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African Union
Standard Bidding Documents

Procurement of Services

**Provision of Cleaning, Janitorial and Pest
Control Services to the African Union
Commission**

Procurement Number: AUC/AFMD/NC/002

Section I. Invitation for Bids

Provision of Cleaning, Janitorial and Pest Control Services to the African Union Commission

Procurement Number: AUC/AFMD/NC/002

The African Union Commission has been allocated funds for the procurement of services and now invites sealed bids from eligible bidders for the Provision of Cleaning, Janitorial and Pest Control Services as per attached Terms of Reference. The firm shall be selected under **Quality and Cost Based Selection criteria which shall take into consideration the technical quality of the firm, the proposed employee deployment plan for cleaning, janitorial, the quality of the proposal, and on the cost of the services to be provided.** Bids that are responsive, qualified, technically compliant shall be ranked according to price.

Interested bidders may obtain further information and download the bidding document at <http://www.au.int/en/bids>

Bids must be delivered to the address below on or before 23rd February 2024 at 3.00pm Addis Ababa, Local Time. All bids must be accompanied by:

- Valid Tax Certificate;
- Valid Business Registration and Trade License.
- Proof of references (minimum 3) attesting to the Company's knowledge and experience in providing Cleaning, Janitorial and Pest Control Services.
- Last three (3) years Audited Financial Statement
- ONE (1) Original and ONE (1) Copy of the Technical and Financial proposals each in separate envelop.
- Other relevant information indicated in the TOR (Refer to TORs attached for details)

Bid Validity: Bids should be valid for at least ninety (90) Calendar days from the bid closing date.

Bid Opening: Bids shall be opened immediately after the bid closing hours, in the presence of bidders or bidders' representatives who choose to attend at their own cost, at the address below. Late bids will automatically be rejected and returned unopened to bidders.

Site visit: Shall be arranged on appointment. Scheduled date is **only Monday, February 5th 2024 at 11:00 hours.**

Bid Submission: Bidders should ensure that the technical and financial proposals are enclosed in TWO separate envelopes sealed and both should be enclosed in one outer envelope clearly indicating the title and Procurement number.

Address for Bid submission:

The Chairperson of the Tender Board
African Union Commission, Roosevelt Street,
Building C, 3rd Floor, P.O. Box 3243, Addis Ababa, Ethiopia
Tel+251115517700; Email; tender@africa-union.org

Clarification Requests: Clarification requests should be addressed to tender@africa-union.org Ext 4525

SECTION II: Bid Submission Sheet

{Complete this form with all the requested details and submit it as the first page of your bid. Ensure that your bid is authorised in the signature block below. If any documentation is attached, a signature and authorisation on this form will confirm that the terms and conditions of this bidding document prevail over any attachments. If your bid is not authorised, it may be rejected.}

| | |
|------------------------------|--|
| Bid Addressed to (Employer): | |
| Date of Bid: | |
| Procurement Number: | |
| Subject of Procurement: | |

We offer to provide the Services detailed in the Terms of Reference/Statement of Requirements, in accordance with the terms and conditions stated in this bid document and subsequent contract.

We confirm that we are eligible to participate in this procurement process.

The validity period of our bid is: **NINETY (90) CALENDAR DAYS** from the time and date of the submission deadline.

We confirm that the rates quoted in the financial proposals are fixed and firm for the duration of the validity period and will not be subject to revision or variation.

We understand that you are not bound to accept the lowest or any bid you may receive.

Services will commence within _____ days/weeks/months from date of Contract.

Services will be completed within _____ days/weeks/months from date of Contract.

Dated this _____ day of _____ 20_____.

[signature]

[in the capacity of]

Duly authorised to sign Bid for and on behalf of _____

Section III: Terms of Reference/Statement of Requirements

BACKGROUND

The African Union is established as a Continental Organisation charged with spearheading Africa's rapid integration and sustainable development by promoting unity, solidarity, cohesion and cooperation among the peoples of Africa and African States as well as developing a New Partnership worldwide. The Commission serves as Secretariat to the Union and has its Headquarters located in Addis Ababa.

The African Union Commission (AUC) is seeking to engage expert services to cater to the cleaning, janitorial, and pest control requirements. The AUC will carefully assess the proposals received and select the contractors who not only possess the relevant knowledge and experience but also meet the Commission's needs at competitive price. Contractors must showcase their abilities, past experiences, and comprehensive understanding of the AUC's specific requirements.

Contract duration: The contract will be awarded for an initial period of **Two Years** with a possibility of extension without change in the rate up to One Year + One Year at the discretion of the African Union Commission, based on satisfactory performance of the Service Provider and market assessment.

Commencement of Services: The Services shall commence on 1st April 2024.

The Sites for Cleaning and Pest Control are as follows:

i) LOT I- AUC Old Compound, including Julius Nyerere Peace and Security Building

| AUC Old Compound | Built-up area | Remarks |
|--|----------------------|---------------------|
| 1. Old Conference Centre building | 2,000m ² | 18 toilets |
| 2. Building A | 800m ² | 11 toilets |
| 3. Building B | 1,000m ² | 5 toilets |
| 4. Building B1 | 950m ² | 2 toilets |
| 5. Building C | 5,000m ² | 20 toilets |
| 6. Old Medical Centre | 450m ² | 4 toilets |
| 7. Congo Hall | 750m ² | 3 toilets |
| 8. Rotunda Building | 300m ² | 8 toilets |
| 9. Gymnasium Building | 400m ² | 4 toilets |
| 10. Security gate stations | 150m ² | 1 toilet |
| 11. Generator and pump houses | 175m ² | None |
| 12. Old AUC Stores/Warehouse | 1,375m ² | 2 toilets |
| 13. Julius Nyerere Peace and Security Building | 13,000m ² | 31 toilets |
| 14. Old Compound Common and Parking Areas | 7,000m ² | None |
| 15. Toilets inside Fuelling Station | | 2 toilets/2 showers |

ii) LOT II-AUC New Complex, including Meles Zenawi Integrated Service Centre

| AUC New Complex | Built-up area | Remarks |
|---|-------------------------|--|
| 1. AU New Conference Centre and/Offices Complex (Including New Medical Centre and Outside Amphitheatre) Plus Common Areas | 60,120m ² | 114 toilets (office tower, conference centre and Outside Amphitheatre) |
| 2. Meles Zenawi Integrated Service Centre Plus Common Areas | 16,170.64m ² | 32 toilets |
| 3. Parking with common areas including China Africa Garden Pavilions | 31,000 m ² | None |

iii) LOT III-Deep Cleaning of AU Official Residences and Common Areas (Twice a Year)

| AU Official Residences | Built-up area | Remarks |
|---|----------------------|----------------|
| 1. Africa House (Old Airport) | 1,358 m ² | 21 toilets |
| 2. New Residence of H.E Deputy Chairperson (Bole) | 1,358 m ² | 17 toilets |

NOTE: Bidders may bid for a maximum of two (2) lots.

Description of Services

The tasks to be undertaken relate to the provision of janitorial, cleaning, and pest control services within the premises of the AUC. These aforementioned services encompass the supply of labor, necessary materials, chemical agents, and all associated aspects. It is imperative that these services are executed with the utmost care to minimize any inconvenience or adverse effects, including detrimental impacts on the environment.

In the execution of its duties, the Contractor must actively contribute to safeguarding the premises, including the existing equipment and facilities, and undertake measures to ensure the harmonious coexistence of its operations with any other activities authorized by the AUC. The Contractor shall be obligated to carry out the services in a manner that does not disrupt the functioning and routines of those occupying the premises. Given the repetitive and routine nature of cleaning and maintenance services, specific time slots for essential tasks such as washing, movement of motorized and specialized equipment, utilization in sensitive areas (such as conference rooms and special premises), and during specific periods (e.g., peak hours) shall be designated in the service performance schedule and subject to meticulous supervision.

The services provided can be categorized into two main groups: basic services, which are offered on a daily, weekly, monthly, quarterly, and twice-yearly basis, and AUC on-demand services, which are scheduled in advance. The latter services are carried out quarterly and biannually at specified locations. Daily tasks encompass dusting, carpet cleaning, floor surface washing, window cleaning, and maintenance of office equipment. Additionally, constant cleaning of restroom areas, including restocking of consumable items, and garbage collection are also included. The areas of concern consist of all offices, common areas such as stairs and elevators, restrooms, showers, conference rooms/halls, storage spaces, security stations, external areas, and external facades and walls, including the amphitheater. Pest control services, which cover pests, rodents, and any other nuisance species, are required to be provided quarterly but may also be requested at any given time when necessary.

The Contractor is expected to possess comprehensive knowledge regarding the specific areas and premises that require cleaning, maintenance, and treatment (Pest Control Service). They are also expected to be well-informed about the required frequency of service performance, as well as having assessed the working conditions and duly acknowledging their significance and unique characteristics.

Cleaning days and schedules

Cleaning of the premises should take place on weekdays, Monday to Saturday; between the hours of **06:00am to 5:00pm and from 7:00 am to 1:00pm on Saturday**. No changes in the agreed days or time can be made without prior clearance by the AUC. The Contractor will be responsible for prominently displaying a monthly Cleaning Schedule in every toilet. This schedule will outline the daily cleaning tasks and must be signed by the contractor's cleaner(s) and supervisor(s). Additionally, the AUC perform random daily inspections of offices, common areas, and toilets to assess the Contractor's performance with the view to ensure quality and measure the effectiveness of the Contractor's work.

Exceptional periods: Public Holiday and Sundays for AU Statutory Meetings

Meetings: Under exceptional circumstances, AU Statutory Meetings may go on beyond working hours during weekdays, week-ends and Public Holidays therefore the Contractor may have to take into account such scenarios. All meetings will be communicated in advance to the Contractor.

Cleaning equipment and cleaning consumables

The Contractor is required to provide, at its own expense, all necessary equipment, machinery, and materials necessary to effectively carry out the services, including but not limited to:

- a. Vacuum cleaners and carpet cleaning equipment
- b. Waste carts and receptacles, garbage bags, and trash bins
- c. Dusting tools, brooms, brushes, mops, and gloves
- d. High-quality cleaning consumables such as chemical solutions, hand soap, detergents, floor polish, and fragrant cleansing agents for the maintenance of office equipment (such as photocopiers, fax machines, computers, printers, scanners, office furniture, glass surfaces, and windows).
- e. Ladders or scaffolding for tall buildings
- f. Pesticides and chemicals for pest control and rodent management

The service provider must ensure that a sufficient stock of these items is maintained.

The Service Provider shall be responsible for providing liquid hand washing soap while toilet paper shall be provided by the AUC.

Pest Control Service Periods

The Service Provider is required to furnish the AU Commission with certified environmentally friendly pest control chemicals and product solutions. The provision of pest control services must occur at the conclusion of each quarter of the Calendar Year, adhering to a precise and detailed schedule submitted by the Service Providers to the AUC. However, in the event of particular circumstances, interventions beyond the regular schedule may be requested without any additional cost to the AUC.

The Contractor is obligated to provide, at their own expense, all necessary equipment, protective gear, materials, and chemicals essential for the adequate execution of the services, encompassing but not limited to:

- A) Chemicals for eliminating roaches or any other pests/insects.
- B) Mechanical or alternative forms of traps for rodents.
- C) Any other process or equipment subject to specific approval by the AUC.

Additionally, all chemicals and processes employed for the Pest Control Service must be entirely harmless to the health of the AUC staff, dependents and visitors.

RESPONSIBILITY AND CONTROL OF THE WORK

The Contractor shall assume full responsibility for any and all damages incurred by its employees, equipment, or supplies to the property, equipment, buildings, and contents of AUC. Furthermore, the Contractor shall also assume liability for any injuries caused to individuals by its employees, equipment, or supplies. It is imperative that the Contractor possesses comprehensive expertise and strictly adheres to all legislative enactments, by-laws, and regulations pertaining to occupational health and safety.

To ensure the utmost safety, the Contractor's employees must utilize appropriate safety equipment and gears suitable for their respective tasks (e.g., safety shoes, safety masks for Pest Control Service) and receive adequate training on the secure handling of hazardous materials within the workplace. All containers containing such materials must be conspicuously labeled, clearly identified, and stored with the necessary precautionary measures at all times. Any concerns regarding health and safety should be promptly reported. The Contractor bears the responsibility for conducting all training, providing supervision, orienting new staff members, and maintaining the quality of work.

The Contractor shall guarantee that all waste and refuse collected during cleaning services or pest control treatments are suitably transported in high-quality bags to ensure hygienic handling and collection. The Contractor is responsible for waste collection and sorting.

It is strictly prohibited for the Contractor's staff to engage in tasks beyond their designated responsibilities, such as attending to personal errands for AU Staff members within or outside the premises or handling the washing of AU Staff's dishes, regardless of their position or status. Should such practices be observed and proven on AU CCTV recording, the contract may be terminated without exception.

MONITORING OF SERVICES

The Contractor shall keep the following sheets on the service sites and must be able to submit them to the AUC at any time when requested:

- Daily service sheets to be signed once a day;
- Weekly service sheets to be signed once a week;
- Monthly service sheets to be signed once a month;
- Quarterly service sheets to be signed once a quarter;
- Half-yearly service sheets to be signed once every six months;

The following document shall detail the services rendered and the challenges encountered at both the technical and administrative levels, as well as in adhering to established timelines. Particular attention shall be given to the washrooms located on all floors accessible to staff and visitors. With this objective in mind, the on-site representative of the Contractor shall furnish each cleaner responsible for the ongoing upkeep of the washrooms with monitoring sheets. These sheets must be signed after the completion of each round of cleaning for all the washrooms entrusted to their care.

PERFORMANCE SCHEDULE

The Contractor is required to submit a proposal to the AUC and adhere to a predetermined service performance schedule on a daily, weekly, monthly, quarterly, and half-yearly basis, which should be approved by the AUC. Any modifications, even if occasional, must be approved in advance by the AUC. The schedule should clearly outline a comprehensive program of services that will be performed in a rotation, rather than on a daily basis. These services include, but are not limited to, the cleaning and waxing of floor surfaces, inner window cleaning, and the cleaning of external walls and facade.

If the Contractor wishes to carry out certain tasks on Sundays or holidays, written approval from the AUC is required, and no additional charges shall be incurred by the AUC.

As previously discussed, pest control services will be provided on a quarterly basis. However, if there are specific requests for additional treatments outside of the regular quarterly appointments, the Contractor must accommodate them without imposing any extra costs on the AUC.

INSURANCE

The Contractor is required to bear the entire cost of maintaining comprehensive insurance coverage for its activities conducted at the AUC premises. This coverage should encompass Workers' Compensation for the Contractor's employees involved in Contract-related work, as well as General Liability Insurance.

The AUC shall not be liable for any actions, omissions, negligence, or misconduct carried out by the employees of the Contractor, nor shall it be held accountable for any insurance claims arising from any injuries, disabilities, or deaths that may occur during the performance of their duties. It is the exclusive responsibility of the awarded contractor to secure adequate medical and life insurance coverage for its employees.

CONTRACTOR'S RESPONSIBILITY FOR EMPLOYEES

The Contractor shall bear full responsibility for the professional and technical competence of its employees and shall carefully select reliable individuals for the execution of this Contract. These individuals must demonstrate effective performance in the implementation of this Contract, uphold local customs, and adhere to a high standard of moral and ethical conduct. Furthermore, the Contractor shall assume overall accountability for providing appropriate work attire for its staff, including procuring new garments as necessary and arranging for the cleaning of said attire.

The Contractor shall also assume complete responsibility for guiding the behavior and performance of its staff, as well as ensuring the provision of necessary training. In cases of unavailability, such as illness or annual leave, suitable substitutes and backups must be arranged for.

In adherence to local legislation, all employed staff members are required to receive a written letter of appointment and job identity card.

SECURITY CLEARANCE

The Contractor shall be required to furnish security clearance documents which shall include and not limited to character certificate from the local police authorities for all personnel chosen to render services at the AUC Premises. Additionally, copies of the valid National Identity Card featuring a photograph should be submitted to both the Facility Management Division and Office of Security and Safety Services for the purpose of maintaining accurate records.

SAFETY AND HEALTH

The Contractor shall bear complete accountability for the occupational welfare of its employees, equipment, furniture, and other fixtures within the areas that it exclusively occupies while delivering its services. This responsibility extends to the areas where the services are being provided during the hours of occupation. To guarantee a safe working environment, the Contractor must ensure that all its personnel wear appropriate protective attire or gears, including, but not limited to, gum boots and gloves.

CONTRACTOR'S PERSONNEL

The presence of full-time on-site workers and supervisors is an essential requirement. It is necessary for the contractor to appoint supervisors with the authority to make decisions, who should be based at the AUC compound. The supervisors shall be responsible for overseeing the contracted personnel and conducting the required training sessions. To adhere to the prevailing regulations, the staff employed by the contractor must wear appropriate uniforms that display the company's insignia and be equipped accordingly.

It is vital to emphasize the significance of maintaining a high level of professionalism and visual presentation for the cleaning staff. It is imperative that the cleaning staff consistently wear their uniforms on site adorned with the Company's logo or insignia, while being equipped with the essential tools required for cleaning tasks. Additionally, prior to being selected, the cleaning personnel should undergo a comprehensive medical examination at the Contractor's cost to ensure they are in optimal physical condition to fulfill their duties.

Site visit: The AUC reserves the rights to conduct site visits of the Contractor's premises and references during the evaluation process.

TECHNICAL PROPOSAL

The bidders are also required to demonstrate adequate expertise and experience in delivering the required services

Contractor’s Experience/expertise and track record

The Service Provider must be a well-established company specializing in Cleaning and Janitorial Services and also proficient in Pest Control Services, although the option to outsource Pest Control Services is available to the Contractor. It is essential that the Service Provider possesses a minimum of five (5) years of a proven track record in this particular field. Moreover, they should have similar comparable experience by successfully fulfilling a minimum of three (3) contracts, rendering Cleaning, Janitorial, and Pest Control services to UN Agency, International organizations or companies, Embassies, and Diplomatic offices of equivalent or larger scale within the previous (5) five years.

Client References: List of current and previous clients for similar services as those required by AUC, indicating **description of contract scope, contract duration, contract value, contact references;**

1) Staff Capabilities: Management Structure and Key Personnel

Total detailed number of key staff and their experience by lot, building/location and floors

The AUC requires highly qualified supervisors with minimum (5) five years’ experience and a National diploma.

2) Methodology:

- Understanding of the assignment: Contractor to provide a description of how they will provide the services
- General organization and capability to adequately carry out the assignment:
 - Proposed staffing levels by lots, buildings, location, and floors
 - List of Equipment and purpose
 - List of Consumables for daily, weekly, monthly, quarterly, and half-yearly operations
 - Innovation/new ideas

3) Description of Health and Safety policy against occupational hazards: The Contractor shall define their Health and Safety guidelines.

4) Financial Capabilities

In the event that the contract is granted, the Service Provider must possess the ability to maintain the financial stability of the services for a duration of three months, until the payment process is completed by the AUC. It is mandatory to provide a recent Audited Financial Statement covering a minimum of the past three years. **If the Bidder fails to provide the Audited Financial Statement from the past three (3) years, their bid will automatically be rejected.**

AWARD CRITERIA

The **Technical evaluation criterion** is made up of the following sub-criteria:

| No | Areas | Points |
|----|--|-----------|
| 1 | Demonstrated specific Experience of the Contractor in the provision of similar services (for both Cleaning/Janitorial and Pest Control Services) -Nature of services (similar in nature) -Contract value and scope and size, complexity -Similar environment and customer base | 20 |
| 2 | • Understanding of assignment in accordance with AUC Requirements -Suggested approach in successfully implementing and providing service requirements in the RFP | 15 |
| | • General organization and capability to adequately carry out the assignment -Proposed management structure and staffing by lot and building -Proposed work equipment, consumables and logistics -Innovativeness | 30 |

| | | |
|---|---|-----------|
| 3 | Financial capabilities | 15 |
| 4 | Qualifications and Experience of Key Personnel | 15 |
| | Professional Expertise Technical qualification | |
| 5 | Description of Health and Safety policy | 5 |

The pass mark for the technical evaluation is 70 points. Only those bidders that score 70 points and above shall be eligible for Financial Evaluation.

FINANCIAL PROPOSAL/OFFER

The bidder must submit their quotations in American Dollars (USD) for each Lot due to the high volatility of the domestic currency. The quoted price will remain constant for the duration of the contract. The AUC will make payments in Ethiopian Birr currency every two (2) months based on the prevailing United Nations Rate at the time of payment. The Contractor is obligated to submit invoices every two (2) months, depicting the workforce distribution of cleaners and supervisors by building and location along with the duly signed Attendance Sheets of the deployed employees at the AUC. Every six (6) months, the Contractor must provide random copies of the Employees Payslips. The AUC shall reserve the right to randomly select and interview employees to ensure compliance with service conditions and monthly salary entitlements, thereby preventing any human rights violations.

The Contractor is required to present a comprehensive and itemized financial proposal in a sealed envelope, demonstrating the lump sum amount and providing a clear breakdown of the calculations involved by Lot, Building and Location. This consolidated package encompasses a range of services, such as salary, allowances, uniform provision, as well as chemicals, materials, and all the essential tools and equipment needed for the task at hand.

- i) LOT I - AUC Old Compound, including Julius Nyerere Peace and Security Building**
- ii) LOT II -AUC New Complex, including Meles Zenawi Integrated Service Center**
- iii) LOT III - AUC Residences of Chairperson and Deputy Chairperson**

Proposal should indicate USD price per month and per year for each lot with detailed breakdown by building. The Bidder shall specifically provide the number of personnel including and limited to cleaners and supervisors assigned by building in the Financial Proposal

SCOPE OF WORK

The purpose of this cleaning specification is to outline the minimum service requirements for various cleaning and janitorial tasks within and outside buildings. For more comprehensive details regarding cleaning specifications, it is strongly advised to consult the manufacturers' specifications and internationally recognized standards.

The Pest Control Service shall be provided quarterly, in accordance with a well-defined and comprehensive schedule put forth by the Service Provider and authorized/approved by the AUC. These pest control treatments shall encompass various pests, insects, rodents, and nuisance species. Nevertheless, occasional interventions may be necessary throughout the year to effectively eliminate any instances of pests, insects, and rodents.

The Contractor must also consistently and promptly notify the AUC Facilities Management Unit of any unexpected issue that may arise with the facilities. This includes, but is not limited to, loose walkway tiles, leaking taps, damaged toilet seat covers and toilet flushes, broken windows, water leakage, untidy furniture arrangements, safety and health risks, infestation of pests and rodents, and any other relevant incidence that occurs.

| No. | Activity | Frequency |
|---|---|--------------|
| All Areas (Offices/Archives/Stores/VIPs Area/Common parts) | | |
| 1 | Empty rubbish bins and ashtrays | Daily |
| 2 | Remove rubbish from planter boxes | Daily |
| 3 | Spot clean removing finger marks from stainless steel & aluminum door push plates. (Not to be left with oily film). | Daily |
| 4 | Remove dirt, marks and stains from furniture and walls. | Daily |
| | Spot clean removing finger marks from stainless steel & aluminum reception desks and furniture. (Not to be left with oily film). | Daily |
| 5 | Vacuum entrance mats and matting recesses. | Daily |
| 6 | Spot clean all glass entrance doors, hand rails and reception areas removing finger marks and smudges. | Daily |
| 7 | Clean notice and index boards to remove dust, dirt, finger marks and vacuum the internal ledge | Daily |
| 8 | Clean stainless steel & plastic room name plates and direction indicators. | Weekly |
| 9 | Clean LCD information displays and TVs with approved type of soft fabric | Weekly |
| 10 | Clean kick plates on doors. | Weekly |
| 11 | Dust furniture in all offices and open work areas including desks, phones and handsets, chairs, counter tops, picture frames, cupboards, doors, blinds, bench tops, windowsills and shelving (where cleared an accessible). | Daily |
| 12 | Dust office equipment including photocopiers, printers and personal computers. (When turned off.) | Daily |
| 13 | Dust or brush clean air vents in doors, walls and ceilings. | Weekly |
| 14 | Spot clean all other glass surfaces in public areas. | Daily |
| 15 | Cleaning of all external windows. | Weekly |
| 16 | Deep cleaning of all areas within AUC | Twice yearly |
| 17 | Spot clean marks and dirt from vertical surfaces. | Daily |
| 18 | Clean all internal glass surfaces. | Weekly |
| 19 | Vacuum upholstered seats. | Weekly |
| 20 | Clean all walls | Weekly |
| 21 | Clean light fittings, fans and heaters | Weekly |
| 22 | Scrub rubbish bins, ashtrays and waste containers. | Monthly |
| 23 | Wet clean Venetian blinds. (Contact Cleaning Supervisor for frequency) | |
| 24 | Dust or brush clean air vents in doors, walls and ceilings. | Weekly |
| 25 | Clean all internal glass surfaces. | Weekly |
| 26 | Clean all internal walls and skylight roofs | Daily |
| 27 | Clean all internal atrium walls and skylight roofs | Monthly |
| 28 | Clean light fittings, fans and heaters | Weekly |
| 29 | Dust hand railings, barrier rails and clean internal, external stairwells and walkways within building line | Daily |

| No. | Activity | Frequency |
|--|---|--------------|
| 30 | Polish wooden walls with approved type furniture spray | Monthly |
| 30 | Clean Big AU logos | Monthly |
| 31 | Clean/polish all ornaments, sculptures, etc. | Daily |
| 32 | Dust hand railings, barrier rails and clean internal, external stairwells and walkways within building line | Daily |
| 33 | Deep cleaning of the offices and rooms after renovation, change of carpets and any other extra ordinary aspect | As required |
| Floor Surfaces | | |
| 1 | Spot clean marks, stains and spills on carpets and remove gum and other sticky substances using an approved cleaner that will not damage carpets. | Daily |
| 2 | Spot vacuum clean all carpets and rugs | Daily |
| 3 | Full vacuum clean all carpets and rugs. | Thrice a |
| 4 | Spin clean carpet with rotary mop pad | Twice yearly |
| 5 | Shampoo carpeted areas using hot water extraction or other methods approved by the cleaning supervisor. | Quarterly |
| 6 | Pile lift carpet | Twice yearly |
| 7 | Remove loose litter and sweep vinyl, linoleum, ceramic, granite, and marble floor areas. | Daily |
| 8 | Remove any sticky substances or spills (using a damp mop) on vinyl, linoleum, ceramic, granite and marble floors. | Daily |
| 9 | Damp mop entire vinyl, linoleum ceramic, granite and marble floors. | Daily |
| 10 | Scrub entire vinyl, linoleum ceramic, granite and marble floors. | Quarterly |
| 11 | Sweep, fringe mop or vacuum resilient floors (including tarkett vinyl, vinyl, vinyl tiles, cork and timber floors) paying attention to corners and edges. | Daily |
| 12 | Remove scuff and shoe marks from resilient floors (including tarkett vinyl, vinyl, vinyl tiles, cork, and timber floors). | Daily |
| 13 | Polish by buff after mopping resilient floors (including tarkett vinyl, vinyl, vinyl tiles, cork and timber floors) with cleaner/polish. | |
| 14 | Strip floors of polish | Monthly |
| 15 | Seal floor | monthly |
| 16 | Scrub ceramic tiled floors in toilets, washrooms and change rooms. | monthly |
| 17 | Clean all staircases (stairs and handrails) | Daily |
| 18 | Spot mop for stains and spills in internal and external stairs. | Daily |
| Toilets, Washrooms and Changing Rooms | | |
| 1 | Clean and disinfect both inner and outer surfaces of pans, seats, lids, hand basins, paper dispensers, dryers and other fixtures and fittings in toilets, washrooms and change rooms. | Daily |
| 2 | Clean and disinfect urinal surfaces, ensuring no build-up of uric acid or water scale is evident. | Daily |
| 3 | Clean shower cubicles walls and fittings. | Daily |
| 4 | Clean and polish water dispensers. | Daily |
| 5 | Empty rubbish bins. | Daily |

| No. | Activity | Frequency |
|-------------------------------------|--|--------------|
| 6 | Mop shower floors. | Daily |
| 7 | Remove marks from walls, doors and partitions in toilets, washrooms and change rooms. | Daily |
| 8 | Replenish toilet requisites. | Daily |
| 9 | Use a non-corrosive chemical to clean mirrors and bright metal surfaces including taps, pipes, door handles, push and kick plates in | Daily |
| 10 | Scrub shower floors | Weekly |
| 11 | Wash toilet and cubicle doors, partitions and walls. | Weekly |
| 12 | Clean light fittings, fans and heaters. | Weekly |
| 13 | Scrub rubbish bins and waste containers. | Weekly |
| 14 | Spray air-freshener in toilet rooms | Twice daily |
| 15 | Clean tiled or marbled walls with clean towels using only fresh and clean water – no lemon-containing materials to be used on marble | Daily |
| Window Shutters and Curtains | | |
| 1 | Dust plastic and steel window shutters | Weekly |
| 2 | Wet clean Venetian blinds and curtains. | Weekly |
| Wooden Paneling and Doors | | |
| 1 | Clean and polish wooden paneled walls and doors with approved type furniture spray. | Twice yearly |
| Lifts and Escalators | | |
| 1 | Spot clean all glass and stainless steel surfaces removing finger marks and smudges. | Daily |
| 2 | Use a non-corrosive chemical to clean mirrors and bright metal surfaces. | Daily |
| 3 | Vacuum clean floors; ensure edges, corners and door tracks are detailed in lifts. | Daily |
| 4 | Remove marks from walls, doors, ceilings, and indicator and selector panels in lifts. (Not to be left with only film.) | Daily |
| 5 | Spot Clean glass hand rails | Daily |
| 6 | Dust hand railings | Daily |
| 7 | Clean glass hand rails | Weekly |
| Dining Areas | | |
| 1 | Exterior cupboard doors, urns, splash backs, bench tops, tables and tiles in tea rooms and common room areas. | Weekly |
| 2 | Clean tables in dining rooms, kitchen and common room areas | Weekly |
| 3 | Deep cleaning of all chairs of Multipurpose Hall (Lot 2) | Twice |
| 4 | Clean and polish water dispensers. | Weekly |
| 5 | Empty rubbish bins. | Weekly |
| 6 | Clean ceramic, marble and granite walls and floors | Weekly |
| 7 | Scrub ceramic, marble and granite walls and floors | Weekly |

| No. | Activity | Frequency |
|------------------------------|--|--------------|
| 8 | Scrub rubbish bins and waste containers. | Weekly |
| 9 | Be on stand-by during events and functions | As required |
| 10 | Arrange the tables and chairs for proper storage after use | As required |
| External and Compound | | |
| 1 | Clean external granite, glass and aluminum curtain wall façade. (suspension system will be provided by AU for office tower) | Twice yearly |
| 2 | Clean large conference hall roof dome | Twice yearly |
| 3 | Clean service areas on roof top | Weekly |
| 4 | Clean skylight roofs | Monthly |
| 5 | Remove all waste materials such as papers, plastics, cans, leaves, etc. in all areas of the premises | Daily |
| 6 | Clean entrance glass canopies | Monthly |
| 7 | Clean entrance mats and recesses | Daily |
| 8 | Sweep paved walkways | Thrice |
| 9 | Wash paved walkways | Monthly |
| 10 | Clean light fixtures, surveillance cameras and utility boxes | Monthly |
| 11 | Sweep sports fields | Thrice |
| 12 | Wash sports fields | Monthly |
| 15 | Sweep driveways | Monthly |
| 16 | Wash drive ways | Twice yearly |
| 17 | Clean all glass surfaces | Daily |
| 18 | Clean compound location signs and texts | Daily |
| 19 | Clean external surface of roller doors | Daily |
| 20 | Clean External surface of fountains | Daily |
| 21 | Clean/wash internal and external surfaces of fountains | Monthly |
| 22 | Clean sculptures including base, AU logos and Artworks | Weekly |
| 23 | Clean fence granite cladding | Twice yearly |
| 24 | Clean solar panels | Monthly |
| Dirt Disposal | | |
| 1 | Dispose of into incinerator | As required |
| 2 | Protect from being scattered by wind | As required |
| 3 | Burn under the strict regulations governing the activity | Occasionally |
| 4 | Provide sanitary bucket for disposal | Weekly |
| Reports | | |
| 1 | Dripping water tap. | As required |
| 2 | Water leakage | As required |
| 3 | Damaged toilet, changing room, washroom fixtures and accessories. | As required |

| No. | Activity | Frequency |
|---|--|-------------|
| 4 | Broken windows and doors | As required |
| 5 | Disordered furniture arrangement | As required |
| 6 | Damaged electrical fittings | As required |
| 7 | Damaged sculptures and artworks | As required |
| 8 | Damaged furniture | As required |
| 9 | Loose wall and floor tiles | As required |
| 10 | Damaged curtains and blinds | As required |
| 11 | Roof leakage | As required |
| 12 | Pests and Rodents | As required |
| 13 | Any other information requiring maintenance and immediate action | As required |
| 14 | Deep cleaning | As required |
| Pests, Insects and Rodents Control | | |
| 1 | Conduct regular inspection of all potential harborages and food sources of rodents such as pipe chase, basement areas, behind appliances and point of entries, as well as regular inspection of all possible areas | Monthly |
| | Inspect the entire premises to determine the degree of infestation, entry points and unforeseen breeding sites of mosquitoes and other flying insects. | Monthly |
| 2 | Conduct indoor inspection of areas prone to cockroach infestation and harborage such as cupboards, floor drains, cracks, crevices, and drainage system to check the presence of cockroaches. | As required |
| 3 | Apply approved chemicals and pesticides to prevent and control pests, insects and rodents. Treat and eradicate pests, insects and rodents when sighted within the building/compound. | As required |
| 4 | Apply approved chemicals on quarterly basis to prevent and control pests. Insects and rodents within buildings and compound. | Quarterly |
| 5 | Develop pest control monitoring tool to proactively detect for any signs of pests, insects and rodents and control from spread. | As required |
| Supervision and Work Flow management | | |
| 1 | Avail a site supervisor as constant link with AU FMD and effectively work flow | Daily |
| 2 | Prioritize the work as required for efficient work output | As required |
| 3 | Only perform work as per the contract(No Miscellaneous work within the compound under any other instructions) | Always |

ANNEX 1

FINANCIAL PROPOSAL SUBMISSION FORMAT

The Contractor shall submit a detailed financial proposal using the below format:

(1) SITES FOR CLEANING

LOT I: AUC Old Compound, including Julius Nyerere Peace and Security Building

| AUC Old Compound | Built-up area | Unit Price Per Built Up Area m ² (USD) | Total Price Per Month (USD) | 15% VAT | Grand Total Price Per Month (USD) | Remark | No. of Cleaners | No of Supervisors |
|--|----------------------|---|-----------------------------|---------|-----------------------------------|--------------------|-----------------|-------------------|
| 1. Old Conference Centre building | 2,000m ² | | | | | 18 toilets | | |
| 2. Building A | 800m ² | | | | | 11 toilets | | |
| 3. Building B | 1,000m ² | | | | | 5 toilets | | |
| 4. Building B1 | 950m ² | | | | | 2 toilets | | |
| 5. Building C | 5,000m ² | | | | | 20 toilets | | |
| 6. Old Medical Centre | 450m ² | | | | | 4 toilets | | |
| 7. Congo Hall | 750m ² | | | | | 3 toilets | | |
| 8. Rotunda Building | 300m ² | | | | | 8 toilets | | |
| 9. Gymnasium Building | 400m ² | | | | | 4 toilets | | |
| 10. Security gate stations | 150m ² | | | | | 1 toilet | | |
| 11. Generator and pump houses | 175m ² | | | | | None | | |
| 12. Old AUC Stores/Warehouse | 1,375m ² | | | | | 2 toilets | | |
| 13. Julius Nyerere Peace and Security Building | 13,000m ² | | | | | 31 toilets | | |
| 14. Old Compound and Common and Parking Areas | 7,000m ² | | | | | None | | |
| 15. Toilets inside Fuelling Station | | | | | | 2 toilets/2showers | | |

N/B: Kindly indicate the numbers of cleaners per site/build up area as well as the numbers of proposed assigned supervisors.

LOT II: AUC New Complex, including Meles Zenawi Integrated Service Centre

| AUC New Complex | Built-up area | Unit Price Per Built Up Area m ² (USD) | Total Price Per Month (USD) | 15% VAT | Grand Total Price Per Month (USD) | Remarks | No of Cleaners | No of Supervisors |
|---|-------------------------|---|-----------------------------|---------|-----------------------------------|--|----------------|-------------------|
| 4. AU New Conference Centre and/Offices Complex (Including New Medical Centre and Outside Amphitheatre) Plus Common Areas | 60,120m ² | | | | | 114 toilets (office tower, conference centre and Outside Amphitheatre) | | |
| 5. Meles Zenawi Integrated Service Centre Plus Common Areas | 16,170.64m ² | | | | | 32 toilets | | |
| 6. Parking with common areas including China Africa Garden Pavilions | 31,000 m ² | | | | | None | | |

N/B: Kindly indicate the numbers of cleaners per site/build up area as well as the numbers of proposed assigned supervisors.

LOT III: Deep Cleaning of AU Official Residences and Common Areas (Twice a Year)

| AU Official Residences | Built-up area | Unit Price Per Built Up Area m2 (USD) | Total Price Per Month (USD) | 15% VAT | Grand Total Price Per Month (USD) | Remarks | No of Cleaners | No of Supervisors |
|--|----------------------|---------------------------------------|-----------------------------|---------|-----------------------------------|------------|----------------|-------------------|
| 16. Africa House (Old Airport) | 1,358 m ² | | | | | 21 toilets | | |
| 17. New Residence of H.E Deputy Chairperson (Bole) | 1,358 m ² | | | | | 17 toilets | | |

N/B: Kindly indicate the numbers of cleaners per site/build up area as well as the numbers of proposed assigned supervisors.

(2) SITES FOR PEST CONTROL

LOT I: AUC Old Compound, including Julius Nyerere Peace and Security Building (*To Be Done Quarterly*)

| AUC Old Compound | Built-up area | Unit Price Per Built Up Area m ² (USD) | Total Price Per Month (USD) | 15% VAT | Grand Total Price Per Month (USD) |
|--|----------------------|---|-----------------------------|---------|-----------------------------------|
| 18. Old Conference Centre building | 2,000m ² | | | | |
| 19. Building A | 800m ² | | | | |
| 20. Building B | 1,000m ² | | | | |
| 21. Building B1 | 950m ² | | | | |
| 22. Building C | 5,000m ² | | | | |
| 23. Old Medical Centre | 450m ² | | | | |
| 24. Congo Hall | 750m ² | | | | |
| 25. Rotunda Building | 300m ² | | | | |
| 26. Gymnasium Building | 400m ² | | | | |
| 27. Security gate stations | 150m ² | | | | |
| 28. Generator and pump houses | 175m ² | | | | |
| 29. Old AUC Stores/Warehouse | 1,375m ² | | | | |
| 30. Julius Nyerere Peace and Security Building | 13,000m ² | | | | |
| 31. Old Compound Common and Parking Areas | 7,000m ² | | | | |
| 32. Toilets inside Fuelling Station | | | | | |

LOT II: AUC New Complex, including Meles Zenawi Integrated Service Centre (To Be Done Quarterly)

| AUC New Complex | Built-up area | Unit Price Per Built Up Area m ² (USD) | Total Price Per Month (USD) | 15% VAT | Grand Total Price Per Month (USD) |
|--|-------------------------|---|-----------------------------|---------|-----------------------------------|
| 33. AU New Conference Centre and/Offices Complex (Including New Medical Centre and Outside Amphitheatre) Plus Common Areas | 60,120m ² | | | | |
| 34. Meles Zenawi Integrated Service Centre Plus Common Areas | 16,170.64m ² | | | | |
| 35. Parking with common areas including China Africa Garden Pavilions | 31,000 m ² | | | | |

ANNEX II
FIRM'S REFERENCES

Using the format below, provide information on each assignment for which your firm/entity, either individually as a corporate entity or as one of the major companies within an association, was legally contracted.

| | | |
|--|-------------------------------|---|
| Assignment Name: | | Country: |
| Location within Country: | | |
| Name of Client: | | No. of Staff: |
| Address of client: | | Duration of Assignment: |
| Start Date (Month/Year): | Completion Date (Month/Year): | Approx. Value of Services (in Current ETB or US\$): |
| Name of Associated Consultants, If Any: | | |
| Narrative Description of Project: | | |
| Description of Actual Services Provided by Your Staff: | | |

Firm's Name: _____

ANNEX III

FORMAT OF CURRICULUM VITAE (CV) FOR PROPOSED PROFESSIONAL STAFF

Proposed Position: _____

Name of Firm: _____

Name of Staff: _____

Profession: _____

Years with Firm/Entity: _____ Nationality: _____

Detailed Tasks Assigned: _____

Key Qualifications:

{ Give an outline of staff member's experience and training most pertinent to tasks on assignment. Describe degree of responsibility held by staff member on relevant previous assignments and give dates and locations. Use about half a page. }

Education:

{ Summarize college/university and other specialized education of staff member, giving names of schools, dates attended, and degrees obtained. Use about one quarter of a page. }
