

REQUEST FOR QUOTATION
PROCUREMENT OF OFFICE CLEANING SERVICES
RFQ NO. 132-2024-TUN-RFQ

Date: **August 9, 2024**

Dear Sir / Madam,

You are kindly requested to submit your quotation for **Procurement of Office Cleaning Services** for IDLO Tunisia Country Office as 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 goods, 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 tenders@idlo.int and mention **Clarifications RFQ NO. 132-2024-TUN-RFQ** 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 16, 2024**

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

Tunisia Country Office

Annex A
Instructions to Bidders

a. Description of requested goods	See Annex B
b. Deadline for Quotation	The Quote shall be addressed to IDLO on or before Date: August 16, 2024 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 Goods 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	90 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: tenders@idlo.int
h. Partial Quotations	<input checked="" type="checkbox"/> Not Permitted
i. Place of Delivery	IDLO Tunisia Country Office in Tunis
j. Delivery Terms	Services will be delivered within the agreed start of services after receipt of PO or contract from IDLO for a maximum period of 12 months .
k. Customs clearance, if needed, shall be done by:	<input checked="" type="checkbox"/> N/A
l. Currency of Quotation	Bids shall be quoted exclusively in Tunisian Dinars <i>Note: (Local Suppliers must comply with any applicable laws regarding doing business in other currencies)</i>

<p>m. Preliminary Documents to be Submitted</p>	<ul style="list-style-type: none"> ▪ Annex C duly signed and stamped, and in accordance with the list of requirements in Annex B; ▪ Quality Certificates for the Company Services (ISO, etc.); ▪ Latest Business Registration Certificate; ▪ Latest Internal Revenue Certificate / Tax Clearance; ▪ Previous POs, Contracts of similar nature of service delivery ▪ With UN Agencies , International Organizations or NGO ▪ Datasheet of the respective services ▪ List of Staff member to provide cleaning services (full name, current residence address, nationality, National ID) ▪ Copy of valid residency or work permit for non-Tunisian staff (if any) ▪ Copy of health certificate for assigned staff – certificate shall be authorized from Company and/or authorized doctor or recognized medical centre.
<p>n. Special Packing Requirement or Temperature Control</p>	<p><input checked="" type="checkbox"/> N/A</p>
<p>o. After-sales services required, if applicable</p>	<p><input checked="" type="checkbox"/> Management of cleaning products (end of stock , breakage, etc.)</p> <p><input checked="" type="checkbox"/> Replacement of cleaning agent on the date of service (illness, health problem, absence, accident)</p> <p><input checked="" type="checkbox"/> Timesheet for cleaning Agent and daily service supervision go through Company</p> <p><input checked="" type="checkbox"/> Company ensures high quality of service</p>
<p>p. Evaluation of Quote</p>	<p>Evaluation will be done according to the following order of priorities:</p> <ol style="list-style-type: none"> 1. Full submission of Preliminary Documents (as per Annex A, point n.) 2. Technical responsiveness 3. Comprehensiveness of after-sales services, as per Annex A, Point o, if applicable. 4. Delivery Date 5. Price
<p>q. Contract Award</p>	<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;
<p>r. Contract Signature</p>	<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"/> Yes - For late delivery of Services, IDLO shall be entitled to claim liquidated damages from the Contractor in accordance with Article 23 of the General Terms and Conditions.</p> <p>Liquidated damages for inferior quality or non-conformance of specifications of Goods will be assessed on a case-by-case basis in accordance with the severity of the problem as determined solely by IDLO. The application of this liquidated damages provision shall not relieve the Contractor of its obligations or liabilities pursuant to this Contract.</p>
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ANNEX B TECHNICAL SPECIFICATIONS

1. Scope of Work

The tender is intended to provide high standard cleaning services to the International Development Law Organization (IDLO) Tunisia Country Office using environmentally friendly cleaning products and supplies for the office premises. The contractor shall provide 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 room and the furniture, and common areas (Dry and Wet Cleaning).
- Daily cleaning of all rooms, desks, kitchen, furniture including partitions .
- Daily cleaning of all washrooms.
- Cleaning of windows (1 time per 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 basis and scrubbing once every week.

2. Location and Office Layout

The Tunisia Country Office is located in Prestige Building , Rue de Lac Windemere Office E22 1st floor, Les Berges du Lac , Tunis . The Office is approximately 242 SQM with reception space, server room, meeting room, small kitchen, two restrooms and three offices.

3. Duration of Contract

The expected contract will be signed for an initial period of 12 months with possibility of additional twelve months extension subject to satisfactory performance. Upon mutual agreements by both parties by amending the contract .

4. Working Hours

The Contractor shall provide one (1) designated staff to carry out the cleaning services on a part time basis from 8:00am to 3:00pm. Working days shall be Monday to Friday.

The working hours may be modified in accordance with the needs of IDLO Tunisia Office. In some occasions staff might need to work extra hours to provide cleaning services. Agent must sign the attendance sheet at the security gate on a daily basis during the entry and exit from the premises.

5. 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).

6. Contractor's Staff

- a. The Contractor must provide IDLO with a copy of following documents upon signing the contract:
 - List of staff to provide the services (full name, current resident address, nationality and mobile phone contacts).
 - Copy of valid residency and work permit for any non-Tunisian staff
 - Copy of passport and/or national ID for staff
 - Copy of Police Clearance Certificate "B3" (Certificate of Good Conduct) for staff.
 - Copy of Health certificate (devoid of communicable and infectious diseases) for all staff
 - Any new staff must submit all above documents to IDLO for screening prior to commencement of work.
- b. 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 Tunisian Labour Law. IDLO has the right to request for documentary evidence of the contractor meeting such obligations.
- c. It shall be sole responsibility of the contractor to sign legal employment contracts with his worker in accordance with Tunisian Labour Law. IDLO has the right to request for copies of such documents and certificates.
- d. It shall be the Contractor's sole responsibility to ensure that its staff is insured as is required by the Tunisian Labour Law (CNAM , CNSS , CNRPS ..)
- e. 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.
- f. 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.

- g. 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.
- h. The Contractor's staff shall not be allowed to bring any visitor/s to the IDLO office premises.
- i. 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.
- j. Any change in Staff and the reason for change must be communicated in writing and agreed with IDLO before such change is done.

7. 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.

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.

8. Specifications for Cleaning Services:

Lots	Item Name	Specification	Unit measure	Quantity
Lot 1	General Office Cleaning	<i>Daily cleaning of office premises from Monday to Friday, early morning hours.</i> <ul style="list-style-type: none"> • <i>Daily cleaning of the entire office space including the meeting room and the furniture, common areas (Dry and wet cleaning).</i> • <i>Daily cleaning of all doors, Desks , Chairs Ground.</i> • <i>Daily cleaning of washrooms.</i> • <i>Cleaning of windows (1 time per week)</i> • <i>Daily waste management including garbage disposal and cleaning of garbage bins.</i> • <i>Routinely clean and disinfect all areas, such as</i> 	Cleaning Service per month	12 Months

		restrooms, kitchen, common areas, shared equipment, etc. • Deep cleaning and disinfection of the entire premises once every month.		
Lot 2	Cleaning service outside working hours	•Extra Hour/s office Cleaning services	Hourly Service	Upon request from IDLO Tunisia Office

Specifications for After-Sale Service for Goods

Description
<input checked="" type="checkbox"/> Management of cleaning products (end of stock , broke etc ..) <input checked="" type="checkbox"/> Replacement of cleaning agent on the date of service (illness , health problem , absence , accident) <input checked="" type="checkbox"/> Timesheet for cleaning Agent and daily service supervision go through Company <input checked="" type="checkbox"/> Company ensures high quality of service

**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. 132-2024-TUN-RFQ**

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

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 TND without VAT	Total amount in TND VAT Included
1.	General Office cleaning Service	Daily cleaning of office premises 5 times per week (Monday to Friday)	Month	12	<input type="checkbox"/> Comply <input type="checkbox"/> Not Comply. Alternative specification offered (please attach)		
2.	Cleaning service outside working hours	Office Cleaning services provided outside the working hours	Per Hour	Upon Request from IDLO Tuisia Office	<input type="checkbox"/> Comply <input type="checkbox"/> Not Comply. Alternative specification offered (please attach)		
Other Charges (please specify)							
Taxes/ VAT (___ %) (if applicable)							
Grand Total							

Table 2: Offer for After-Sale Services and 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 of general office cleaning services			
Country/ies Of Origin:			
Special Conditions and After-Sales Requirements			
a) Management of cleaning products (end of stock , breakage, etc)			
b) Replacement of cleaning agent on the date of service (illness, sudden health problem, absence, accident)			
c) Timesheet for cleaning Agent and daily service supervision go through Company			
d) Company ensures high quality of service			
Name, position and signature of the Bidder <hr/> <i>Duly authorised to sign this Bid</i> Date:			Bidder's Stamp

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_services_feb_2022.pdf

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