



Eastern & Southern Africa Office – Wasaa Complex
RfP Reference: IUCN-24-02-P90276

Welcome to this Procurement by IUCN. You are hereby invited to submit a Proposal. Please read the information and instructions carefully because non-compliance with the instructions may result in disqualification of your Proposal from this Procurement.

1. REQUIREMENTS

1.1. A detailed description of the services and/or goods to be provided can be found in Attachment 1.

2. CONTACT DETAILS

2.1. During the course of this procurement, i.e. from the publication of this RfP to the award of a contract, you may not discuss this procurement with any IUCN employee or representative other than the following contact. You must address all correspondence and questions to the contact, including your Proposal.

IUCN Contact: tenders.kenya@iucn.org

3. PROCUREMENT TIMETABLE

3.1. This timetable is indicative and may be changed by IUCN at any time. If IUCN decides that changes to any of the deadlines are necessary, we will publish this on our website and contact you directly if you have indicated your interest in this procurement (see Section 3.2).

DATE	ACTIVITY
9 Feb 2024	Publication of the Request for Proposals
14 Feb 2024	Mandatory site visit
16 Feb 2024	Deadline for expressions of interest
20 Feb 2024	Deadline for submission of questions
23 Feb 2024	Planned publication of responses to questions
1 March 2024	Deadline for submission of Proposals to IUCN (“ Submission Deadline ”)
8 March 2024	Clarification of Proposals
12 March 2024	Interviews / site visits / presentations
23 March 2024	Planned date for contract award
1 April 2024	Expected contract start date

3.2. Please email the IUCN contact to express your interest in submitting a Proposal by the deadline stated above. This will help IUCN to keep you updated regarding the procurement.

4. COMPLETING AND SUBMITTING A PROPOSAL

4.1. Your Proposal must consist of the following four separate documents:

- Signed Declaration of Undertaking (see Attachment 2)
- Pre-Qualification Information (see Section 4.3 below)
- Technical Proposal (see Section 4.4 below)
- Financial Proposal (see Section 4.5 below)

Proposals must be prepared in English.

4.2. Your Proposal must be submitted by email to the IUCN Contact (see Section 2) and 1 physical copy submitted to the tender box located at the reception of the office. The subject heading of the email and envelop shall be [RfP Reference – description of services being offered- Bidder Name]. The bidder name is the name of the company/organisation on whose behalf you are submitting the Proposal, or your own surname if you are bidding as a self-employed consultant. Your Proposal must be submitted as one PDF document. You may submit multiple emails suitably annotated, e.g. Email 1 of 3, if attached files are too large to suit a single email transmission. You may not submit your Proposal by uploading it to a file-sharing tool. Failure to follow the instructions your proposal will be disqualified.

IMPORTANT: Submitted documents must be password-protected so that they cannot be opened and read before the submission deadline. Please use the same password for all submitted documents. After the deadline has passed and within 12 hours, please send the password to the IUCN Contact. This will ensure a secure bid submission and opening process. Please DO NOT email the password before the deadline for Proposal submission.

4.3. *Pre-Qualification Criteria*

IUCN will use the following Pre-Qualification Criteria to determine whether you have the capacity to provide the required goods and/or services to IUCN. Please provide the necessary information in a single, separate document.

	Pre-Qualification Criteria
1	Certificate of Registration/Incorporation
2	Valid Tax Compliance Certificate issued by the Kenya Revenue Authority (KRA)
3	Attach valid Business Permit/License
4	Must submit current compliance certificate from NSSF
5	Must submit current compliance certificate from NHIF
6	Letter of Compliance issued by Ministry of Labor and showing Compliance to labor requirements and in particular compliance to minimum wage. Failure to meet this requirement during the contract period will be a ground for cancellation of the contract

7	Must be Provide a copy of current work injury Benefit insurance cover. Evidence is the policy document or the cover note.
8	A written declaration that the service provider shall pay the salaries on time and there should be no complaints from your staff of delayed salaries.
9	Submit the salary rates for the proposed personnel to be deployed which must be within the current legal framework.
10	Must submit 3 letters of recommendation based on contracts that you have serviced in the last two years (January 2022- December 2023).
11	Must submit copies of Certified Audited financial accounts for the last three (3) years i.e. Year 2021, 2022, and 2023. The audited accounts must be provided as per guidelines by the Institute of Certified Public Accountants Kenya (ICPAK)
12	Must complete Form for Declaration– form attached

4.4. *Technical Proposal*

The Technical Proposal must address each of the criteria stated below explicitly and separately, quoting the relevant criteria reference number (left-hand column).

Proposals in any other format will significantly increase the time it takes to evaluate, and such Proposals may therefore be rejected at IUCN’s discretion.

Where CVs are requested, these must be of the individuals who will actually carry out the work specified. The individuals you put forward may only be substituted with IUCN’s approval.

IUCN will evaluate Technical Proposals with regards to each of the following criteria and their relative importance:

	Description	Information to provide	Relative weight
1	Number of years that the firm has been providing cleaning services (Bidders work experience) 0- 3 years (1 mark) 4 – 6 years (2 mark) 7 - 9years (3 mark) 10 years and above (4 mark)	Certificate of Incorporation/Registration	10
2	Avail at least four (4) recommendation letters addressed to IUCN from your current or previous major reputable clients/firms with work of equivalent nature and volume for in the last 3 years. (4 marks). 1 letter – 1 mark 2 letters – 2 marks 3 letters – 5 marks 4 letters – 7 marks	Letters should have the following details: - signed, stamped, physical location, postal address, phone numbers, Clients contacts name, Duration of contract	15

3	<p>Submit a Sample checklist for cleaning services for the different cleaning sites</p>	<p>Offices and open working areas occupied by workstations and corridors that have a mixture of floorboard and tiles (5 Marks)</p> <ul style="list-style-type: none"> • Tiled Kitchen (5 Marks) • Washrooms with tile floors (5 Marks) <p>To be evaluated on the quality through demonstration of a measurable items that help in simplifying the management and supervision of the cleaning services</p>	15
5	<p>List of detergents, chemicals, and other appropriate consumables related to the services offered. Indicate the description and trade names of each consumable and categorize them as per the nature of service they will be used for. (3 marks)</p> <p>Breakdown of machines, equipment and tools related to the services to be provided. (10 marks)</p> <ol style="list-style-type: none"> 1. Wet and dry suction machine 2. Scrubbing machine 3. Vacuum cleaner 4. Gardening tools <p>List of Personal protective equipment. (3marks)</p> <p>Uniform clothes, Protective shoes, Gloves, Masks, Helmets, etc)</p>	<p>Provide detailed breakdown</p>	16

6	<p>Competency of Supervisors and Managers: - Experience of supervising/managing similar scope: Supervisor - 0-2 years (2 marks) - 2-4 years (4 marks) Manager - 0-2 years (2 marks) - 2-3 years (4 marks) Relevant courses such as housekeeping, hospitality and management. Certificate level = (3 marks) Diploma or higher = (5 marks)</p>	<p>Attach certified copies of certificates and CVs of the proposed supervisors and managers for the contract. Commendation letters should have the following details: - signed, stamped, physical location, postal address, phone numbers, and Clients contacts name.</p>	20
8	<p>Work plan including: 1. Daily duty procedure (4 marks) 2. Cleaning of different types of floors and fabrics (4 marks) 3. Waste handling procedure e.g. biodegradable, hazardous, filters & oily rags, bottles, plastics, polythene and septic wastes etc. ((4 marks) 4. Handling procedures of fittings & fixtures.(4 marks) 5. Handling procedures of office equipment (4 marks) 6. Collecting and cleaning crockery for serving tea. (4 marks)</p>	<p>Tenderers must submit their signed and stamped procedures and methodology of execution (which will form part of the contract). All the staff once deployed will be expected to have a valid Food handlers Medical certificate</p>	24
Total			100

Interview Score

	Description	Relative weight
1	Detailed presentation	25
2	Proposed value adds	20
3	Clarity responding to questions raised	20
4	Methodology	35
5	Total	100%

4.5. *Financial Proposal*

4.5.1. The Financial Proposal must be a fixed and firm price for the provision of the goods/services stated in the RfP in their entirety.

4.5.2. *Prices include all costs*

Submitted rates and prices are deemed to include all costs, insurances, taxes (except VAT, see below), fees, expenses, liabilities, obligations, risk and other things necessary for the performance of the Terms of Reference or Specification of Requirements. IUCN will not accept charges beyond those clearly stated in the Financial Proposal. This includes applicable withholding taxes and similar. It is your responsibility to determine whether such taxes apply to your organisation and to include them in your Financial Proposal.

4.5.3. *Applicable Goods and Services Taxes*

Proposal rates and prices shall be exclusive of Value Added Tax.

4.5.4. *Currency of proposed rates and prices*

All rates and prices submitted by Proposers shall be in KES .

4.5.5. *Breakdown of rates and prices*

S/No.	Description	Frequency	Unit Cost	Monthly Charges (Kshs.)	Totals For 12 Months (Kshs.)
1	Office Cleaning	Daily			
2	Provision of disposal services of 5No.Sensor sanitary bins / cost of operation maintenance	Twice a month			
4	One-off Installation of 3No. Automatic Air-fresheners Dispensers	One off			
5	Provision of refilling of 3No of Air-fresheners	6No per month			
6	Provision of fumigation services every quarter	After 3months			
7	Supply and Installation of 2No Jambo tissue dispenser	One off			
8	Supply and delivery of 2bales of Jambo tissue (1 bale has 12rolls) approximately 2bales per month	approx. 2bales per monthly			
9	Supply and delivery of Hand Paper Towel White,1 ply premium multi-fold paper towel, Made from 100% pure virgin pulp Pack count: approx. 240 sheets Sheet size is 210mm x 200mm	Approx 6packets per month			

PAYMENTS OF TOILET TISSUES AND HAND TOWEL TISSUES WILL BE MADE ON THE ACTUAL CONSUMPTION PER MONTH WHICH WILL BE CAREFULLY MONITORED.

- 4.6. Additional information not requested by IUCN should not be included in your Proposal and will not be considered in the evaluation.
- 4.7. Your Proposal must remain valid and capable of acceptance by IUCN for a period of 90 calendar days following the submission deadline.

4.8. *Withdrawals and Changes*

You may freely withdraw or change your Proposal at any time prior to the submission deadline by written notice to the IUCN Contact. However, in order to reduce the risk of fraud, no changes or withdrawals will be accepted after the submission deadline.

5. EVALUATION OF PROPOSALS

5.1. *Completeness*

IUCN will firstly check your Proposal for completeness. Incomplete Proposals will not be considered further.

5.2. *Pre-Qualification Criteria*

Only Proposals that meet all of the pre-qualification criteria will be evaluated.

5.3. *Technical Evaluation*

5.3.1. *Scoring Method*

Your Proposal will be assigned a score from 0 to 10 for each of the technical evaluation criteria, such that '0' is low and '10' is high.

5.3.2. *Minimum Quality Thresholds*

Proposals that receive a score of '0' for any of the criteria will not be considered further.

5.3.3. *Technical Score*

Your score for each technical evaluation criterion will be multiplied with the respective relative weight (see Section 4.4) and these weighted scores added together to give your Proposal's overall technical score.

5.4. *Financial Evaluation and Financial Scores*

The financial evaluation will be based upon the full total price you submit. Your Financial Proposal will receive a score calculated by dividing the lowest Financial Proposal that has passed the minimum quality thresholds (see Section 5.3.2) by the total price of your Financial Proposal.

Thus, for example, if your Financial Proposal is for a total of CHF 100 and the lowest Financial Proposal is CHF 80, you will receive a financial score of $80/100 = 80\%$

5.5. *Total Score*

Your Proposal's total score will be calculated as the weighted sum of your technical score and your financial score.

The relative weights will be:

Technical: 70%
Financial: 30%

Thus, for example, if your technical score is 83% and your financial score is 77%, you will receive a total score of $83 * 70\% + 77 * 30\% = 58.1\% + 23.1\% = 81.2\%$.

Subject to the requirements in Sections 4 and 7, IUCN will award the contract to the bidder whose Proposal achieves the highest total score.

6. EXPLANATION OF PROCUREMENT PROCEDURE

- 6.1. IUCN is using the Open Procedure for this procurement. This means that the contracting opportunity is published on IUCN's website and open to all interested parties to take part, subject to the conditions in Section 7 below.
- 6.2. You are welcome to ask questions or seek clarification regarding this procurement. Please email the IUCN Contact (see Section 2), taking note of the deadline for submission of questions in Section 3.1.
- 6.3. All Proposals must be received by the submission deadline in Section 3.1 above. Late Proposals will not be considered. All Proposals received by the submission deadline will be evaluated by a team of three or more evaluators in accordance with the evaluation criteria stated in this RfP. No other criteria will be used to evaluate Proposals. The contract will be awarded to the bidder whose Proposal received the highest Total Score. IUCN does, however, reserve the right to cancel the procurement and not award a contract at all.
- 6.4. IUCN will contact the bidder with the highest-scoring Proposal to finalise the contract. We will contact unsuccessful bidders after the contract has been awarded and provide detailed feedback. The timetable in Section 3.1 gives an estimate of when we expect to have completed the contract award, but this date may change depending on how long the evaluation of Proposals takes.

7. CONDITIONS FOR PARTICIPATION IN THIS PROCUREMENT

- 7.1. To participate in this procurement, you are required to submit a Proposal, which fully complies with the instructions in this RfP and the Attachments.
 - 7.1.1. It is your responsibility to ensure that you have submitted a complete and fully compliant Proposal.
 - 7.1.2. Any incomplete or incorrectly completed Proposal submission may be deemed non-compliant, and as a result you may be unable to proceed further in the procurement process.
 - 7.1.3. IUCN will query any obvious clerical errors in your Proposal and may, at IUCN's sole discretion, allow you to correct these, but only if doing so could not be perceived as giving you an unfair advantage.
- 7.2. In order to participate in this procurement, you must meet the following conditions:
 - Free of conflicts of interest
 - Registered on the relevant professional or trade register of the country in which you are established (or resident, if self-employed)
 - In full compliance with your obligations relating to payment of social security contributions and of all applicable taxes

- Not been convicted of failing to comply with environmental regulatory requirements or other legal requirements relating to sustainability and environmental protection
- Not bankrupt or being wound up
- Never been guilty of an offence concerning your professional conduct
- Not involved in fraud, corruption, a criminal organisation, money laundering, terrorism, or any other illegal activity.

- 7.3. You must complete and sign the Declaration of Undertaking (see Attachment 2).
- 7.4. If you are participating in this procurement as a member of a joint venture, or are using sub-contractors, submit a separate Declaration of Undertaking for each member of the joint venture and sub-contractor, and be clear in your Proposal which parts of the goods/services are provided by each partner or sub-contractor.
- 7.5. Each bidder shall submit only one Proposal, either individually or as a partner in a joint venture. In case of joint venture, one company shall not be allowed to participate in two different joint ventures in the same procurement nor shall a company be allowed to submit a Proposal both on its behalf and as part of a joint venture for the same procurement. A bidder who submits or participates in more than one Proposal (other than as a subcontractor or in cases of alternatives that have been permitted or requested) shall cause all the Proposals with the bidder's participation to be disqualified.
- 7.6. By taking part in this procurement, you accept the conditions set out in this RfP, including the following:
- It is unacceptable to give or offer any gift or consideration to an employee or other representative of IUCN as a reward or inducement in relation to the awarding of a contract. Such action will give IUCN the right to exclude you from this and any future procurements, and to terminate any contract that may have been signed with you.
 - Any attempt to obtain information from an employee or other representative of IUCN concerning another bidder will result in disqualification.
 - Any price fixing or collusion with other bidders in relation to this procurement shall give IUCN the right to exclude you and any other involved bidder(s) from this and any future procurements and may constitute a criminal offence.

8. CONFIDENTIALITY AND DATA PROTECTION

- 8.1. IUCN follows the European Union's General Data Protection Regulation (GDPR). The information you submit to IUCN as part of this procurement will be treated as confidential and shared only as required to evaluate your Proposal in line with the procedure explained in this RfP, and for the maintenance of a clear audit trail. For audit purposes, IUCN is required to retain your Proposal in its entirety for 10 years after the end of the resulting contract and make this available to internal and external auditors and donors as and when requested.
- 8.2. In the Declaration of Undertaking (Attachment 2) you need to give IUCN express permission to use the information you submit in this way, including personal data that forms part of your Proposal. Where you include personal data of your employees (e.g. CVs) in your Proposal, you need to have written permission from those individuals to share this information with IUCN, and for IUCN to use this information as indicated in 8.1. Without these permissions, IUCN will not be able to consider your Proposal.

9. COMPLAINTS PROCEDURE

If you have a complaint or concern regarding the propriety of how a competitive process is or has been executed, then please contact procurement@iucn.org. Such complaints or concerns will be treated as confidential and are not considered in breach of the above restrictions on communication (Section 2.1).

10. CONTRACT

The contract will be based on IUCN's template in Attachment 3, the terms of which are not negotiable. They may, however, be amended by IUCN to reflect particular requirements from the donor funding this particular procurement.

11. ABOUT IUCN

IUCN is a membership Union uniquely composed of both government and civil society organisations. It provides public, private and non-governmental organisations with the knowledge and tools that enable human progress, economic development and nature conservation to take place together.

Headquartered in Switzerland, IUCN Secretariat comprises around 1,000 staff with offices in more than 50 countries.

Created in 1948, IUCN is now the world's largest and most diverse environmental network, harnessing the knowledge, resources and reach of more than 1,300 Member organisations and some 10,000 experts. It is a leading provider of conservation data, assessments and analysis. Its broad membership enables IUCN to fill the role of incubator and trusted repository of best practices, tools and international standards.

IUCN provides a neutral space in which diverse stakeholders including governments, NGOs, scientists, businesses, local communities, indigenous peoples organisations and others can work together to forge and implement solutions to environmental challenges and achieve sustainable development.

Working with many partners and supporters, IUCN implements a large and diverse portfolio of conservation projects worldwide. Combining the latest science with the traditional knowledge of local communities, these projects work to reverse habitat loss, restore ecosystems and improve people's well-being.

www.iucn.org

<https://twitter.com/IUCN/>

12. ATTACHMENTS

Attachment 1 *Specification of Requirements / Terms of Reference*

Attachment 2 *Declaration of Undertaking (select 2a for companies or 2b for self-employed as applicable to you)*

Details of services to be offered are as follows

Areas with floor tiles

- a) Dusting of furniture using wooden polish
- b) Disinfecting the telephone heads
- c) Cleaning of the glass windows and walls
- d) Carpet well vacuumed, shampooed and free of stains
- e) Dust bins emptied and liners replaced

Furniture, Counters, Booths, Desks

- a) Clean and shampoo furniture on daily basis
- b) Clean and polish upholstered furniture using recommended leather polish
- c) Dust plastic chairs daily and Scrub them on weekly basis to retain their original color,
- d) Clean, dust and polish wooden tables and counters on daily basis
- e) Arrange all furniture in an orderly manner.
- f) Remove disused and broken furniture, collect and move it to designated areas
- g) Transfer furniture to different location when need arises

Skirting and Edges

- a) Damp-dust daily and remove all dust, dirt and stains
- b) Scrub to remove accumulated polish or traffic wax

Refuse Collection Points

- a) Sweep thoroughly, wash and dispose rubbish and food remains properly using plastic bags to designated areas
- b) Wash the areas thoroughly and disinfect them daily
- c) Maintain the area clean and dry

Waste Bins

- a) Provide high quality waste bins and transparent color-coded polythene linings
- b) Collect and manage all refuse and transfer to designated refuse trolley area.
- c) Empty and clean all dustbins immediately.
- d) Clean and disinfect them daily

Telephone heads

Damp-wipe with detergent solution and sanitizer daily

Ceiling, roof space, partitioning and windows

- a) Clean roof space, ceiling and walls, remove cobwebs, dirty marks and any bird nests and retain them clean at all times.

Glass partitions/Windows

- a) Clean all glass partitions with appropriate detergents, keep them clean, and polished at all times e.g. using window lane.
- b) Clean high windows using telescope window cleaners.

Office blinds and mats

Appropriate care shall be taken for office blinds and mats.

Washrooms

Tiled floor, urinals, & hand washing basins

a) Floors

- Daily cleaning of floors & mopping at least four times a day OR “as and when required” whichever is most appropriate for the reigning circumstances using necessary detergent and materials.
- Polishing & stripping on weekly basis
- Ensure that floors are always dry

b) Sinks, toilet bowls, & seat bidets

- Scrubbing with brush twice daily using necessary detergent and bleaching.
- Disinfecting twice daily including all hand touch facilities.
- Flush all soap dispensing units once weekly.
- Cisterns to be cleaned once a month with due care.
- Door handles, push plates (main doors/cubicles) to be cleaned daily and disinfected twice weekly.
- Any System failure causing leakage/spillage of water in any of the areas to be reported immediately.

c) Toiletries

- Daily supply of hand washing soap & urinal naphthalene coloured balls in the urinals as and when required.
- Supply of Premium brand white Jambo toilet tissue paper (Premium brand Sheet Size 100mm 12packets per bale) to be distributed as directed
- Supply Hand Paper Towel White, 1 ply premium multi-fold paper towel, Made from 100% pure virgin pulp Pack count: approx. 240 sheets Sheet size is 210mm x 200mm Embossed for improved absorption

Payment for tissue paper and paper Hand Paper Towel will be as per consumption.

Reception Areas

- Daily sweeping and mopping as and when required using necessary detergent and materials
- Machine Scrubbing and polishing weekly
- Cleaning of flowers and flower pots daily.

Partition walls and ceilings

Wipe with detergent to remove all marks and stains, remove cobwebs and wipe all fire extinguishers

Windows, Window Latches and Grilles

Accessible windows are dusted once daily and cleaned weekly. Latches are cleaned daily and lubricated once monthly. Grilles dusted daily and cleaned weekly. Where external windows are cleaned, they are done once monthly or as agreed with management.

Kitchen

- Daily sweeping and mopping using necessary detergent and materials
- Scrubbing with suitable brushes
- Stripping & polishing weekly

Furniture –desks & tables

- Dusting and damp wiping daily
- Polishing of tables & desks once weekly
- Dusting and damp wiping telephones & computers daily
- Disinfecting telephone handset daily

Sanitary Bins

Provision of Automatic Foot Peddled Sanitary bins to be disposed off twice a month.

Air fresheners

Provision of automatic Air-fresheners and their dispensers and refilling them when necessary

Emptying of waste paper baskets.

To be done daily

Regular Monitoring & Evaluation

- The successful bidder will sign a service level agreement with deliverables that will be evaluated monthly before invoicing.
- Provision of adhoc manual labour as and when required to move furniture and other office equipment's within Wasaa complex.

Contracting

IUCN intends to contract a professional cleaning firm to provide comprehensive cleaning services as specified in the Description of Services for a contract period of three years framework contract subject to annual satisfactory review.

Schedule of cleaning

Tentatively, the Contractor will be expected to engage in cleaning services from 6.30 a.m. in the morning to 4.00 p.m. in the evening during weekdays. General Cleaning will also be done on Saturdays as and when required between 7.00 a.m. to 1 p.m.

The actual timetable for weekly cleaning will however be agreed with the successful contractor. A roster of activities undertaken especially in the washroom should be kept.

Equipment And Cleaning Material

The Contractor will be expected to use own equipment in providing the services and provide cleaning materials in quantities and of quality to ensure efficient and uninterrupted performance of duty.

Staff

The Contractor will be expected to deploy a minimum of 3No. Cleaning staff with not more than 2 being of the same gender.

Uniform and badges

The Contractor will provide the Cleaning staff with uniform and identification badges which they will be required to put on all the times when they are working for IUCN.

Terms and conditions of employment

Wages paid to employees to be deployed must conform to the Ministry of Labour Guidelines on Minimum wages and all other terms and conditions of employment stipulated in the labour laws. IUCN will be at liberty to confirm compliance to this from whatever source.

General

Employees to be aged between 18 and 35 years

Vetting

The successful contractor should have thorough knowledge of employees' background and must provide police clearance certificate before engagement

Adequate Personnel

The contractor should have adequate reserve employees for replacement on unsatisfactory performance, sickness, absence or any other reason.

The contractor must ensure all employees observe the Ministry of Health guidelines on COVID-19.

The employees must also be facilitated with the necessary Personal Protective Equipment's (PPEs).

Mandatory Site Visit

- Interested candidates MUST visit and examine the Site and obtain all information that may be necessary for preparing the tender and entering a contract.
- The costs of visiting the Site shall be the tenderer's own responsibility.
- On the specified date and time, the tenderer will be granted permission to enter IUCN premises for the purpose of such inspection.
- A representative of IUCN will be available on the specified date and time to meet the intending tenderers at the Site.
- The representative will not be available at any other time for site inspection visits.
- Each tenderer shall fill a site visit attendance register and this shall be used as part of qualification criteria.