

REQUEST FOR PROPOSALS (RFP) - CONTRACTED SERVICES

PROVISION OF CLEANING SERVICES

Issued by

The Global Alliance for Improved Nutrition (GAIN)

TABLE OF CONTENTS

I.	BACKGROUND AND SCOPE OF WORK	2
II.	INSTRUCTIONS FOR RESPONDING	5
III.	TERMS AND CONDITIONS OF THIS SOLICITATION	6

HEALTHIER DIETS. FOR ALL.

37A, Patrick. O. Bokkor Crescent, Jabi, Abuja, Nigeria, T. +234 707 271 7274, E. gainnigeria@gainhealth.org
www.gainhealth.org

BACKGROUND AND SCOPE OF WORK

1. ABOUT GAIN

The Global Alliance for Improved Nutrition (GAIN) is a Swiss based foundation launched at the UN in 2002 to tackle the human suffering caused by malnutrition. Working with both governments and businesses, we aim to transform food systems so that they deliver more nutritious food for all people. At GAIN, we believe that everyone in the world should have access to nutritious and safe food. We work to understand and deliver specific solutions to the daily challenge of food insecurity faced by poor people. By understanding that there is no “one- size-fits-all” model, we develop alliances and build tailored programmes, using a variety of flexible models and approaches. We build alliances between governments, local and global businesses, and civil society to deliver sustainable improvements at scale. We are part of a global network of partners working together to create sustainable solutions to malnutrition. Through alliances, we provide technical, financial and policy support to key participants in the food system. We use specific learning, evidence of impact, and results of projects and programmes to shape and influence the actions of others. Headquartered in Geneva, Switzerland, GAIN has representative offices in Denmark, The Netherlands, the United Kingdom, and the United States. In addition, we have country offices in Bangladesh, Ethiopia, India, Indonesia, Kenya, Mozambique, Nigeria, Pakistan, and Tanzania. Programmes and projects are carried out in a variety of other countries, particularly in Africa and Asia.

2. BACKGROUND

As a non-governmental organization (NGO) focused on delivering impactful programs, maintaining a clean and healthy work environment is essential for the well-being of our staff, partners, and visitors. With our growing operations and increasing foot traffic, the need for consistent, professional cleaning services has become more critical.

To ensure our facilities meet the highest standards of hygiene and cleanliness, we seek to engage a reliable cleaning service provider. This will allow us to focus on our core mission while ensuring a safe, clean, and conducive workspace for effective collaboration and productivity.

3. PURPOSE

The purpose of this RFP is to identify and select qualified cleaning service providers to offer comprehensive cleaning services at our premises located at 37A, Patrick O. Bokkor Crescent, Jabi, Abuja. The goal is to ensure a clean, hygienic, and presentable environment for employees, clients, and visitors.

HEALTHIER DIETS. FOR ALL.

37A, Patrick. O. Bokkor Crescent, Jabi, Abuja, Nigeria, T. +234 707 271 7274, E. gainnigeria@gainhealth.org

www.gainhealth.org

We invite professional cleaning companies with relevant expertise and experience to submit their proposals for consideration.

4. SCOPE OF Work

This is to provide cleaning services of high industry standards using environmentally friendly cleaning products and supplies, for premises of approximately 850 m². The layout is a storey building of 5 bedrooms and 2 rooms Boy quarters comprising of office space, conference facilities, and common areas. The selected cleaning service provider will be responsible for maintaining cleanliness and hygiene across the floors/offices/areas in our office. Services would be provided on a daily basis.

1.0. Expected Deliverables

The scope of the Contract shall include but not limited to the following:

- a. Consistent cleaning services as per the agreed schedule
- b. Well-trained, professional cleaning staff
- c. Use of safe and eco-friendly cleaning products
- d. Adequate supervision and quality control procedures
- e. Prompt response to requests for additional cleaning services
- f. Monthly reporting on services provided
- g. Cleaning of office space, meeting rooms, stairways, and common areas
- h. Cleaning of all bathrooms and their fixtures
- i. Cleaning of the kitchen and balcony
- j. Cleaning of windows – internal and external
- k. External cleaning of the premises and waste management

1.1. Offices / Reception

- Daily – paper/waste bins emptied.
- Weekly - floors/floor tiles vacuumed.
- Two times a week – cleaning/dusting/vacuuming of fixtures such as cupboards, shelves, picture frames, couches, chairs, excluding desks and desk equipment.
- Once a week - cleaning/dusting/vacuuming of window-sides/heaters, doors, glass doors and glass partitions
- Once a week – water live plants
- Daily – wet cleaning of the floor in the reception /common area

1.2. Desks and desk equipment

- Cleaning of the desks and equipment of the desks is part of this contract.
- The organization will supply the cleaning items, while the company will provide the required cleaning tools and equipment.

HEALTHIER DIETS. FOR ALL.

37A, Patrick. O. Bokkor Crescent, Jabi, Abuja, Nigeria, T. +234 707 271 7274, E. gainnigeria@gainhealth.org

www.gainhealth.org

1.3. Meeting / conference rooms

- Daily – paper/waste bins emptied; tabletops cleaned; tables and chairs re-arranged.
- Three times a week – floors cleaned; fixtures cleaned.
- Once a week - cleaning/dusting/vacuuming of window-sides/heaters, doors, glass doors and glass partitions.

1.4. Bathrooms

- Daily – floors washed; fixtures cleaned and disinfected.
- Supplies, including toilet paper, paper towels, liquid soap, toilet disinfectant, air freshener, hand sanitizer gel(500ml) etc., replenished as required.
- Refilling hand sanitizer dispensers located at various points around the building, as and when required. The organization will provide the needed supplies.

1.5. Kitchenettes

- Daily – Floors; tabletops; sinks cleaned. Waste bins emptied. Refer to point 1.7. Waste management and recycling, for further instructions.
- Soap and washing-up liquid refilled; kitchen paper towels replenished.
- Daily – cupboards polished; kitchen towels replaced.

1.6 Windows cleaning

- Three times weekly – both inside and outside

1.7 Waste management and recycling

- The following types of recycling will be used – waste, plastic, glass, cans, paper, and cardboard. The contractor must ensure the correct disposal of the individual types into respective containers located in the basement.
- The organization will provide containers on each floor for collecting plastic bottles, which will be stationed in the kitchenettes.
- Waste bins will be emptied according to the terms already outlined.

2. Supplies and equipment

The contractor will provide all equipment, and the organization will provide the cleaning items. There is a dedicated storage room on the premises for keeping supplies and equipment.

3. Premises

All invited parties will be welcome to make a visit to assess the premises prior to submitting an offer. Floor plans could be obtained, if required, at the visit to the premises. **Visit to the premises can be done between October 1st – October 8th from 8am – 2pm.**

4. Work schedules

The cleaning work will be carried out outside office working hours within the following timeframe – from 6.30am- 4.00pm Mondays - Fridays

5. PROPOSAL REQUIREMENTS

Interested bidders must submit the following documents:

- a. **Company Profile:** Overview of the company, including years in business, experience in providing cleaning services, and references from similar organizations, especially International Non-Governmental Organisations (INGOs). Interested vendors must be registered with the Corporate Affairs Commission (CAC), must have a TIN and must be able to submit evidence of remittance of all statutory deductions. GAIN will require testimonials from at least two previous clients. Proven track record in rendering satisfactory services to high-end premises. Financially sound and stable, evidenced by authentic financial statements for the past two years of operation
- b. **Technical Proposal:** Detailed description of the cleaning plan and approach, number of staff allocated to the assignment, equipment, and cleaning products to be used, and health, safety, and environmental standards followed.
- c. **Financial Proposal:** Detailed pricing structure (monthly), and Terms of payment.
- d. **References:** Contact information of at least three (3) recent clients (international non-governmental organizations) for whom similar services have been provided.
- e. **Compliance:** Proof of relevant certifications, licenses, and insurance coverage and confirmation of compliance with local laws and regulations.

6. SUBMISSION GUIDELINES

All proposals must be submitted in writing (electronic submissions are acceptable).

The table below provides illustrative dates for the work/deliverables

- **Proposal Submission Deadline:** October 22nd, 2024
- **Proposal Submission Method:** All applications should be sent to nquotation@gainhealth.org

HEALTHIER DIETS. FOR ALL.

37A, Patrick. O. Bokkor Crescent, Jabi, Abuja, Nigeria, T. +234 707 271 7274, E. gainnigeria@gainhealth.org

www.gainhealth.org

Issuance of Request for Proposals	September 30 th 2024
Visit to the premises	October 1 st – October 8 th
Deadline for submission of Quotes	October 22 nd 2024

All proposals must be submitted by 23:55 PM on the due date. Late submissions will not be considered.

7. EVALUATION CRITERIA:

Proposals will be evaluated based on the following criteria:

- a. Experience and Capability: Demonstrated expertise in providing similar services.
- b. Approach and Methodology: A clear, effective cleaning strategy tailored to our needs.
- c. Cost: Competitive pricing and value for money.
- d. Compliance: Compliance with all necessary regulatory requirements.
- e. References: Positive feedback from past and current clients.

8. CONTRACT DURATION

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

II. INSTRUCTIONS FOR RESPONDING

This section addresses the process for responding to this solicitation. Bidders are encouraged to review this prior to completing their responses.

1. CONTACT

Staff will be available to respond to clarifications on this solicitation. Please direct all inquiries and other communications to the GAIN email address: iakinduro@gainhealth.org copying otaiwo@gainhealth.org.

2. SUBMISSION

The original proposals should be submitted in an electronic copy on or before **October 22nd, 2024** to the email address; nquotation@gainhealth.org. Please indicate **PROPOSAL FOR CLEANING SERVICES PROVISION** as the subject matter for your submission.

3. UNACCEPTABLE

The following proposals will automatically not be considered or accepted:

- Proposals that are received after the RFP deadline.
- Proposals received by fax.
- Incomplete proposals.
- Proposals that are not signed.

HEALTHIER DIETS. FOR ALL.

4. ACCEPTANCE

GAIN will not necessarily accept the lowest cost of any of the Proposals submitted. Accordingly, eligibility requirements, evaluation criteria and mandatory requirements shall govern the process.

5. COMPLETION

- a. In case of errors in calculating overall costs, the unit costs will govern the process.
- b. It is the applicant's responsibility to understand the requirements and instructions specified by GAIN. If clarification is necessary, applicants are advised to contact the responsible persons at GAIN under section II. point 1., prior to making their submission.
- c. While GAIN has used considerable efforts to ensure an accurate representation in this Request for Proposal (RFP), the information contained in this RFP is supplied solely as a guideline. The information is not warranted to be accurate by GAIN. Nothing in this RFP is intended to relieve applicants from forming their own opinions and conclusions with respect to the matters addressed in this RFP.
- d. By responding to this RFP, the applicant confirms its understanding that failing to comply with any of the RFP conditions may result in the disqualification of their submission.

6. RIGHTS OF REJECTION

GAIN reserves the right to reject any or all submissions or to cancel or withdraw this RFP for any reason and at its sole discretion without incurring any cost or liability for costs or damages incurred by any applicant, including, without limitation, any expenses incurred in the preparation of the submission. The applicant acknowledges and agrees that GAIN will not indemnify the applicant for any costs, expenses, payments or damages directly or indirectly linked to the preparation of the submission.

7. REFERENCES

GAIN reserves the right, before awarding the Proposal, to require the applicant to submit such evidence of qualifications as it may deem necessary, and will consider evidence concerning the financial, technical and other qualifications and abilities of the applicant.

8. RELEASE OF INFORMATION

After awarding the Proposal and upon written request to GAIN, only the following information will be released:

- a. Name of the successful applicant.
- b. The applicant's own individual ranking.

HEALTHIER DIETS. FOR ALL.

III. TERMS AND CONDITIONS OF THIS SOLICITATION

1. NOTICE OF NON-BINDING SOLICITATION

GAIN reserves the right to reject any and all bids received in response to this solicitation and is in no way bound to accept any proposal. GAIN additionally reserves the right to negotiate the substance of the successful applicants' proposals, as well as the option of accepting partial components of a proposal if deemed appropriate.

2. CONFIDENTIALITY

All information provided as part of this solicitation is considered confidential. In the event that any information is inappropriately released, GAIN will seek appropriate remedies as allowed. Proposals, discussions, and all information received in response to this solicitation will be held as strictly confidential.

3. RIGHT TO FINAL NEGOTIATIONS ON THE PROPOSAL

GAIN reserves the right to negotiate on the final costs, and the final scope of work of the proposal. GAIN reserves the right to limit or include third parties at GAIN's sole and full discretion in such negotiations.

4. EVALUATION CRITERIA

Proposals will be reviewed by the Selection Team. The following indicate a list of the significant criteria against which proposals will be assessed. This list is not exhaustive or 100% inclusive and is provided to enhance the applicants' ability to respond with substance.

Applicants are required to submit the following information, conforming to the guidelines given in this section:

- Experience and Capability: Demonstrated expertise in providing similar services.
- Approach and Methodology: A clear, effective cleaning strategy tailored to our needs.
- Cost: Competitive pricing and value for money.
- Compliance: Compliance with all necessary regulatory requirements.
- References: Positive feedback from past and current clients.

The creative and methodological approaches required to implement each of the parts of the scope of work.

Comprehensiveness of work plan and reasonableness of proposed time frame:

- The proposal shall include a feasible work plan to ensure successful completion of deliverables.

HEALTHIER DIETS. FOR ALL.

37A, Patrick. O. Bokkor Crescent, Jabi, Abuja, Nigeria, T. +234 707 271 7274, E. gainnigeria@gainhealth.org

www.gainhealth.org

- The work plan details how activities will be coordinated.

Detailed budget and cost-effectiveness of proposed approach:

- Evidence of cost-effective approaches to undertaking the scope of work within the proposed budget.
- Proposal shall identify possible challenges and include creative approaches to addressing them.

Management and personnel plan:

- The team members working on this project shall have the relevant qualifications and overall experience required to successfully implement the project.
- Roles and responsibilities of each team member shall be clearly defined.
- GAIN shall have one main contact person clearly identified in the proposal.
- A duly completed offer of services.

GAIN reserves the right to contact the individuals and contractor(s) to verify the information provided as part of the Proposal

1. REVIEW PROCESS

The review process will involve a Review Panel with participants selected by GAIN.

2. LIMITATIONS WITH REGARD TO THIRD PARTIES

GAIN does not represent, warrant, or act as an agent for any third party as a result of this solicitation. This solicitation does not authorize any third party to bind or commit GAIN in any way without GAIN's express written consent.

3. COMMUNICATION

All communication regarding this solicitation shall be directed to appropriate parties at GAIN. Contacting third parties involved in the RFP, the review panel or any other party may be considered a conflict of interest and could result in disqualification of the proposal.

4. FINAL ACCEPTANCE

Award of a Proposal does not imply acceptance of its terms and conditions. GAIN reserves the right to negotiate on the final terms and conditions including the costs and the scope of work when negotiating the final contract to be agreed between GAIN and the applicant.

5. VALIDITY PERIOD

The offer of services will remain valid for a period of 60 days after the Proposal closing date. In the event

HEALTHIER DIETS. FOR ALL.

37A, Patrick. O. Bokkor Crescent, Jabi, Abuja, Nigeria, T. +234 707 271 7274, E. gainnigeria@gainhealth.org

www.gainhealth.org

of award, the successful applicant will be expected to enter into a contract subject to GAIN's terms and conditions.

6. INTELLECTUAL PROPERTY

Subject to the terms of the contract to be concluded between GAIN and the applicant, the ownership of the intellectual property related to the scope of work of the contract, including technical information, know-how, processes, copyrights, models, drawings, source code, and specifications developed by the applicant in performance of the contract shall vest entirely with GAIN.

7. SCOPE OF CHANGE

Once the contract is signed, no increase in the liability of GAIN or in the fees to be paid by GAIN for the services resulting from any change, modification or interpretation of the documents will be authorized or paid to the applicant unless such change, modification or interpretation has received the express prior written approval of GAIN.