

# **REQUEST FOR QUOTATION (RFQ)**

**Re-Advertised** 

RFQ Reference: Long Term Agreement (LTA) \_ 001\_024 Date: 25 March 2024

**SECTION 1:** REQUEST FOR QUOTATION (RFQ) for Provision of Janitorial Services to IOM Lagos and Benin, Nigeria.

International Organisation for Migration (IOM) kindly requests your quotation for the provision of goods, works and/or services as detailed in Annex 1 of this RFQ.

This Request for Quotation comprises the following documents:

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Section 1: This request letter

Section 2: RFQ Instructions and Data

Annex 1: Schedule of Requirements

Annex 2: Quotation Submission Form

Annex 3: Technical and Financial Offer

Annex 5: Bidder's Declaration of Conformity

Annex 6: Vendor Information Sheet

When preparing your quotation, please be guided by the RFQ Instructions and Data. Please note that quotations must be submitted using Annex 2: Quotation Submission Form and Annex 3 Technical and Financial Offer, by the method and by the date and time indicated. Also Annexes 4, 5, 6 and 7 should be submitted along these two. It is your responsibility to ensure that your quotation is submitted on or before the deadline. Quotations received after the submission deadline, for whatever reason, will not be considered for evaluation.

Thank you and we look forward to receiving your quotations.

#### Approved by:

Name: Emmylin Nabanobe
Title: Supply Chain Officer

Date: 25.03.2024



# **SECTION 2: RFQ INSTRUCTIONS AND DATA**

Deadline for the Submission	02 April 2024 2024 at 16:00hrs WAT  If any doubt exists as to the time zone in which the quotation should be submitted,						
of Quotation	refer to http://www.timeanddate.com/worldclock/.						
	Telefico integrif www.meanadateloonif worldelookf.						
Method of Submission	Quotations must be submitted as follows:						
	☐ E-tendering						
	⊠ Email						
	☐ Courier / Hand delivery ☐ Other Click or tap here to enter text.						
	Bid submission address: iomlagostenders@iom.int						
	File Format: PDF for all files						
	File names must be maximum 60 characters long and must not contain any						
	letter or special character other than from Latin alphabet/keyboard.						
	<ul> <li>All files must be free of viruses and not corrupted.</li> </ul>						
	<ul> <li>Max. File Size per transmission: 30MB in total</li> </ul>						
	<ul> <li>Mandatory subject of email: Provision of Janitorial Services for IOM Lagos and Benin Office</li> </ul>						
	<ul> <li>Multiple emails must be clearly identified by indicating in the subject line "email no. X of Y", and the final "email no. Y of Y.</li> </ul>						
	<ul> <li>It is recommended that the entire Quotation be consolidated into as few attachments as possible.</li> </ul>						
	<ul> <li>The proposer should receive an email acknowledging email receipt.</li> </ul>						
Cost of preparation of	IOM shall not be responsible for any costs associated with a Supplier's preparation						
quotation	and submission of a quotation, regardless of the outcome or the manner of conducting the selection process.						
Supplier Code of Conduct	All prospective suppliers must read the UN Supplier Code of Conduct and						
	acknowledge that it provides the minimum standards expected of suppliers to the						
	UN. The Code of Conduct, which includes principles on labour, human rights,						
	environment and ethical conduct may be found at: <u>Supplier Code of Conduct (ungm.org)</u> .						
Conflict of Interest	UN encourages every prospective Supplier to avoid and prevent conflicts of interest,						
	by disclosing to UN if you, or any of your affiliates or personnel, were involved in the						
	preparation of the requirements, design, specifications, cost estimates, and other						
General Conditions of	information used in this RFQ.  Any Purchase Order or contract that will be issued as a result of this RFQ shall be						
Contract	subject to the IOM General Conditions of Contract for provision of						
	goods/services/transportation/medical services available at						
ep 4 40	https://www.iom.int/do-business-us-procurement.						
Eligibility	Bidders shall have the legal capacity to enter into a binding contract with IOM and to deliver in the country, or through an authorized representative.						
Currency of Quotation	Quotations shall be quoted in <b>Naira</b>						
Duties and taxes	The International Organization for Migration is exempt from all direct taxes, except						
	charges for public utility services, and is exempt from customs restrictions, duties,						
	and charges of a similar nature in respect of articles imported or exported for its						
	official use. All quotations shall be submitted net of any direct taxes and any other taxes and duties, unless otherwise specified below:						
	All prices shall:						
	☐ be inclusive of VAT and other applicable indirect taxes						
	☐ be exclusive of VAT and other applicable indirect taxes						



	ON MIGRATION
Language of quotation and	English
documentation including	
catalogues, instructions and	
operating manuals	
Documents to be submitted	Bidders shall include the following documents in their quotation:
	□ Annex 2: Quotation Submission Form duly completed and signed
	☑ Annex 3: Technical and Financial Offer duly completed and signed and in
	accordance with the Schedule of Requirements in Annex 1
	Annex 5: Bidders Declaration of Conformity
	□ Annex 6: Vendor Information Sheet
	☑ Valid Certificate of Registration (Certificate of Incorporation)
	Annexes 2 to 6 shall be <b>duly signed</b> , accomplished and typewritten or
	written in indelible ink. Any correction made to the prices, rates or to any
	other information shall be rewritten in indelible ink and initialled by the
	person signing the Quotation Form.
Quotation validity period	Quotations shall remain valid for 3 years from the deadline for the Submission of
quotation randity period	Quotation.
Price variation	No price variation due to escalation, inflation, fluctuation in exchange rates, or any
	other market factors shall be accepted at any time during the validity of the
	quotation after the quotation has been received.
Partial Quotes	
	☐ Permitted (please specify, i.e. by LOTs only or by line item, etc)
Payment Terms	
,	submission of payment documentation.
	☐ <b>Other</b> Click or tap here to enter text.
Contact Person for	Focal Person: Stella OKEMUO
correspondence,	E-mail address: sokemuo@iom.int
notifications and	Attention: Quotations shall not be submitted to this address but to the
clarifications	address for quotation submission above.
Clarifications	Requests for clarification from bidders will not be accepted any later than 2 days
	before the submission deadline. Responses to request for clarification will be
	communicated through email by 29 March 2024
Evaluation method	
Evaluation method	
Free broad and and and a	Other Click or tap here to enter text.
Evaluation criteria	⊠Full compliance with all requirements as specified in Annex 1
	☑ Full acceptance of the General Conditions of Contract
	□Comprehensiveness of after-sales services
	⊠Earliest Delivery /shortest lead time
	□Others (for ex, environmental criteria/considerations, etc)
Right not to accept any quotation	IOM is not bound to accept any quotation, nor award a contract or Purchase Order
Right to vary requirement at	At the time of award of Contract or Purchase Order, IOM reserves the right to vary
time of award	(increase or decrease) the quantity of services and/or goods, by up to a maximum
	25% of the total offer, without any change in the unit price or other terms and
	conditions.
Type of Contract to be	Service Agreement( Long Term)
awarded	
Expected date for contract award.	15 May 2024
Policies and procedures	This RFQ is conducted in accordance with Policies and Procedures of IOM
r oncies and procedures	This is Q is conducted in accordance with Folicies and Flocedures of IOM



# UNGM registration IOM is encouraging all suppliers to register at the United Nations Global Marketplace (UNGM) website at <a href="https://www.ungm.org">www.ungm.org</a>. The Bidder may still submit a quotation even if not registered with the UNGM, however, if the Bidder is selected for Contract award of USD 100,000 and above, the Bidder is recommended to register on the UNGM prior to contract signature. For vendors who do not have the technical means to register in UNGM, the UNGM has implemented an assisted vendor registration functionality that allows IOM procurement personnel to add local vendors to the UNGM.



#### **ANNEX 1: Term of Reference**

# A. Background:

The International Organization for Migration (IOM) is an intergovernmental organization established in 1951 and is committed to the principle that humane and orderly migration benefits both migrants and society. IOM has an accommodation facility for its staff located at Ikeja GRA and a Transit Centre for Migrants located at Igando, Lagos State, Nigeria.

#### B. Overall Objectives:

The main objective of this task is to provide Janitorial services and gardening services to the IOM Lagos and Benin compound and upkeep of offices, car parks and common areas in a clean and hygienic environment. The service provider should provide the services as per this Terms of Reference for a period of **3 years**.

#### Requirements of the Services to IOM

• 56 staff daily from Monday – Friday from 6:00 am to 4:30 pm except on official UN Holidays during the year. Kindly see below breakdown of staff

Offices	Number of Cleaners	Number of Gardeners	Number Laundry Personnel	Supervisor
Lagos Main Office( GRA)	17	2	3	1
Lagos Annex ( GRA)	7	1	1	-
Transit Centre( Igando, Lagos)	8	2	-	-
Benin city( GRA)	12	1	-	1

- The service provider should be fully responsible for all work and services performed by its staff.
- The service provider shall take all reasonable measures to ensure that the contracted personnel conform to the highest standard of moral and ethical conduct.
- All employed staff should be given a written letter of appointment and job identity card as per the local law.
- The service provider shall provide relievers / replacement in case of absences incurred by the assigned cleaning staff or supervisor to ensure continuous and uninterrupted service.
- IOM may, at any time, request in writing for the withdrawal or replacement of any of the staff assigned to
  perform works or services. The service provider shall, at its own cost and expense, immediately withdraw or
  replace such personnel forthwith without contest.
- All staff should be neatly attired in uniforms and always be neat and pleasant in appearance.
- All cleaning supplies; excluding the materials and Equipment mentioned in Sub D; would be provided by IOM.



# C. Scope of the Service:

TASK DESCRIPTION	FREQUENCY		
A. RECEPTION/WAITING ROOM/X-RAY WAITING AREA/ OFFICES/ X-	RAY ROOM		
Cleaning of the floor according to type (Tile, etc)	Daily		
Dust/Wipe down all horizontal/vertical surfaces with a damp cloth and including windowsill and stays	Daily		
Dust/Wipe desk and computers (NB: IT equipment to be cleaned in accordance with manufacturer specifications and only IT friendly detergents to be used	Daily		
Cleaning of chairs and couches	Daily		
Deep cleaning of couches	Quarterly		
Polish all wooden furniture ( Product used should be suitable for furniture)	Weekly		
Empty dustbins and waste paper basket	Daily		
Clean Picture frames (Including picture glass)	Daily		
Cleaning of Fans and Air conditioners	Weekly		
Shred all waste papers after proper sorting and confirmation from individual staff members	Daily		
Spot clean marks from walls, doors, paint work and light switches	Weekly		
Clean inside windows	Weekly		
B.OFFICE SURROUNDINGS/ GARDENING/ SECURITY POST:			
Cleaning of security post	Daily		
Cleaning of generators	Daily		
Sweeping all walk ways/ outside the compound	Daily		
Washing sputum area	Daily		
Sweeping / Cleaning of Mobile Police Post	Daily		
Cut weed as at when due, Spot picking of dry leaves/grasses/ waste papers/ plastics etc. littering around the compound.	Daily		
Water the flowers and grasses	daily or as appropriate depending on weather condition.		
C.PASSAGES/ STRAIRCASES/ AND FIRE EXTINGHUISHERS.			
Pick up, Clean all waste receptacles and dispose of all litter.	Daily		
Spot clean all glasses, Windows, doors, doorknobs and metal Work and clean all accessible ledges	Daily		
Clean Skirting and handrails	Daily		
Washing and cleaning of passages and staircases	Daily		
Cleaning of fire extinguishers	Weekly		



applicant's toilet at x-ray area)				
Cleaning of all toilets (Closet pan and urinals) with toilet cleaning Soap and disinfectant	Three time a day(Morning, Midday morning and afternoon and routine checks (5 times a day)			
Washing and disinfecting of wash hand basins, hand towels, mirror toilet floors, walls, doors and Pipes.	Daily			
E. KITCHEN				
Cleaning of kitchen floor	Daily			
Cupboards must be cleaned with water and suitable detergent	Weekly			
Microwave ovens, fridge and other appliances must be cleaned	Daily			
Fridge must be defrosted and cleaned	Monthly			
Wash the inside and outside of the trash bins	Daily			
Flush drain with boiling water	Daily			
Wash water jugs, plates, cutlery and drinking glasses, with dish washing liquid.	Daily			
F.LAUDRY SERVICES				
Washing of applicant's gown, lab coats, examination couch covers and bed sheets.	Daily			
roning of clothes mentioned above	Daily			
Collection of used clothes and linen from the examination, laboratory	Daily			

## D. Janitorial/ Gardening Equipment:

Equipment such as Grass cutter, lawn rake, brooms, pruning shears, garden hose, plastic bucket, machete, sickle, hoe, wheelbarrow, shovel and sprinkler and Supplies such as Fuel, Manure for plants, Protective equipment (Shoes, uniforms, masks, gloves...), rain coats, will be provided by the Service Provider.

## **E.** Desirable Competencies:

- Professionalism- Demonstrates professional competence and mastery in janitorial, garden services.
- Client Orientation: treat all staff with a professional and courteous attitude, demonstrates ability to work effectively in a stressful environment.
- Teamwork: Ability to establish and maintain effective working relationships with other colleagues.
- Maintain high level of confidentiality.



### F. Qualifications of Janitorial/ Gardener Staff:

The service provider is responsible for selecting candidates for employment.

- a) Age- 18 years and above.
- B) Either men or women candidates in proper physical condition will be accepted.
- C) Healthy candidates free from all communicable disease and without physical defects or abnormalities, which would interfere with the performance of any duty.

### G. Terms of Payment:

- •The Service provider should provide invoice to IOM at the end of the month.
- Payment of the services shall be made within 30days of receipt of the invoice through bank transfer to the Service Provider bank account name by the company.
- •All prices shall be in Nigerian Naira.

#### H. Timeline:

The service provider should be able to provide services for a period of **3 years**, with the possibility of extension subject to annual satisfactory performance of the services.

## The following evaluation criteria shall be used to evaluate the proposals received:

# A. Preliminary Examination of Proposals [Pass/Fail criteria]

This stage of the evaluation is to assess the document formality required for each applicant with pass or fail criteria before undertaking their detailed examination or evaluation. Confirmation will be done one by one, whether the submitted documents and format are in conformity with the requirement as mentioned above. In case of no submission or missing of any of required documents deemed as important, such Applicant shall be disqualified at this stage.

No.	Requirements	Importance	Criteria
1.	Annex 2: Quotation Submission Form duly completed and signed (and preferably stamped)	High	Pass/Fail
2.	Annex 3: Vendor Information Sheet completed and signed (and preferably stamped)	Medium	Pass/Fail
3.	Annex 4: Declaration of Conformity completed and signed (and preferably stamped)	Medium	Pass/Fail
4.	Annex 5: Technical and Financial Offer duly completed and signed (and preferably stamped	High	Pass/Fail
5.	Company Profile (including the names of owners, key officers, technical personnel)	High	Pass/Fail
6.	Copy of Corporate Affairs Commission Certificate (CAC).	High	Pass/Fail
7.	Tax Compliance: Submit 2022/23 Tax Clearance Certificate	High	Pass/Fail
8.	Evidence of Health insurance scheme for Staff/workers	High	Pass/Fail
9.	Experience and track record in Providing cleaning services to similar organization	High	Pass/Fail



\*Applicants must attain the rating of "pass" in all areas shown as of "high" importance to proceed to the technical evaluation/examination.

	Evaluation Criteria						
No	Technical evaluation criteria	Weighted score					
1	At least three years' experience in cleaning services (comprehensive details of two clients) within the last Seven(7) years	20%					
2	Bidder to provide proof of most recent services valued over 18,000,000NGN (Annual) with Audited financials in the last Two years.	20%					
3	Bidder to provide copy of its standard cleaning procedures (operational plan)	10%					
4	Bidder to provide a contingency plan based on the following: <ul><li>strike action</li><li>Normal absence such as AWOL, vacation and sick leave</li></ul>	20%					
5	Registered with the Cleaning Practitioners Association of Nigeria or Equivalent	20%					
6	Location of service provider in Lagos and Benin	10%					
	TOTAL	100%					

<sup>\*</sup>Applicants must attain the rating of 60% in all areas shown to proceed to the Financial evaluation.

# **Delivery Requirements**

Delivery Requirements						
Delivery date and time	Bidder shall deliver the services After Contract signature/ PO and whenever required.					
Delivery Terms (INCOTERMS 2020)  Ikeja GRA, Lagos State Ministry of Special Duties and relief centre, LASU Isheri road by Alhaji Ede bus Stop, Igando, and 1 Fredrick Ilehkoba Street GRA Benin City, Edo State.						
Customs clearance (must be linked to INCOTERM □ Not applicable  Shall be done by: □ Name of organisation □ Supplier/bidder □ Freight Forwarder						
Exact Address(es) of Delivery Location(s)	Lagos State and Edo State					
Distribution of shipping documents (if using freight forwarder)	NA					
Packing Requirements	NA					
Training on Operations and Maintenance	NA					
Warranty Period	N/A					
After-sales service and local service support requirements	NA					
Preferred Mode of Transport	NA					



# **ANNEX 2: QUOTATION SUBMISSION FORM**

Bidders are requested to complete this form, including the Company Profile and Bidder's Declaration, sign it and return it as part of their quotation along with Annex 3: Technical and Financial Offer. The Bidder shall fill in this form in accordance with the instructions indicated. No alterations to its format shall be permitted and no substitutions shall be accepted.

Name of Bidder:	Click or tap here to enter text.						
RFQ reference:	Provision of Janitorial Services for IOM Lagos and Benin City .	Date: Click or tap to enter a date.					



## **VENDOR INFORMATION SHEET<sup>1</sup>**



<sup>&</sup>lt;sup>1</sup> <u>Vendor Information Sheet.xlsx</u>



# BIDDER'S DECLARATION OF CONFORMITY<sup>2</sup>

Yes	No	
		On behalf of the Supplier, I hereby represent and warrant that neither the Supplier, nor any person having powers of representation, decision-making or control over it or any member of its administrative, management or supervisory body, has been the subject of a final judgement or final administrative decision for one of the following reasons: bankruptcy, insolvency or winding-up procedures; breach of obligations relating to the payment of taxes or social security contributions; grave professional misconduct, including misrepresentation, fraud; corruption; conduct related to a criminal organisation; money laundering or terrorist financing; terrorist offences or offences linked to terrorist activities; child labour and other trafficking in human beings, any discriminatory or exploitative practice, or any practice that is inconsistent with the rights set forth in the Convention on the Rights of the Child or other prohibited practices; irregularity; creating or being a shell company.
		On behalf of the Supplier, I further represent and warrant that the Supplier is financially sound and duly licensed.
		On behalf of the Supplier, I further represent and warrant that the Supplier has adequate human resources, equipment, competence, expertise and skills necessary to complete the contract fully and satisfactorily, within the stipulated completion period and in accordance with the relevant terms and conditions.
		On behalf of the Supplier, I further represent and warrant that the Supplier complies with all applicable laws, ordinances, rules and regulations.
		On behalf of the Supplier, I further represent and warrant that the Supplier will in all circumstances act in the best interests of IOM.
		On behalf of the Supplier, I further represent and warrant that no official of IOM or any third party has received from, will be offered by, or will receive from the Supplier any direct or indirect benefit arising from the contract.
		On behalf of the Supplier, I further represent and warrant that the Supplier has not misrepresented or concealed any material facts during the contracting process.
		On behalf of the Supplier, I further represent and warrant that the Supplier will respect the legal status, privileges and immunities of IOM as an intergovernmental organization.
		On behalf of the Supplier, I further represent and warrant that neither the Supplier nor any persons having powers of representation, decision-making or control over the Supplier or any member of its administrative, management or supervisory body are included in the most recent Consolidated United Nations Security Council Sanctions List (the "UN Sanctions List") or are the subject of any sanctions or other temporary suspension. The Supplier will immediately disclose to IOM if it or they become subject to any sanction or temporary suspension.
		On behalf of the Supplier, I further represent and warrant that the Supplier does not employ, provide resources to, support, contract or otherwise deal with any person, entity or other group associated with terrorism as per the UN Sanctions List and any other applicable anti-terrorism legislation.
		On behalf of the Supplier, I further represent and warrant that, the Supplier will apply the highest ethical standards, the principles of efficiency and economy, equal opportunity, open competition and transparency, and will avoid any conflict of interest.

 $<sup>^{\</sup>rm 2}$  This form is mandatory to fill in and sign by every vendor who submits quotation



Yes	No	
		On behalf of the Supplier, I further represent and warrant that the Supplier undertakes to comply with the Code of Conduct, available at <a href="https://www.ungm.org/Public/CodeOfConduct">https://www.ungm.org/Public/CodeOfConduct</a> .
		It is the responsibility of the Supplier to inform IOM immediately of any change to the information provided in this Declaration.
		On behalf of the Supplier, I certify that I am duly authorized to sign this Declaration and on behalf of the Supplier I agree to abide by the terms of this Declaration for the duration of any contract entered into between the Supplier and IOM.
		IOM reserves the right to terminate any contract between IOM and the Supplier, with immediate effect and without liability, in the event of any misrepresentation made by the Supplier in this Declaration.

Signature:						
_						
	011					

Name: Click or tap here to enter text.

Title: Click or tap here to enter text.

Date: Click or tap to enter a date.



## **ANNEX 3: TECHNICAL AND FINANCIAL OFFER - SERVICES**

Bidders are requested to complete this form, sign it and return it as part of their quotation along with Annex 2 Quotation Submission Form. The Bidder shall fill in this form in accordance with the instructions indicated. No alterations to its format shall be permitted and no substitutions shall be accepted.

Name of Bidder:	Click or tap here to enter text.		
RFQ reference:	Provision of Janitorial Services for IOM Lagos and Benin Office	Date: Click or tap to enter a date.	

#### **Technical Offer**

## Provide the following:

- a brief description of your qualification, capacity and expertise that is relevant to the Terms of Reference.
- team composition and CVs of key personnel

#### **Financial Offer**

Provide a Unit Price for each category of staff for the provision of the services stated in the Terms of Reference of your technical offer. The lump-sum should include all costs of preparing and delivering the Services. All daily rates shall be based on an eight-hour working day.

### **Currency of Quotation: NGN**

Sn	Type of Staff	Unit	Qty	Unit Cost
1	Cleaner	Person	1	
2	Gardener	Person	1	
3	Laundry Personnel	Person	1	
4	Supervisor	Person	1	
5	One-Off Purchase for Gardening equipment( Refer to list on Annex 1,Sub D)	Lumpsum	1	



# **Compliance with Requirements**

	You Responses		
	Yes, we will comply	No, we cannot comply	If you cannot comply, pls. indicate counter proposal
Delivery Lead Time			Click or tap here to enter text.
Validity of Quotation			Click or tap here to enter text.
Payment terms			Click or tap here to enter text.
Other requirements [pls. specify]			Click or tap here to enter text.

I, the undersigned, certify that I am duly authorized to sign this quotation and bind the company below in event that the quotation is accepted.				
Exact name and address of company	Authorized Signature:			
Company NameClick or tap here to enter text.	Date:Click or tap here to enter text.			
Address: Click or tap here to enter text.	Name:Click or tap here to enter text.			
Click or tap here to enter text.	Functional Title of Authorised			
Phone No.:Click or tap here to enter text.	Signatory:Click or tap here to enter text.			
Email Address:Click or tap here to enter text.	Email Address: Click or tap here to enter text.			