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**REQUEST FOR QUOTATION**  
**For the cleaning and maintenance service of the Regional and Country Office**  
**Bamako, Mali**  
**RFQ NO. 001/SERV/ML/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](mailto:tenders@idlo.int) and mention **Clarifications RFQ NO. 001/SERV/ML/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 local time.**

Thank you and we look forward to receiving your Quotation.

Sincerely yours,  
International Development Law Organization | IDLO  
PROCUREMENT TEAM FOR THE SAHEL  
BAMAKO, MALI

**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: August 31, 2023</b> <b>Time: 15:00 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>60 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: tenders@idlo.int
h. Partial Quotations	<input checked="" type="checkbox"/> Not permitted
i. Place of Delivery	IDLO REGIONAL AND COUNTRY PROGRAMME OFFICE Magnabougou, Faso Kanou près de l'hôtel Baobob, Bamako, Mali
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	<p>Evaluation will be done according to the following order of priorities:</p> <ol style="list-style-type: none"> <li>1. Complete submission of preliminary documents (as per Appendix A)</li> <li>2. Human and professional capacity to provide the service</li> <li>3. Immediate availability.</li> <li>4. Price of the service</li> </ol>
p. 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>
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"/> <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**

**TERMS OF REFERENCE FOR CLEANING AND MAINTENANCE SERVICES FOR IDLO'S  
OFFICE IN BAMAKO, MALI**

IDLO (International Development Law Organization) is an intergovernmental organization headquartered in Rome, with its Regional Office for the Sahel Program based in Bamako, Mali. Its mandate is to promote respect for the rule of law by assisting in 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**

IDLO's Sahel Regional Program and Mali Program have moved into their new premises at Faso Kanou and are seeking to establish a service contract for the cleaning and maintenance of the new premises.

As the present service is provided by the same contractor who was initially hired for the old building, the main objective is to identify and retain a quality service provider with the resources and experience required to meet the office's aspirations in this field, and at a competitive cost.

**II. CONTRACT DURATION**

The contract will initially be for one year, with the possibility of extension of an additional one year period 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. The overall contract duration shall not exceed 24 months.

**III. DESIGNATION OF PREMISES:**

IDLO's new premises comprise 2 annexes linked by a terrace and a main building.

- a. *Main building*: consisting of 09 offices including 04 offices with internal toilets and 03 shared toilets; 02 kitchens; 01 dining room, 01 meeting room, 04 terraces and 01 store.
- b. *Annex 1*: Entrance, reception area; 04 offices including 03 with internal toilet; 03 terraces; 01 kitchen.
- c. *Annex 2*: 01 terrace, 04 stores, 01 dish washing area, 01 toilet, 01 office with internal toilet.
- d. Front and rear courtyards with garden.
- e. Front Office, main entrance and 02 sides of entrance

**IV. EXPECTED SERVICES**

Personnel must present themselves in a state of permanent and irreproachable cleanliness. During working hours, cleaning and maintenance staff must wear uniforms bearing the company name for identification purposes.

The maintenance team should avoid the noisy use of music equipment so as not to disturb the quiet of the working environment.

## **V. DETAILS OF EXPECTED PERFORMANCE:**

- a. Cleaning of offices, corridors and toilets every morning;
- b. Daily and frequent cleaning of toilets (at least once midday)
- c. If necessary, fill up the bucket for water;
- d. Daily spraying of toilets with air freshener;
- e. Daily cleaning and maintenance of kitchens flatware as required;
- f. Daily sweeping and cleaning of tiled floor;
- g. Sweeping and maintenance of office front (side and front) and courtyard.
- h. Cleaning of windows and bay windows with appropriate equipment (supplied by IDLO); this will be done twice a month;
- i. Daily dusting of work furniture;
- j. Ensure continuous service by the presence of agents for staff needs;
- k. Perform any other duties deemed appropriate for the maintenance and cleaning of the premises;

## **VI. HOURS OF OPERATION**

**7am to 1pm:** all six agents including the supervisor.

**From 13H00 to 17H00** 2 agents (one male and one female)

- a. Preferably, the present service should be provided by 06 agents (04 women and 02 men including a supervisor) distributed as follows:
- b. For the sake of parity, the team must contain at least 03 female agents.

## **VII. CONDITIONS OF SERVICE**

- a. Office cleaning must be carried out before IDLO staff working hours, so as not to interfere with their work; Office cleaning must be carried out in such a way as not to interfere with the work of IDLO staff;
- b. Cleaning staff must be quiet, tidy and display irreproachable discretion and behavior;
- c. 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, or for any other reason), the cleaning agent must refer to IDLO administration to request access authorization;
- d. Cleaning of washrooms and the staff break room must be carried out at least twice (2) times a day and as required.

## **VIII. MATERIAL / LOGISTICAL CONDITIONS**

Material resources / Equipment

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

The contractor is obliged to provide a list of the products and materials required to carry out the work before the stock is exhausted.

These products and materials will be delivered on a monthly basis, or on request if necessary; proper management is the contractor's responsibility. IDLO will supply good-quality products, which will always be available in sufficient quantities to maintain impeccable cleanliness and hygiene of the premises.

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In order to optimize utilization, the Service Provider will provide a list of the technical equipment to be used and/or assigned to the operations;

#### **IX. EXPECTED RESULTS**

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 to be cleaned.

#### **X. SERVICE PROVIDER QUALIFICATIONS**

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

- a. Be registered with the Registre du Commerce (provide a legalized/certified copy); **MANDATORY.**
- b. Be in good standing with the Tax Authorities (Certified copy of the title patent, and/or certificate of tax-exempt status) or a certificate of non-taxation requirement; **REQUIRED BY IDLO IF NECESSARY**
- c. Proven financial stability (proof to be provided in case of retention) **REQUESTED BY IDLO AS NEEDED**
- d. Have a bank account in the company's name (provide supporting documents); **MANDATORY.**
- e. Employ experienced personnel; **PREFERED.**
- f. Provide proof of staff registration with INPS (provide supporting documents); **OPTIONAL**
- g. Do not employ minors; **MANDATORY**
- h. Possess the minimum equipment necessary for the proper execution of the present contract (the service provider will provide a list of the equipment he has at his disposal to carry out the cleaning and maintenance work) if this equipment is not supplied by IDLO; **MANDATORY**
- i. Be able to operate without interruption during the above-mentioned hours. **MANDATORY**

#### **XI. 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 any problems relating to working hours and staffing levels, in order to comply 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

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as a result of or in connection with the performance of the present contract, and for any work-related accidents of their own making.

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 coverage of its employees deployed on the site, and must be able to justify to the Purchaser compliance with these rules if requested.

It is desirable that the service provider undertakes to pay at least a monthly NET salary equal to the minimum wage in Mali. The service provider is required to respect annual leave entitlements in accordance with the Malian labor code in force, 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. IDLO shall not be held liable for any failure by the contractor to comply with these provisions.

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

Tenderers are required to submit their bids by e-mail to the following address:  
[tenders@idlo.int](mailto:tenders@idlo.int)

Failure to comply with this requirement will automatically disqualify a vendor.



**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. 001/SERV/ML/2023**

<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 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><b>Name, position and signature of tenderer</b></p> <hr/> <p><i>Duly authorized to sign this offer</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\\_and\\_services\\_august\\_2020.pdf](https://www.idlo.int/sites/default/files/documents/general_terms_and_conditions_for_goods_and_services_august_2020.pdf)

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