



Date: 2 March, 2020

## REQUEST FOR QUOTATION RFQ N° UNFPA/ASRO/RFQ/2020/1

Dear Sir/Madam,

UNFPA hereby solicits a quotation for the following service:

“CLEANING SERVICES to ARAB STATES REGIONAL OFFICE AND EGYPT COUNTRY OFFICE  
BASED IN CAIRO, EGYPT”.

UNFPA requires the provision of [*deep cleaning services*].

This Request for Quotation is open to all legally-constituted companies that can provide the requested services and have legal capacity to perform in the country, or through an authorized representative.

### I. About UNFPA

UNFPA, the United Nations Population Fund (UNFPA), is an international development agency that works to deliver a world where every pregnancy is wanted, every child birth is safe and every young person’s potential is fulfilled.

UNFPA is the lead UN agency that expands the possibilities for women and young people to lead healthy sexual and reproductive lives. To read more about UNFPA, please go to: [UNFPA about us](http://unfpa.org)

### II – Service Requirements/Terms of Reference (ToR)

UNFPA in Egypt requires the effective provision of cleaning services for its premises located at 70A, El Nahda Street, intersection with street #22, Maadi Sarayat, Cairo, Egypt.

#### Scope of work:

The provision of cleaning services of high industry standards using environmentally friendly cleaning products and supplies. The layout is full 4 floors+ basement/garage+ roof top as well as 2 elevators and stairs. Each floor is 650 square meter.

#### Deliverables:

- ✓ The scope of the Contract shall include but not be limited to the following: Cleaning of 4 floors+ basement;
- ✓ Cleaning of staircases (main stairs and fire exit stairs); Cleaning of all bathrooms;
- ✓ Cleaning of Kitchens;
- ✓ Cleaning of windows - internal and external; Cleaning of 2 elevators;
- ✓ Cleaning of Security booths; Cleaning of the Roof;
- ✓ Cleaning of Reception area (ground floor);
- ✓ Cleaning of building entrance (around the building fence); Cleaning of the garage
- ✓ Cleaning of shared areas in front of elevators at all floors including 82 floor;



**Frequency/time schedule/number of cleaners:**

- ✓ Weekly deep cleaning i.e. once a week /4 or 5 times a month;
- ✓ A minimum of **8 cleaners + 1 supervisor**
- ✓ Either Friday or Saturday;
- ✓ The contractor will adhere to the UN official holidays, which will be provided and which might not be in full accordance with the Egyptian national holidays;

**Duration of contract:**

The contract will be initially for 1 year with the possibility of extension, subject to satisfactory performance of the contractor.

**Personnel:**

All cleaners assigned by the contractor to UNFPA site should:

- ✓ Have a clear criminal record - to be provided for each cleaner;
- ✓ Have adequate experience and well trained;
- ✓ Meet the minimum labor age as per the Egyptian Labor Law;
- ✓ The cleaners appointed by the contractor will follow all UN security rules and regulations and will be escorted by UNFPA security guards and will be subject to security checks upon entering and exiting UNFPA premises;

**Materials/equipment:**

It is the responsibility of the Contractor to supply all cleaning materials (known brands) and needed equipment (for granite/marble/wooden floors/wooden furniture/glass doors/glass windows/fabric chairs) to ensure high quality cleaning services.

**Qualifications of contractor:**

- ✓ Proven track record in rendering satisfactory services to international organizations, UN agencies and other well-known private sector clients;
- ✓ Financially sound and stable, evidenced by authentic financial statements for the past two years;
- ✓ Copy of taxes certificate and commercial registration; The Contractor should provide cleaners with a uniform;
- ✓ The Contractor should provide UNFPA with adequate proof for paying the cleaners the minimum wage as per the Egyptian Labor Law;
- ✓ The Contractor should provide UNFPA with adequate proof that cleaners are socially insured;

**Sustainable cleaner to work on daily basis at UNFPA premises:**

In addition to the above deep cleaning request, the contractor will have to provide one sustainable cleaner to work on daily basis at the office premises from **Sunday to Thursday 9 hours/day** as he will be responsible for:

- ❖ Common areas (roof, reception, stairs, elevators, basement, and entrances...etc)
  - ✓ Clean windows (internal side) and windows frames, glass partitions, and glass doors;
  - ✓ Dust all furniture and scrub surfaces clean (desks, side tables, bookshelves, filing cabinets, chairs);
  - ✓ Clean IT equipment lightly to remove dust;
- ✓ Empty trash bins and change plastic bags;



United Nations Population Fund  
70A, ElNahda street, Intersection with street #22,  
Maadi Sarayat  
Cairo, Egypt  
Tel: +202 25223908  
E-mail: [asrovacancies@unfpa.org](mailto:asrovacancies@unfpa.org)  
Website: [www.unfpa.org](http://www.unfpa.org)

- ✓ Mop/sweep floors, elevators and stairs;
  - ✓ Clean the large plants pots around the building;
  - ✓ Clean the sidewalks around the building;
  - ✓ Clean the building main entrances and security booths;
  - ✓ Clean the exit fire stairs;
  - ✓ Ensure the daily collection of the building trash by municipality collector;
- ❖ Others:
- ✓ Clean and wash the office vehicles on weekly basis to ensure tidy and good looking vehicles.
  - ✓ Keep an updated tracker of all cleaning materials and re-order them via UNFPA Receptionist/Building Maintenance Clerk;
  - ✓ Move heavy equipment, furniture and supplies;
  - ✓ Spray insecticides and fumigants to prevent insect and rodent infestation;
  - ✓ Identify and report possible repairs and burnt light fixtures;
  - ✓ Undertake any other duties as may be required from time to time;
  - ✓ Backup other cleaners assigned to other floors in case of their absences;
- ❖ Work Schedule:
- ✓ The cleaner will report to UNFPA premises on full time basis to perform the daily cleaning of the UNFPA ASRO and Egypt CO offices in accordance with UN working hours and calendar.



## II. Questions

Questions or requests for further clarifications should be submitted in writing to the contact person below:

Name of contact person at UNFPA:	<i>RFQ Focal Point</i>
Tel N°:	<i>+201018358749</i>
Fax N°:	<i>+20 2 23783240 - 25223959</i>
Email address of contact person:	<i>asrovacancies@unfpa.org</i>

The deadline for submission of questions is [Tuesday, 17 March 2020 at 17:00 Cairo, Egypt local time]. Questions will be answered in writing and shared with all parties as soon as possible after this deadline.

## III. Content of quotations

Quotations should be submitted in a single email whenever possible, depending on file size. Quotations must contain:

- Technical proposal**, in response to the requirements outlined in the service requirements / TORs.
- Price quotation**, to be submitted strictly in accordance with the price quotation form.

Both parts of the quotation must be signed by the bidding company's relevant authority and submitted in PDF format.

## IV. Instructions for submission

Proposals should be prepared based on the guidelines set forth in Section III above, along with a properly filled out and signed price quotation form, and are to be sent by email to the contact person indicated below no later than : [Tuesday, 17 March 2020 at 17:00 Cairo, Egypt local time]<sup>1</sup>.

Name of contact person at UNFPA:	<i>RFQ Focal Point</i>
Email address of contact person:	<i>asrovacancies@unfpa.org</i>

Please note the following guidelines for electronic submissions:

- The following reference must be included in the email subject line: **RFQ N° UNFPA/ASRO/RFQ/2020/1– [CLEANING SERVICES to ARAB STATES REGIONAL OFFICE AND EGYPT COUNTRY OFFICE BASED IN CAIRO, EGYPT]**. Proposals, including both technical and financial proposals, that do not contain the correct email subject line may be overlooked by the procurement officer and therefore not considered.
- The total email size may not exceed **20 MB (including email body, encoded attachments and headers)**. Where the technical details are in large electronic files, it is recommended that these be sent separately before the deadline.
- Any quotation submitted will be regarded as an offer by the bidder and does not constitute or imply the acceptance of any quotation by UNFPA. UNFPA is under no obligation to award a contract to any bidder as a result of this RFQ.

## V. Overview of Evaluation Process

Quotations will be evaluated based on the technical proposal and the total cost of the services (price quote).

The evaluation will be carried out in a two-step process by an ad-hoc evaluation panel. Technical proposals will be evaluated for technical compliance prior to the comparison of price quotes.

<sup>1</sup> <http://www.timeanddate.com/worldclock/city.html?n=69>



## VI. Award Criteria

In case of a satisfactory result from the evaluation process, UNFPA intends to award a [Professional Service Contract on a fixed-cost basis or ceiling prices basis/ Long Term Agreement with duration of one (1) year (subject to renewal upon satisfactory performance) to the Bidder(s) that obtain the lowest-priced technically acceptable offer.

## VII. Right to Vary Requirements at Time of Award

UNFPA reserves the right at the time of award of contract to increase or decrease, by up to 20%, the volume of services specified in this RFQ without any change in unit prices or other terms and conditions.

## VIII. Payment Terms

UNFPA payment terms are net 30 days upon receipt of invoice and delivery/acceptance of the milestone deliverables linked to payment as specified in the contract.

## IX. Fraud and Corruption

UNFPA is committed to preventing, identifying, and addressing all acts of fraud against UNFPA, as well as against third parties involved in UNFPA activities. UNFPA's Policy regarding fraud and corruption is available here: [Fraud Policy](#). Submission of a proposal implies that the Bidder is aware of this policy.

Suppliers, their subsidiaries, agents, intermediaries and principals must cooperate with the UNFPA Office of Audit and Investigations Services as well as with any other oversight entity authorized by the Executive Director and with the UNFPA Ethics Advisor as and when required. Such cooperation shall include, but not be limited to, the following: access to all employees, representatives agents and assignees of the vendor; as well as production of all documents requested, including financial records. Failure to fully cooperate with investigations will be considered sufficient grounds to allow UNFPA to repudiate and terminate the Agreement, and to debar and remove the supplier from UNFPA's list of registered suppliers.

A confidential Anti-Fraud Hotline is available to any Bidder to report suspicious fraudulent activities at [UNFPA Investigation Hotline](#).

## X. Zero Tolerance

UNFPA has adopted a zero-tolerance policy on gifts and hospitality. Suppliers are therefore requested not to send gifts or offer hospitality to UNFPA personnel. Further details on this policy are available here: [Zero Tolerance Policy](#).

## XI. RFQ Protest

Bidder(s) perceiving that they have been unjustly or unfairly treated in connection with a solicitation, evaluation, or award of a contract may submit a complaint to the UNFPA Head of the Business Unit [Ms. Sella Ogalo Ouma, International Operations Manager at [ouma@unfpa.org](mailto:ouma@unfpa.org)]. Should the supplier be unsatisfied with the reply provided by the UNFPA Head of the Business Unit, the supplier may contact the Chief, Procurement Services Branch at [procurement@unfpa.org](mailto:procurement@unfpa.org).

## XII. Disclaimer



United Nations Population Fund  
70A, ElNahda street, Intersection with street #22,  
Maadi Sarayat  
Cairo, Egypt  
Tel: +202 25223908  
E-mail: [asrovacancies@unfpa.org](mailto:asrovacancies@unfpa.org)  
Website: [www.unfpa.org](http://www.unfpa.org)

Should any of the links in this RFQ document be unavailable or inaccessible for any reason, bidders can contact the Procurement Officer in charge of the procurement to request for them to share a PDF version of such document(s).



## PRICE Quotation Form

<b>Name of Bidder:</b>	
<b>Date of the quotation:</b>	Click here to enter a date.
<b>Request for quotation N°:</b>	UNFPA/ASRO/RFQ/2020/1
<b>Currency of quotation:</b>	EGP
<b>Delivery charges based on the following 2010 Incoterm:</b>	Choose an item.
<b>Validity of quotation:</b> <i>(The quotation shall be valid for a period of at least 3 months after the submission deadline.)</i>	

- Quoted rates must be **exclusive of all taxes**, since UNFPA is exempt from taxes.

Example Price Schedule below:

Item	Description	Number & Description of Staff by Level	Daily Rate	Hours to be Committed	Total
<b>1. Professional Fees</b>					
<i>Total Professional Fees</i>					EGP
Item	Description	Brand	Quantity	Unit Price	Total
<b>2. Materials Fee</b>					

*Vendor's Comments:*

I hereby certify that the company mentioned above, which I am duly authorized to sign for, has reviewed RFQ UNFPA/ASRO/RFQ/2020/1 including all annexes, amendments to the RFQ document (if applicable) and the responses provided by UNFPA on clarification questions from the prospective service providers. Further, the company accepts the General Conditions of Contract for UNFPA and we will abide by this quotation until it expires.

	Click here to enter a date.
Name and title	Date and place



United Nations Population Fund  
70A, ElNahda street, Intersection with street #22,  
Maadi Sarayat  
Cairo, Egypt  
Tel: +202 25223908  
E-mail: [asrovacancies@unfpa.org](mailto:asrovacancies@unfpa.org)  
Website: [www.unfpa.org](http://www.unfpa.org)

**ANNEX I:  
General Conditions of Contracts:  
De Minimis Contracts**

This Request for Quotation is subject to UNFPA's General Conditions of Contract: De Minimis Contracts, which are available in: [English](#), [Spanish](#) and [French](#)