 closed offices, with 1 kitchen, and 1 toilet. The office premises have balconies on the ground floor and first floor. The premises have pavers in front of the building which are used for parking, and a large garden at the back.

### C. Duration of Contract

The expected contract will be signed for an initial period of 12 months with the possibility of another 2 x 12 months extensions subject to satisfactory performance, funding and agreement by both parties by amending the contract. The overall duration of the contract shall not exceed 36 months.

### D. Working Hours:

The Contractor shall provide two(2) designated staff to carry out the cleaning services on a permanent basis from 7:00am to 5:00pm with a 1 hour lunch break. Working days shall be Monday to Friday.

The working hours may be modified in accordance with the needs of IDLO.

Workers must sign the attendance sheet at the security gate on a daily basis during the entry and exit from the premises.

## **E. General Requirements**

1. The Contractor and its staff shall maintain a high level of confidentiality and integrity.
2. The Contractor shall not be allowed to subcontract all or part of the services described herein without prior written consent from IDLO.
3. The Contractor shall be obliged to repair at its own cost any damage to IDLO property which has occurred during the provision of the services. Cost of reimbursement to be determined by IDLO.
4. The Contractor should ensure that equipment and tools used are safe and does not cause any hazard on staff health or safety.
5. The Contractor shall ensure its staff are provided with the appropriate Personal Protective Equipment (PPE) and abide by the IDLO office guidelines relating to COVID-19 as well as the Ministry of Health Standard Operating Procedures (SoPs).

## **F. Contractor's Staff**

1. The Contractor must provide IDLO with a copy of following documents upon signing the contract:
  - List of all staff to provide the services (full name, current resident address, nationality and mobile phone contacts).
  - Copy of valid residency and work permits for any non-Ugandan staff
  - Copy of passport and/or national IDs for all staff
  - Copy of Police Clearance Certificate (Certificate of Good Conduct) for all staff.
  - Copy of Health certificates (devoid of communicable and infectious diseases) for all staff
  - Any new worker must submit all above documents to IDLO for screening prior to commencement of work.
2. It shall be sole responsibility of the Contractor to pay the salaries of all its staff in a timely manner and to cover any other statutory obligations and expenses in accordance with Ugandan Labour Law. IDLO has the right to request for documentary evidence of the contractor meeting such obligations.
3. It shall be sole responsibility of the contractor to sign legal employment contracts with his workers in accordance with Ugandan Labour Law. IDLO has the right to request for copies of such documents and certificates.
4. It shall be the Contractor's sole responsibility to ensure that its staff are insured as is required by the Ugandan Labour Law.
5. The Contractor shall provide its staff with a suitable uniform which shall be kept neat and tidy by the contractor's staff at all times.
6. The Contractor is fully responsible for his employees' attitude and behavior which must comply with IDLO Supplier Code of Conduct. The Contractor's staff shall perform its tasks in a professional and thorough manner and the contractor is obliged to change any of his workers upon the request of IDLO in case the worker's/workers' performance was not satisfied for IDLO.
7. The Contractor's staff shall be subject to inspection at the gate whenever entering or exiting the IDLO compound at the sole discretion of IDLO security staff and IDLO guards.

8. The Contractor's staff shall not be allowed to bring any visitors onto the IDLO office premises.
9. Should any of the Contractor's staff be absent from work due to sickness or leave, the Contractor shall provide an immediate alternative and shall notify the IDLO officer in charge accordingly and provide him/her with the relevant information. Otherwise, the monthly payment would be adjusted.
10. The Contractor should provide a list of permanent staff assigned to do the work, with their legal documents and health certificates within the first week of signing the agreement.
11. Any change in personnel and the reason for change must be communicated in writing and agreed with IDLO before such change is done.

**G. Cleaning Equipment and Supplies**

The Contractor shall provide all cleaning equipment as well as environmentally friendly cleaning supplies required for carrying out the work. Cleaning equipment shall comprise of but not limit to dusters/microfiber cloths, mops, buckets, cleaning brushes, dust pans, brush, and protective gloves. Cleaning supplies shall comprise but not limit to detergents, floor cleaners, bleach, toilet cleaners, and furniture polish. The cleaning equipment and supplies shall be of professional type and in good condition. IDLO has a dedicated storage room on the premises for keeping supplies and equipment.

**H. Specifications for Cleaning Services:**

Lots	Item Name	Specification	Unit measure	Quantity
Lot 1	General Office Cleaning	<p><b>Daily cleaning of office premises (approximately 640 m2) 5 times per week from 7:00am to 5:00pm with a 1 hour lunch break.</b></p> <ul style="list-style-type: none"> <li>• Daily cleaning of the entire office space including the meeting rooms and the furniture, stairways, and common areas (Dry and wet cleaning).</li> <li>• Daily cleaning of all doors, walls including partitions and, balconies.</li> <li>• Daily cleaning of all washrooms.</li> <li>• Cleaning of all the windows twice a week.</li> <li>• Daily waste management including garbage disposal and cleaning of garbage bins.</li> <li>• Routinely clean and disinfect all areas, such as restrooms, kitchen, common areas, shared equipment, machinery, tools, controls, etc.</li> <li>• Frequently clean high-touch items, such as doorknobs, countertops, handles, light switches, and other surfaces.</li> <li>• Deep cleaning and disinfection of the entire premises once every month (scrubbing of entire premises including offices, meeting rooms, common areas, windows, doors, kitchen, pavers and fumigation within and outside the premises).</li> <li>• Cleaning of pavers on a daily and scrubbing once every week.</li> </ul>	Service per month	12 months



**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 NO. PR-UG-2023-000056**.

<b>Company Name</b>	
<b>Company Full Address</b>	
<b>Date</b>	
<b>Signature</b>	
<b>Stamp</b>	
<b>Contact Person</b>	
<b>Telephone number</b>	
<b>Email address</b>	



**Table 1: Offer to Supply Goods / Services Compliant with Technical Specifications and Requirements**

Lot	Item Name	Description	Unit of Measure	Quantity	Compliance with Technical Specifications in Annex B	Unit rate in Uganda Shillings	Total amount in in Uganda Shillings
1.	Providing cleaning services and supply of cleaning equipment.	Daily cleaning of office premises(approximately 640 m2) 5 times per weekfrom 7am to 5pm with a 1 hour lunch break (Cleaning of the entire office space, meeting rooms and the furniture, stairway, and common areas (Dry and wet cleaning) daily and cleaning the exterior.	Service per month	12	<input type="checkbox"/> Comply <input type="checkbox"/> Not Comply. Alternative specification offered (please attach)		
<b>Total Cost of Goods</b>							
<b>Other Charges (please specify)</b>							
<b>Taxes/ VAT (18%) (if applicable)</b>							
<b>Grand Total</b>							

**Table 2: Other Conditions**

Other Information	Responses		
	<i>Yes, we will comply</i>	<i>No, we cannot comply</i>	<i>If you cannot comply, pls.indicate counter proposal</i>
Delivery Lead Time: Immediate			

Minimum of 2 years experience in rendering satisfactory services to similar office premises such as Embassies, Offices of UN Agencies and other international/regional inter-governmental organisations and international non-governmental organizations (demonstrated through Contracts/purchase orders)			
List of three (3) references (Include the name, email address, name of company and telephone number)			
Certificate of Registration			
Trading Licence for 2022 and 2023			
Latest Uganda Revenue Authority (URA) Certificate /Tax Clearance			
List of all staff to provide the cleaning services (full name, current resident address and nationality)			
Copy of valid residency and work permits for non-Ugandan staff (if any)			
Copies of passports and/or national ID cards for all staff to be assigned to provide the cleaning services			
Copy of police certificates of good conduct for all staff to be assigned			

<p><b>Name, position and signature of the Bidder</b></p>  <hr/> <p><i>Duly authorised to sign this Bid</i></p> <p><b>Date:</b></p>	<p><b>Bidder's Stamp</b></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\\_august\\_2020.pdf](https://www.idlo.int/sites/default/files/documents/general_terms_and_conditions_for_goods_august_2020.pdf)

[https://www.idlo.int/sites/default/files/documents/general\\_terms\\_and\\_conditions\\_for\\_services\\_august\\_2020.pdf](https://www.idlo.int/sites/default/files/documents/general_terms_and_conditions_for_services_august_2020.pdf)

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