

AFRICAN UNION

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Standard Bidding Documents

Procurement of Services

PROVISION OF CLEANING, JANITORIAL AND PEST CONTROL SERVICES TO THE AFRICAN UNION CONTINENTAL LOGISTICS BASE, DOUALA, CAMEROON

Procurement Number: AUC/CMD/PAPS/NC/002

Section I. Invitation for Bids

Provision of Cleaning, Janitorial and Pest Control Services to the African Union Continental Logistics Base

Procurement Number: AUC/CMD/PAPS/NC/002

The African Union Continental Logistics Base 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 26 April 2024 at 3.00pm Douala, 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 on **Tuesday, April 2nd 2024 at 11:00 hours.** Site visit will also be scheduled on official request.

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 Continental Logistics Base, Avenue DeGaulle, Bonapriso (Lieu dit Ancien Aéroport), Administrative Building, P.O. Box 385, Douala, Cameroon
Tel +237 233 43 82 80 (CLB DOUALA CMR)
Tel+251115517700

Clarification Requests: Clarification requests should be addressed to tender@africa-union.org, cc: RNanci@africa-union.org

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 (AU) created the Continental Logistics Base and five Regional Logistics Depots in 2008, to constitute its Continental Logistics Architecture enabling the AU to have Strategic equipment stored at strategic locations, and ready for immediate deployment, enhancing the AU ability to immediately implement its decisions to intervene for peace, security and Humanitarian purposes. In this context, the Headquarters of the CLB was allocated to Cameroon in 2010 and confirmed by the Headquarters Agreement signed in 2015, allocating two sites for 25 hectares total size land, articulated into a Main Site of 10 hectares land adjacent to both the Host Nation 201 Air Force Base and Douala International Airport, and a Second Site of 15 hectares size land adjacent to the Host Nation 21st Engineering Regiment.

Hence, the African Union Continental Logistics Base (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 possesses 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 **Three Years** with a possibility of extension without change in the rate up to One Year + One Year at the discretion of the African Union Continental Logistics Base, based on satisfactory performance of the Service Provider and market assessment.

Commencement of Services: The Services shall commence on **TBC**.

The Sites for Cleaning and Pest Control are located at the CLB Main Site as follows (sizes estimated empirically):

i) LOT I- Areas and Facilities (47 600 m²)

Buildings and Areas	Built-up area	Remarks
1- Main CLB Administrative Building (Three Floors)	1 000 m ²	32 Offices/Rooms 15 toilets
2- Adjacent Buildings to Administrative Building (Multipurpose Hall and adjacent Rooms to be renovated, CCTV Rooms, Rooms used by Cleaning and Security Agents, Old Tower)	600 m ²	4 toilets
3- Old Garage (to be Renovated) and it Rooms	300 m ²	02 toilets
4- Gate Houses	20 m ²	
5- Residence of the Head CLB	680 m ²	Estimation
6- Administrative building (to be renovated) promised to CDC	400 m ²	05 toilets
7- All Esplanades, Yards, Aircraft Aprons, Taxiways, parking and green area within or surrounding of CLB frontage, Front and Rear of the Main Admin. Building, Old Garage to, Warehouses (1,2,3 and WPP), and Borehole)	25 000 m ²	The Green Area between Taxiway and former runway is excluded
8- All Esplanades, Parkings, Yards and Surroundings of the Area promised to CDC and MTC	19 600 m ²	Number of toilets TBC

ii) LOT II- SDS and CLB Operational vehicles (300)

Vehicles Purpose	Quantity of Vehicles	Remarks
1- Operational	10	Quantity subject to change depending on acquisitions/ liquidation
2- SDS	290	Quantity subject to change based on acquisitions/ deployment

iii) LOT III- Warehouses and Shelters (8,000 m²)

Warehouses and Shelters	Built-up area	Remarks
1. Main Shelter (under construction)	1 000 m ²	
2. Warehouses: 1, 2, 3, WPP, Steel structured, CDC (1500 m ² / 400 m ² / 300 m ² / 300 m ² / 2000 m ² / 1500 m ²)	6 000 m ²	
3. Old Shelter promised to CDC	1 000 m ²	

NOTE: Bidders MUST quote for all 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 CLB Main Site. 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 or CLB. 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 CLB 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 (Douala Time) 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 AUC and CLB Statutory Meetings

Meetings: Under exceptional circumstances, AUC or CLB 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, washing soap and toilet paper.

Pest Control Service Periods

The Service Provider is required to furnish the CLB 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 CLB. However, in the event of particular circumstances, interventions beyond the regular schedule may be requested without any additional cost to the AUC or CLB.

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 CLB.

Additionally, all chemicals and processes employed for the Pest Control Service must be entirely harmless to the health of the CLB 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 CLB. 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 CLB 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 CLB and adhere to a predetermined service performance schedule on a daily, weekly, monthly, quarterly, and half-yearly basis, which should be approved by the CLB. Any modifications, even if occasional, must be approved in advance by the AUC or CLB. 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 CLB is required, and no additional charges shall be incurred by the CLB.

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 or CLB.

INSURANCE

The Contractor is required to bear the entire cost of maintaining comprehensive insurance coverage for its activities conducted at the CLB 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 and CLB 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 be limited to character certificates from the local police authorities for all personnel chosen to render services at the CLB 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 CLB 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 or CLB reserve 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 or CLB, 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 or the CLB. 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	<ul style="list-style-type: none"> • Understanding of assignment in accordance with AUC Requirements -Suggested approach in successfully implementing and providing service requirements in the RFP	15
	<ul style="list-style-type: none"> • 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 or CLB 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 CLB. Every six (6) months, the Contractor must provide random copies of the Employees Payslips. The AUC or CLB 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 - Used Areas and Facilities (47 600 m²)**
- ii) **LOT II – SDS and CLB Operational Vehicles (300)**
- iii) **LOT III – Warehouses and Shelters (8 000 m²)**

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 or CLB. 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 CLB 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 CLB	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	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.	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/CLB 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:

SITES FOR CLEANING, JANITORIAL AND/OR PEST CONTROL (as required)

I. LOT I- Used Areas or Facilities (47 600 m²)

Buildings and Areas	Built-up area	Unit Price Per Built Up Area m ² (CFA)	Total Price Per Month (CFA)	19.5% VAT	Grand Total Price Per Month (CFA)	Remarks	No. of Cleaners	No of Supervisors
1. Main Administrative Building (Three Floors) CLB (Three Floors)	1 000 m ²					32 Offices/ Rooms 15 toilets		
2. Adjacent Buildings to Administrative Building (Multipurpose Hall and adjacent Rooms to be renovated, CCTV Rooms, Rooms used by Cleaning and Security Agents, Old Tower)	600 m ²					4 toilets		
3. Old Garage (to be Renovated) and its Rooms	300 m ²					02 toilets		
4. Gate Houses	20 m ²							
5. Residence of the Head CLB	680 m ²					Estimation		
6. Administrative building (to be renovated) promised to CDC	400 m ²					05 toilets		
7. All Esplanades, Yards, Aircraft Aprons, Taxiways, parking and green area within or surrounding of CLB frontage, Front and Rear of the Main Admin. Building, Old Garage to, Warehouses (1,2,3 and WPP), and Borehole)	25 000 m ²					The Green Area between Taxiway and former runway is excluded		
8. All Esplanades, Parkings, Yards and Surroundings of the Area promised to CDC and MTC	19 600 m ²					Number of toilets TBC		

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

II. LOT II: SDS and CLB Vehicles (300)

Vehicles Use	Quantity of Vehicles	Unit Price Per Vehicle (CFA)	Total Price Per Month (CFA)	19,5% VAT	Grand Total Price Per Month (CFA)	Remarks	No. of Cleaners	No of Supervisors
3- Operational	10					Quantity subject to change depending on acquisitions/ liquidation		
4- SDS	290					Quantity subject to change based on acquisitions/ deployment		

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

III. LOT III- Warehouses and Shelters (8 000 m²)

Buildings and Areas	Built-up area	Unit Price Per Built Up Area m ² (CFA)	Total Price Per Month (CFA)	19.5% VAT	Grand Total Price Per Month (CFA)	Remarks	No. of Cleaners	No of Supervisors
1- Main Shelter (under construction)	1 000 m ²							
2- Warehouses: 1, 2, 3, WPP, Steel structured, CDC (1,500 m ² / 400 m ² / 300 m ² / 300 m ² / 2,000 m ² / 1,500 m ²)	6 000 m ²					4 toilets		
3- Old Shelter promised to CDC	1 000 m ²							

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

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. }
