

## REQUEST FOR PROPOSALS

### CLEANING SERVICES

#### INTRODUCTION

The African Guarantee Fund - for Small and Medium-Sized Enterprises Ltd (AGF) is a Pan-African non-bank financial institution founded by the Danish International Development Agency (DANIDA), Spanish Agency for International Development Cooperation (AECID) and the African Development Bank (AfDB). AGF has since been joined by the French Development Agency (AFD), Nordic Development Fund (NDF), Investment Fund for Developing Countries (IFU) and KfW Development Bank.

AGF's primary mandate is to assist financial institutions (FIs) in Africa to scale up their SME financing through the provision of partial loan guarantees and capacity development assistance. It seeks to bridge the financing gap between financial institutions and SMEs across the continent. AGF products and services provide FIs with the means, which they can leverage in bringing their African SME financing interventions to the required scale.

AGF operates according to market principles and is a commercially viable venture with operations in 40 countries in Africa and is gradually expanding to other countries to cover the whole of Africa.

**AGF is rated 'AA-' by globally renowned Fitch Ratings Agency.**

## OBJECTIVE OF THE ASSIGNMENT

To find a service provider offering cleaning and sanitation solutions for AGF Offices (Africa House), 3<sup>rd</sup> 4<sup>th</sup> and 5<sup>th</sup> floors. The services will include but are not limited to cleaning the common areas in Africa House such as: Basement 1, Basement 2, Mezzanine, 1<sup>st</sup> and 2<sup>nd</sup> floors.

## DURATION OF THE ASSIGNMENT

One year with possibility of extension/renewal depending on the agreement made between the parties.

## SCOPE OF WORKS

The contractor shall provide cleaning services to all offices, server/printer room(s), corridors, toilets, conference room(s), kitchen areas, as well as all internal glass panels, windows(internal/external), doors and cabinets. The contractor is required to provide a different quote for the rest of the building's common area.

<u>AGF Premises</u>	<u>Areas Included in the Scope of Service</u>
Africa House 3 <sup>rd</sup> Floor	<ul style="list-style-type: none"> <li>• 4 offices</li> <li>• 1 library</li> <li>• 2 open areas</li> <li>• Nursing room</li> <li>• Kitchen</li> <li>• Reception area</li> <li>• 1 meeting room</li> <li>• Printer room/ strong room/ server room</li> <li>• Internal stairs</li> </ul>
Africa House 4 <sup>th</sup> Floor	<ul style="list-style-type: none"> <li>• Reception area</li> <li>• PA area</li> <li>• CEO office</li> <li>• D/CEO office</li> <li>• Kitchen</li> <li>• Corridors</li> <li>• Storage area</li> <li>• Strongroom/ server room</li> </ul>

	<ul style="list-style-type: none"> <li>• Boardroom</li> <li>• 8 offices</li> <li>• 1 meeting room</li> <li>• Balconies</li> <li>• Printer room</li> </ul>
Africa House 5 <sup>th</sup> Floor	<ul style="list-style-type: none"> <li>• Chairman's office</li> <li>• Gym</li> <li>• Corridors</li> <li>• Balcony</li> </ul>
AGF Common Areas	<ul style="list-style-type: none"> <li>• Lift lobby on all floors</li> <li>• Parking areas</li> <li>• Ground floor reception</li> <li>• Conference room/ meeting room</li> <li>• Washrooms</li> <li>• Stairs</li> <li>• Rooftop</li> <li>• Drainage areas</li> <li>• Lifts</li> <li>• Glass windows</li> <li>• Walls</li> <li>• Generator room</li> <li>• Garbage house</li> <li>• Storage rooms</li> <li>• Control room</li> </ul>

<u>Areas Covered</u>	<u>Scope of work</u>
Ground 1 <sup>st</sup> , 2 <sup>nd</sup> , 5 <sup>th</sup> and roof top	<ul style="list-style-type: none"> <li>• Cleaning and disinfecting the whole area</li> <li>• Sweeping, dusting and removing cobwebs</li> <li>• Emptying and cleaning waste bins</li> <li>• Dusting and polishing furniture</li> </ul>

Washrooms	<ul style="list-style-type: none"> <li>• Cleaning and disinfecting; including mirrors, vanity tops, wash basins and taps</li> <li>• Replenishing the toiletries</li> <li>• Maintenance to ensure all washrooms are sanitary throughout</li> </ul>
Corridors stairs and columns	<ul style="list-style-type: none"> <li>• Sweeping</li> <li>• Cleaning and disinfecting both stairs and railings</li> <li>• Cleaning glass panels and windows</li> </ul>
Lifts and lifts lobbies	<ul style="list-style-type: none"> <li>• Sweeping</li> <li>• Wiping walls, steel walls and mirrors</li> <li>• Cleaning and disinfecting lift floors</li> </ul>
Driveway and parking	<ul style="list-style-type: none"> <li>• Sweeping</li> <li>• Wiping walls and pillars</li> <li>• Removing cobwebs</li> <li>• Dusting pipes</li> <li>• De-greasing</li> </ul>
Periodic cleaning	<ul style="list-style-type: none"> <li>• Cleaning and disinfecting garbage room and generator room</li> <li>• Wet-cleaning parking and driveway</li> <li>• Cleaning blue stone</li> <li>• Cleaning drainages</li> <li>• Cleaning windows and outside walls</li> </ul>

The following are the scope of solutions to be discharged by the selected service provider:

- Provide high quality office cleaning services for the premises as per table above
- Serve refreshments to office staff and guests as and when required
- Maintain high levels of hygiene in the office kitchens at all times

- i. All personnel; including Supervisor(s)/Team Leader(s), equipment and cleaning materials; including garbage bags to be provided by the contractor.
- ii. All personnel are required to be in uniform issued by the contractor, with name tags/badges clearly pinned for easy identification. The contractor will ensure that all personnel assigned to AGF provide verifiable contact details, including a police clearance form, which will be shared with AGF's administration upon contract commencement. Any changes of cleaning personnel or supervisor(s) will be regularly updated by the contractor.
- iii. All tasks involving cleaning of the building's interior will be done in line with industry standards adhering to set health and safety precautions. The contractor is responsible for the maintenance of cleaning and performance quality set forth in this document, regardless of staff absence- due to sickness or holidays.
- iv. All floor surfaces must be completely free of dust, stains, paint, stripes, shoe marks, spillage and any other blemish that can be removed with standard industry techniques. Any defects noticed by the cleaners must be registered and reported to the cleaning supervisor for necessary repairs to be made.

## **CLEANING SERVICES**

### **A. OFFICES**

#### **Daily**

- All waste bins and plastic bags to be emptied and bags replaced.
- Horizontal surfaces clear of obstruction should be dusted or vacuum cleaned.
- Visible dirt and shoe marks should be vacuum cleaned or washed from floor surfaces.
- All kitchen utensils left in corridors, offices and meeting rooms to be returned and organized accordingly.

#### **Weekly**

- Carpets/linoleum to be vacuum-cleaned and washed from wall to wall including moving any chairs and other moveable obstructions.
- Vertical open areas to be cleaned.
- All lamps (including ceiling lamps), wall hangings, closets, telephones, doors (including handles and frames) as well as chair legs to be dusted and wiped.
- All window sills to be cleaned often to remove visible dirt.

- Banisters in stairwells to be dusted and wiped clean.
- All upholstered furniture to be vacuum-cleaned.
- All doors, glass panels, skirting boards, shelves and the radiators to be dusted and polished.

## **B. TOILETS**

### **Daily**

- All sanitary ware (washbasins, WC pans) and mirrors to be washed and wiped clean to remove all traces of splashes and water marks.
- Garbage bins to be emptied and floors washed to remove all traces of visible dirt.
- Toilet consumables (toilet paper, paper towels, liquid soap and air freshener) to be re-stocked.
- Complete cleaning of all sanitary elements, including removing all stain and scale.
- Toilets to be checked every hour for all the above and a cleaners' signing check sheet be updated respectively.

### **Weekly**

- Walls and doors to be cleaned/washed.
- WC pans and urine pans to be thoroughly scrubbed to remove all traces of chalk and stains.

## **C. RECEPTION/LOBBY**

### **Daily**

- Horizontal surfaces clear of any obstructions to be wiped off or vacuum cleaned.
- All floor surfaces to be vacuumed or washed to remove all traces of visible dirt and shoe marks.

### **Weekly**

- Floors vacuumed and washed, from wall to wall, a minimum of once per week.

## **D. CONFERENCE HALLS/MEETING ROOMS**

### **Daily**

- Floor and horizontal surfaces clear of any obstructions to be washed or vacuumed as necessary to remove all traces of visible dirt.

## Weekly

- All carpets and small rugs to be vacuumed once a week, ensuring all portable/detachable obstacles are moved and re-arranged accordingly.

### **E. WINDOWS**

- Cleaning of outside windows to be done quarterly, in accordance with the best industry standards.

### **F. CAFETERIA SERVICES**

## Daily

- Serve refreshments to office staff and guests as and when required.
- Maintain high levels of hygiene in the office kitchens at all times.
- Cleaning of kitchens, wash dirty utensils, cleaning of cupboard doors (outside), cleaning the exterior of refrigerators, and the cleaning of all kitchen electric and non-electric gadgets.

## **SAFETY AND SECURITY**

The contracted cleaning staff will be working in the premises before and after office hours as required. The Contractor will avail all staff security clearance certificates from local authorities to AGF's administration. A copy of the National Identity Card and a passport-sized photograph of all staff will be provided to AGF for record-keeping. An AGF ID Card will also be issued to the contractor upon receipt of police clearance certificate.

## **FUMIGATION AND PEST CONTROL**

This will be undertaken quarterly to rid the premises of common household pests and insects i.e., rats, mice, cockroaches, bugs, houseflies, mosquitoes and other crawling pests.

## **CONFIDENTIALITY**

By accepting to take part in the invitation, you agree to keep in confidence all information provided to you, whether written or oral, in relation to the invitation and/or in relation to the organization's overall business, which is not already in the public domain, to use it only for the purposes of this bid and for no



other reason and not to disclose any of the said information to any third party. The staff provided by the contractor will be required to sign an NDA provided by AGF.

## **APPLICATIONS**

The closing date for submission of proposals is **Friday, 24<sup>th</sup> June 2022**

Proposals can be hand delivered to AGF offices or sent by email to: [info@africanguaranteefund.com](mailto:info@africanguaranteefund.com)

### **Our Address**

**Africa House**

**Muthangari Road**

**Lavington**

We invite you to learn more about us on: [www.africanguaranteefund.com](http://www.africanguaranteefund.com)