# Invitation to Tender

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| **Tender Name: PROVISION OF CLEANING SERVICES** | | **Tender No: MCK/NBO/MA/001/2021** |
| Location: (NAIROBI, KENYA) | Correspondence Language(s): ENGLISH | |
| **Brief Summary Description of Project**: Provision of cleaning services to Mercy Corps Kenya. The service provider will provide the services as per the required and agreed terms and conditions. The process will involve submission of the sealed tender documents, tender opening and tender evaluation. Mercy Corps is seeking to contract a potential cleaning service provider for a period of 24(twenty-four) months, starting from the time of signing the agreement. Mercy Corps is inviting sealed bids from eligible applicants for this service. | | |

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| **Tender Package Available from: 8th April, 2021** | **Tender Package Pickup Location:**  **Link will be provided** |
| **Deadline for Offer Submission: 22nd April, 2021** | **Submit Offers to: TENDER BOX AT MERCY CORPS OFFICE LOCATED AT ALMONT PARK, 3RD FLOOR CHURCH ROAD, OFF WAIYAKI WAY, BEHIND MEDANTA HOSPITAL AND OPPOSITE TOYOTA WESTLANDS** |

*Mercy Corps reserves the right to accept or reject any late offers*

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| **Questions and Answers (Q&A)** | |
| If any, Submit Questions in writing to: **ke-pr@mercycorps.org)** | |
| Last Day for Questions: 14th March, 2021 | Questions will be answered by: 16th March, 2021 1700hrs |
| Questions will be answered through: **ke-pr@mercycorps.org** | |

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| **Q&A Session** | |
| Date / Time: N/A |  |
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| **Documentation Checklist** | |
| These documents are contained within this tender package: | * Invitation to Tender * General Conditions for Tender * Criteria and Submittals * Price Offer Sheet * Supplier Information Form * Scope of Work/Technical Specifications/BoQ * Sample Contract |

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# General Conditions for Tender

Mercy Corps invites offers for the goods, services and/or works described and summarized in these documents, and in accordance with procedures, conditions and contract terms presented herein. Mercy Corps reserves the right to vary the quantity of work/materials specified in the Tender Package without any changes in unit price or other terms and conditions and to accept or reject any, all, or part of submitted offers.

**2.1 Mercy Corps’ Anti-Bribery and Anti-Corruption Statement**

**Mercy Corps strictly prohibits**:

* *Any form of bribe or kickback in relation to its activities*

This prohibition includes any *request* from any Mercy Corps employee, consultant or agent for anything of value from any company or individual in exchange for the employee, consultant or agents taking or not taking any action related to the award of a contract or the contract once awarded.  It also applies to any *offer* from any company or individual to provide anything of value to any Mercy Corps employee, consultant or agent in exchange for that person taking or not taking any action related to the award of the contract or the contract.

* *Conflicts of interests in the awarding or management of contracts*

If a company is owned by, whether directly or indirectly, in whole or in part, any Mercy Corps employee or any person who is related to a Mercy Corps employee, the company must ensure that it and the employee disclose the relationship as part of or prior to submitting the offer.

* *The sharing or obtaining of confidential information*

Mercy Corps prohibits its employees from sharing, and any offerors from obtaining, confidential information related to this solicitation, including information regarding Mercy Corps’ price estimates, competing offerors or competing offers, etc.  Any information provided to one offeror must be provided to all other offerors.

* *Collusion between/among offerors*

Mercy Corps requires fair and open competition for this solicitation.  No two (or more) companies submitting bids can be owned or controlled by the same individual(s). Companies submitting offers cannot share prices or other offer information or take any other action intended to pre-determine which company will win the solicitation and what price will be paid.

Violations of these prohibitions, along with all evidence of such violations, should be reported to:

[**integrityhotline@mercycorps.org**](mailto:integrityhotline@mercycorps.org)

Mercy Corps will investigate allegations fully and will take appropriate action.  Any company, or individual that participates in any of the above prohibited conduct, will have its actions reported to the appropriate authorities, will be investigated fully, will have its offer rejected and/or contract terminated, and will not be eligible for future contracts with Mercy Corps. Employees participating in such conduct will have his/her employment terminated.

Violations will also be reported to Mercy Corps’ donors, who may also choose to investigate and debar or suspend companies and their owners from receiving any contract that is funded in part by the donor, whether the contract is with Mercy Corps or any other entity.

**2.2 Tender Basis:**

* All offers shall be made in accordance with these instructions, and all documents requested should be furnished, including any required (but not limited to) supplier-specific information, technical specifications, drawings, bill of quantities, and/or delivery schedule. If any requested document is not furnished, a reason should be given for its omission in an exception sheet.
* No respondent should add, omit or change any item, term or condition herein.
* If suppliers have any additional requests and conditions, these shall be stipulated in an exception sheet.
* Each offeror may make one response only.
* Each offer shall be valid for the period of 180 days from its date of submission.
* All offers should indicate whether they include taxes, compulsory payments, levies and/or duties, including VAT, if applicable.
* Suppliers should ensure that financial offers are devoid of calculation errors. If errors are identified during the evaluation process, the unit price will prevail. If there is ambiguity on the unit price, the Selection Committee may decide to disqualify the offer.
* Any requests for clarifications regarding the project that are not addressed in written documents must be presented to Mercy Corps in writing. The answer to any question raised in writing by any offeror will be issued to that offeror. In some cases Mercy Corps may choose to issue clarifications to all offerors. It is a condition of this tender that no clarification shall be deemed to supersede, contradict, add to or detract from the conditions hereof, unless made in writing as an Addendum to Tender and signed by Mercy Corps or its designated representative.
* This Tender does not obligate Mercy Corps to execute a contract nor does it commit Mercy Corps to pay any costs incurred in the preparation and submission of bids. Furthermore, Mercy Corps reserves the right to reject any and all offers, if such action is considered to be in the best interest of Mercy Corps.

**2.3 Supplier Eligibility**

Suppliers may not apply, and will be rejected as ineligible, if they :

* Are not registered companies
* Are bankrupt or in the process of going bankrupt
* Have been convicted of illegal/corrupt activities, and/or unprofessional conduct
* Have been guilty of grave professional misconduct
* Have not fulfilled obligations related to payment of social security and taxes
* Are guilty of serious misinterpretation in supplying information
* Are in violation of the policies outlined in Mercy Corps Anti Bribery or Anti-Corruption Statement
* Supplier (or supplier’s principals) are on any list of sanctioned parties issued by; or are presently excluded or disqualified from participation in this transaction by: the United States Government or United Nations by the United States Government, the United Kingdom, the European Union, the United Nations, other national governments, or public international organizations.

Additional eligibility criteria, if applicable, are stated in section 3.2 of this tender package.

**2.4 Response Documents**

Offerors must submit an offer in their own format and ensure it contains all the required documents and information specified in this tender. Where an itemized Price Offer Sheet is included in the tender package, the offeror must complete and submit it with the rest of their offer.

**2.5 Acceptance of Successful Response**

Documentation submitted by offerors will be verified by Mercy Corps. The winning offeror will be required to sign a contract for the stated, agreed upon amount.

**2.6 Certification Regarding Terrorism**

It is Mercy Corps’ policy to comply with humanitarian principles and the laws and regulations of the United States, the European Union, the United Nations, the United Kingdom, host nations, and other applicable donors concerning transactions with or support to individuals or entities that have engaged in fraud, waste, abuse, human trafficking, corruption, or terrorist activity. These laws and regulations prohibit Mercy Corps from transacting with or providing support to any individuals or entities that are the subject of government sanctions, donor rules, or laws prohibiting transactions or support to such parties.

# Criteria & Submittals

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| **3.1 Contract Terms**  Mercy Corps intends to issue aFixed Pricecontract to one or several company (ies) or organization(s). The successful offeror(s) shall be required to adhere to the statement of work and terms and conditions of the resulting contract. The anticipated contract is incorporated in Section 6 herein. By submitting an offer, offerors certify that they understand and agree to all of the terms and clauses contained in Section 6. |
| **3.2 Specific Eligibility Criteria**  Eligibility criteria must be met and the corresponding supporting documents listed below under “Tender Submittals” **must** be submitted with offers. Offerors who do not submit these documents may be **disqualified** from any further technical or financial evaluation.  **Eligibility Criteria:**   * The offeror must be legally registered * The offeror must be in good standing with its governing tax authority * Having a satisfactory record of performance and business ethics based on information available to Mercy Corps * Sufficient trained workers. * Bank details: bank name; bank branch, swift code, branch code, bank account number (Mercy Corps will make all payments in bank through crossed cheques or bank transfers). |
| **3.3 Tender Submittals**  Documents and required information listed in tender submittals are necessary in order to support the eligibility criteria and to conduct technical evaluations of received offers (and due diligence). While absence of these documents and/or information does not denote mandatory disqualification of suppliers, the lack of these items has the potential to severely and negatively impact the technical evaluation of an offer.  **Documents supporting the Eligibility Criteria:**   * Legal Business Registration * Valid Tax Registration Certificate * CR12 * Local business permits. * Bank details * Reference letters from at least 3 corporate clients, preferably INGOs, with their contact information. * Supplier information form (attached here) * Price offer sheet (attached here) * Company profile, 2-page maximum.   **Documents to conduct the Technical Evaluation and additional Due Diligence:**   * Company Profile, 2 page max * References from previous work projects (including contact information) * Legal registration documents. * Tax compliance certificate. * CR12 * List of corporate clients * Evidence of statutory remittances according to the Kenya Labor Laws i.e. NHIF, NSSF, WIBA, valid certificate of compliance to minimum wage * Certificate of good conduct of employee * List of employees * Bank details   **Price Offer :**  The Price offer is used to determine which offer represents the best value and serves as a basis of negotiation before award of a contract. As a Fixed-Price contract, the price of the contract to be awarded will be an all-inclusive fixed price basis, either in the form of a total fixed price or a per-unit/deliverable fixed price. No profit, fees, taxes, or additional costs can be added after contract signing. Offerors must show unit prices, quantities, and total price, as displayed in the Offer Sheet in Section 4. All items must be clearly labeled and included in the total offered price.  Offerors must include all applicable taxes. |
| **3.4 Currency**  Offers should be submitted in: KES  Payments will be made in: KES |

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| **3.5 Tender Evaluation** (**LPTA Selection Method**)  Based on the above submittals, a Mercy Corps Tender Committee will conduct a tender evaluation process. Mercy Corps reserves the right to accept or reject any or all bids, and to accept the offer(s) deemed to be in the best interest of Mercy Corps. Mercy Corps will not be responsible for or pay for any expenses or losses which may be incurred by any Offeror in the preparation of their tender.  Evaluations will be conducted as described in the following subsections: |
| **3.5.1 Technical Evaluation**  ***Lowest Price, Technically Acceptable (LPTA)***  Mercy Corps Tender Committee will conduct a technical evaluation which will grade technical criteria on a pass/fail basis. Supplier’s bids **must meet the minimum technical standard** established here in order to receive a passing mark. Any offerors who receive a failing mark on any criteria will be automatically disqualified from the tender process.  Only offerors who pass all criteria will move on to the next round of evaluation.  Pass/fail technical criteria are as follows:   |  |  | | --- | --- | | **Technical Criteria** | **Pass or Fail?** | | Copy of valid certificate of registration |  | | Copy of valid tax compliance certificate |  | | Copy of CR12 |  | | Company profile, 2 pages maximum. |  | | At least 3 reference letters from corporate clients, preferably INGOs, and their contact information for similar services rendered |  | | List of all current corporate clients ( minimum 5) |  | | Evidence of statutory remittances according to the Kenya Labor Laws i.e. NHIF, NSSF, WIBA, valid certificate of compliance to minimum wage |  | | Certificate of good conduct of staff to be deployed |  | | List of employees |  | | At least five years of experience in the industry |  | | Bank details: Bank name, Bank branch, Account name, Account number, swift code. |  | |
| **3.5.2 Financial Evaluation and Price/Cost Analysis**  All suppliers who passed all technical criteria will move on to the financial evaluation where the lowest price offer(s) will be accepted as the winning offeror(s) assuming the price is deemed fair and reasonable and subject to the additional due diligence in section 3.5.3. |
| **3.5.3 Additional Due Diligence**  Upon completion of both the technical and financial evaluations Mercy Corps may choose to engage in additional due diligence processes with a particular offeror or offeror(s). The purpose of these processes is to ensure that Mercy Corps engages with reputable, ethical, responsible Suppliers with solid financials and the ability to fulfill the contract. Additional due diligence may take the form of the following processes (though it is not limited to):   * Reference Checks * Supplier’s facility visits * Analysis of audited financial statements * Determination of relations and affiliations between offerors * Other appropriate documented method giving Mercy Corps increased confidence in the supplier’s ability to perform |

# Offer Form

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| **Offerors must submit their own independent offer including at least (but not limited to):**   * All documents requested in the “Eligibility Criteria” section of this Tender Package * All documents requested in the “Tender Submittals” section of this Tender Package * All information listed in the “Documents Comprising the Bid” section below   **All offers must be duly signed (including position and full name of the signer) and stamped, with the date of completion.** |

***Documents Comprising the Bid***

The following information must be included in the offer of any potential offeror:

* **Cover Letter** explaining interest to be a contracted vendor or supplier. The content of the cover letter shall include the following information:
* A detailed specification of the offered goods, services and/or works
* Warranty (if necessary and appropriate)
* Delivery time
* Price validity date (for this purpose and as stated on the advertisement, quote given shall remain unchanged for 180 working days)
* A Price Offer detailing the unit price only using the **Price Offer Sheet** template provided in section 7
* Completed and signed Mercy Corps **Supplier Information Form** (template provided in section 7)
* Other important documents offeror feels need to be attached to support their bid

The original bid shall be signed by the offeror or a person or persons duly authorized to bind the offeror to the contract. Financial offer pages of the bid shall be initialed by the person or persons signing the bid and stamped with the company seal.

Any interlineations, erasures, or overwriting shall be valid only if they are initialed by the person or persons signing the bid.

# Scope of Work/Technical Specifications

**Scope of Work**

**Scope of Project:** Cleaning services

**Organization:** Mercy Corps

**Country:** Kenya

1. **Background Information**

Mercy Corps (MC) is a non-profit, non-governmental organization powered by the belief that a better world is possible, in more than 40 countries around the world, we partner to put bold solutions into action, helping people triumph over adversity and build stronger communities from within, now and in the future.

1. **Purpose of Engagement**

The objective of this request is to identify a service provider to whom the organization can outsource its cleaning Services.

## The contractor is expected to offer Office Cleaning Services to Mercy Corps Kenya. Being part of the frontline team the contractor is expected to act professionally as he/she carries out his/her work in such a manner as to uphold Mercy Corps image locally. The contract involves the provision of office cleaning services to MC – Nairobi Office located at Almont Park 3rd and 4th floor, along Church road off Waiyaki way.

Deliverable of the provider:-

**Office Areas and Conference Rooms**

* Empty all trash receptacles and replace liners as necessary
* Vacuum all carpeted traffic lane areas
* Dust and spot clean all furniture, fixtures, equipment and accessories
* Spot clean all walls, light switches and doors
* Dust high and low areas (pictures, clocks, partition tops etc.)
* Fully vacuum all carpets from wall to wall

Dust ledges and window sills

* Dust all blinds

**Kitchen and Break room**

Sweep and mop floors

* Using appropriate equipment for removing all debris
* Empty all trash receptacles and replace liners as necessary
* Spot clean all walls, light switches and doors

**Lobby and entrance area**

* Damp mop the entire area
* Dust mop all hard surface floors with treated dust mop
* Vacuum walk-off mats
* Clean both sides of all glass doors
* Using approved spotter, spot clean carpeted areas
* Dust low and high areas
* Mop all stains and spills, especially drinking and coffee spills
* Empty all trash cans and replace liners as required
* Monthly high dusting

**Hallway areas**

* Dust all high and low areas including carpets, pictures, clocks etc.
* Fully vacuum carpets from wall to wall

**A La Carte Items**

* Monthly Interior Refrigerator Cleaning
* Carpet Shampoo Cleaning monthly
* Quarterly Machine Scrub Restroom Floors and Grout

**Electrostatic Disinfecting Services**  
The process of spraying an electrostatic-charged mist onto all surfaces and objects in the facility using EPA registered disinfectant. The spray contains positively charged particles that are able to aggressively adhere to surfaces and objects. The particles in the spray are positively charged, they cling to and coat any surface, including walls, light fixtures, etc.

**Fumigation**

Fumigation of the office block; rooms, kitchen and washrooms and its immediate environment once quarterly.

Specifications of services required

* Provide continuous and uninterrupted services at the facility in accordance with the service standards, requirements, terms that will be set out in the agreement.
* Provide trained personnel to provide services in accordance with the terms of this Agreement.
* This services will be provided during week days with occasional requests on weekends and or holidays. Such arrangements will be made known to the service provider in advance.
* It is the service provider’s responsibility to ensure the office premises is kept clean at all times. The office will be mopped, desks dusted, windows cleaned every morning by 7:30am. Purpose is to ensure there is minimal office work flow interruption at the start of each business day.
* The contractor will meet the General transport requirements for all its personnel to and from the premises, and accommodation and site office for all personnel and operations.
* The contactor will be required to ensure strict adherence to current Occupational Safety and Health regulations in the workplace

**The service provider must be willing to learn, adhere to and implement the COVID-19 Enhanced Hygiene and Safety Precautions in the Office such as:**

1) Cleaning the following once a day:

* a. All desk surfaces
* b. Arms and the backs of chairs

2) Cleaning the following several times per day:

* a. Door handles
* b. Light switches
* c. Microwave
* d. Kettles
* e. Water dispenser
* f. Handles of cabinets, draws and fridges
* g. Other frequently touched surfaces

**Wages**

* Wages paid to employees to be deployed must conform to the Ministry of Labor Guidelines on Minimum wages and MC will be at liberty to confirm this from whatever source to ensure this is complied with. This may include requesting the contractor to provide its payroll
* The Contractor will be expected to provide clean uniform to his employees

**Office Space**

* The office space is 3rd floor 7500sqft and 4th floor 7500 sqft
* You are supposed to visit the office before quoting

1. **Supplier Eligibility**

Suppliers may not apply, and will be rejected as ineligible, if they;

* Are not registered companies
* Are bankrupt or in the process of going bankrupt
* Have been convicted of illegal/corrupt activities, and/or unprofessional conduct
* Have been guilty of grave professional misconduct

**6. Sample Contract**

This is the anticipated contract. However, if required, additional terms and conditions may be added by Mercy Corps in the final contract.



# 7. Attachments to the Tender Package

**Attachment 1 -Supplier Information Form template**

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**Attachment 2 -Price Offer Sheet template**

