

**REQUEST FOR QUOTATION**  
**PROCUREMENT OF CLEANING SERVICES**  
**RFQ NO. HQ-2023-0054**

Date: **March 20, 2023**

Dear Sir / Madam,

You are kindly requested to submit your quotation for cleaning services as described in Annex B.

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

Request for site inspection must be communicated in writing by email to [geneva@idlo.int](mailto:geneva@idlo.int).

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

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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. N\_0054** 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: April 14, 2023**

**Time: 17:00 hours Rome, Italy** local time.

The contract will have a duration of 36 months, indicatively from 15 July 2023 to 14 July 2026. The contract may be extended upon expiry of the 36 months period, under the same technical-economic conditions, for a maximum of 24 months.

The agreed price will be indexed according to the Geneva consumer price index, subject to a 30 days' notice and no more than once a year. To this indexation, may be added the revaluation of cleaners' wages imposed by the Collective Labor Agreement (CCT) drawn up and controlled by the Geneva Joint Professional Cleaning Commission (CPPGN), and applicable to all companies working in the canton of Geneva.

Thank you and we look forward to receiving your Quotation.

Sincerely yours,  
International Development Law Organization | IDLO  
Geneva Liaison 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: April 14, 2023</b> <b>Time: 17:00 hours Rome, Italy local time.</b>
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	IDLO Office c/o FIPOI 23 av. de France, 1202 Geneva, Switzerland
j. Delivery Terms	Services will be delivered as described in Annex B.
k. Customs clearance, if needed, shall be done by:	<input checked="" type="checkbox"/> N/A
l. Currency of Quotation	CHF (SWISS FRANCS) <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;

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	Evaluation will be done according to the following order of priorities: <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	Contract Award shall be granted according to: <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	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.
s. Liquidated Damages	<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> <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>

## ANNEX B TECHNICAL SPECIFICATIONS

Cleaning of offices E2-024; E2-026; E2-012 and E2-014,  
located at FIPOI 23 av. de France, 1202 Geneva, Switzerland  
According to specifications below

	Twice a week	weekly	Monthly	Quarterly	By-yearly	Yearly
Emptying baskets / trash cans and changing the bag	X					
Disposal of waste according to the sorting procedure in force at the customer's	X					
Removal if necessary of traces on door handles, walls, switches, etc.	X					
Wiping horizontal surfaces of freely accessible furniture, up to 1.80m from the ground	X					
Damp dusting of furniture free of documents	X					
Dusting of computer stations	X					
Control and wiping or vacuuming if necessary chairs, seats, armchairs	X					
Wiping furniture tops over 1.80			X			
Wiping furniture doors			X			
Damp dusting of table and chair legs			X			
Vacuum carpeted floors, detach as needed			X			
Wiping baseboards				X		
Cleaning of glass facades (inner side)					X	
Control and removal of cobwebs as needed						X
Thorough cleaning of carpet floors						X

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**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. [N\_0054]**

<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 Services Compliant with Technical Specifications and Requirements**

Lot	Item Name	Description	Compliance with Technical Specifications in Annex B	VAT EXEMPT Monthly cost in CHF	VAT EXEMPT Yearly cost in CHF
1.	Cleaning Services	As per Annex B Technical Specifications	<input type="checkbox"/> Comply <input type="checkbox"/> Not Comply. Alternative specification offered  <i>(please attach documentation with description)</i>		

Rates will include:

- The necessary equipment, materials, products and consumables including warehouse
- Quality controls (Initial control at the start of services and periodic controls)
- The replacement of agents in the event of illness or leave
- Supervision and training of staff
- Corporate Civil Liability insurance
- Any other costs related to the delivery of the services

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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_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/general_terms_and_conditions_for_services_feb_2022.pdf)

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