



CAISSE SOCIALE DU RWANDA

BP : 250 KIGALI-RWANDA

TENDER DOCUMENT REF N° 01/S/CSR/2010

TITLE OF TENDER: PROVIDING CLEANING AND GARDENING SERVICES FOR CSR OFFICES

PACKEGING: ONE INDIVISIBLE LOT

FUNDING: *SOCIAL SECURITY FUND OF RWANDA*

JULY 2010

SECTION I

INVITATION LETTER



CAISSE SOCIALE DU RWANDA

BP : 250 KIGALI-RWANDA

NATIONAL OPEN TENDER N° REF 01/S/CSR/2010

The Social Security Fund of Rwanda invites all eligible national bidders to submit their bids for provision of cleaning and gardening services for all CSR offices during one year period. The service concerns CSR HQ, 30 District branches and other CSR green areas in Kigali; this service is grouped in one indivisible lot.

The competition is open to all local companies specialised in the above given field.

The complete Tender Document is available from the procurement office at the Social Security Fund of Rwanda headquarters at Kacyiru/Kigali, on working days on production of a pay-in-slip of a non refundable fee of 10,000 frw deposited on account N° 040-0281146-73, for CSR entitled "Revenus d'investissement " opened at Banque de Kigali.

For more information on this tender, the compulsory sites visit for CSR Head Office and all sites in Kigali is scheduled on **16th August 2010 at 9: 00 am** at Kacyiru.

Well typed bids, properly bound and presented in 3 copies, one of which is the original and 2 copies, must be submitted in sealed envelopes and should reach Social Security Fund of Rwanda headquarters at Kacyiru not later than **26th August 2010 at 9:00 am**. The envelope should be addressed as follows:

THE DIRECTOR GENERAL
SOCIAL SECURITY FUND OF RWANDA
BP 250 Kigali
TENDER NOTICE N° REF 01/S/CSR/2010

PROVIDING CLEANING AND GARDENING SERVICES FOR CSR OFFICES "TO OPEN IN PUBLIC ONLY"

The opening of the bids will take place the same day at **9:30 am** in a public session at the Social Security Fund of Rwanda board room

Done at Kigali on

RAMBA Afrique

ACTING DIRECTOR GENERAL

SECTION II

ADMINISTRATIVE CLAUSES

II. ADMINISTRATIVE CLAUSES

CLAUSE 1: BACKGROUND

The Social Security Fund of Rwanda hereby invites national specialized bidders to submit their bids for cleaning and gardening services for its offices (HQ and 30 district branches) and other green area in Kigali as specified in terms of references section.

CLAUSE 2: PRICE AND CURRENCY OF THE BID

The bids shall be in Rwandan francs. The tender shall be awarded on basis of total price tax included. The bidder shall indicate the unit prices and the total bid price of the service to be executed in the present tender.

CLAUSE 3: SUBMISSION OF BIDS

The bidders' firm shall send their bidding documents in French or English in 3 copies of which one is the original and 2 are exact copies to the original and shall be marked "ORIGINAL" or "COPY" as appropriate.

The original and all copies shall be placed in an inner envelope which shall bear the name and address of the firm. This envelope shall be placed in an outer envelope which shall bear in addition to the reference number of the bid submission the following:

**THE DIRECTOR GENERAL OF SOCIAL SECURITY FUND OF RWANDA
P.O BOX 250 Kigali, Tel : 0252 598400, Fax : 584445
Kigali Rwanda
Tender Notice N° REF.01/S/CSR/2010**

GARDENING AND CLEANING SERVICES FOR CSR OFFICES

«TO BE OPENED ONLY AT BID OPENING»

The bids typed and well bound shall be addressed to the Director General of the Social Security Fund of Rwanda before the time indicated in the tender Notice.

CLAUSE 4: PURCHASING OF THE TENDER NOTICE

The Bidding Documents of the Tender are available at the *Social Security Fund of Rwanda main building*, P.O Box. 250 KIGALI, Tel: 0252 598400 – Fax: (250) 584445. After a payment of a non refundable amount indicated in invitation to tender.

CLAUSE 5: COMPLEMENTARY INFORMATION

Any information regarding this Tender is available at the Social Security Fund of Rwanda, on the above address.

CLAUSE 6: MODIFICATION OF BIDS

At any time but prior to the deadline prescribed for submission of bids, the contracting authority can modify, for any possible reason, on its own initiative or after a request for a clarification by a potential bidder, modify the Tender Document if he publishes an addendum.

The addendum shall be sent by letter or fax to all the bidders who will have purchased the Tender Document and which shall be compulsory in its opposition.

The aforementioned bidders will acknowledge the addendum to the client by letter or by fax as soon as possible.

To allow the potential bidders sufficient time to take the addendum into consideration during the bids' preparation, the client is free to postpone the deadline for the submission of the bids.

CLAUSE 7: VALIDITY OF BIDS

Bids shall remain valid for a period of 90 days after the date of bids opening.

CLAUSE 8: AWARD DOCUMENTS

The award documents include following documents:

1. Tender Notice;
2. Administration conditions;
3. Technical Conditions;
4. Documents to be delivered by the bidder (See Clause 9).

CLAUSE 9: DOCUMENTS TO BE DELIVERED BY THE BIDDER

1. Inventory of the deposited documents of submission
2. Submission duly signed, dated and sealed;
3. The photocopy of the trade license/ constitute papers for cooperatives;
4. A clearance certificate of accounts to the tax department that is still valid;
5. A clearance certificate for social security contributions that is still valid;
6. A bid Security of 500,000 Rwf from recognized Bank or Insurance company

CLAUSE 10: CONFIDENTIAL FEATURE OF THE PROCEDURE

Any information related to the examination, evaluation, comparison to the bid and recommendation related to the award of the contract should not be revealed to the bidders or to any person not involved into the procedure of examination and evaluation from the opening of the bids until the announcement of the contract attribution.

Any effort by the Bidders to influence the client in the examination, evaluation, ranking of proposals, and recommendation for award of Contract may result in the rejection of the bidder's proposal.

CLAUSE 11: BIDS OPENING

The opening of bids shall be in the presence of bidders' representatives who choose to attend, at the time, on the date, and at the place specified in the invitation to the tender.

The bidders' names, bid prices, discounts, bid modifications or withdrawals before the deadline of the bid submission will be announced at the opening.

In addition the CSR will announce and record any information that it seems necessary to be known.

No bid shall be rejected at bid opening, except for late bids and electronics bids, which shall be returned unopened to the bidder.

CLAUSE 12: EVALUATION OF BIDS

12.1 Clarification of bids

The administration has all the scope to ask the bidders for clarification for their bids' examination, evaluation and comparison.

The request for clarification and the response shall be in writing.

12.2 Preliminary Examination

The administration will examine the bids to determine whether they are complete, whether required guarantees have been provided, whether documents have been properly signed and whether the bids are generally in accordance with the bidding documents.

The absence or the non-validity of the document as mentioned in the article 9 leads to the elimination of the bid.

12.3 Evaluation and comparison of the bids

12.3.1 Administrative analysis:

The criteria of acceptance of bids are given in the article 9.

12.3.2 Technical analysis:

The Technical Proposal shall be evaluated according to the technical evaluation criteria as mentioned in terms of reference and conditions given in this tender document. The proposed method and services should be of the most recent model and up to date materials to be used.

12.3.3 Financial analysis:

The bidder whose Technical Proposal is accepted and whose Financial Proposal is the most profitable is accepted to be awarded the tender.

CLAUSE 13: CHOICE OF THE BIDDER

The contract will be awarded to the successful Bidder whose bid had been determined to be substantially responsive to the Bidding Document after the examination of all required documents and which is responsive to the technical conditions of the Bidding Document and to all the relative conditions to comparative advantage “**quality-price ratio**”.

CLAUSE 14: NOTIFICATION OF AWARD

Prior to the expiration of the period of bid validity the contracting authority will notify the successful bidder in writing that its bid has been accepted.

This letter entitled ‘Notification award’ shall indicate the amount that CSR owes to the supplier according to the prescription of the contract.

CSR will promptly notify each unsuccessful bidder and will discharge its bid security.

CLAUSE 15: REVISION OF THE PRICES

Prices quoted by the bidders shall be fixed during the bidders’ performance of the contract and not be subject to variation on any account. They are firm and not reviewable during the entire period of the contract.

CLAUSE 16: REGULATION OF LITIGATIONS

For all non predictable cases in these specifications and in case of litigations, the contracting parties can refer to regular clauses applicable in signing the contracts concerning delivery of goods and services in the Republic of Rwanda.

In case of failure of direct negotiations any controversy or claiming that may appear in the contract or any breach of the contract will be decided according to the law of Rwanda in force.

SECTION III

QUALITY AND COST SPECIFICATIONS FORMS

The bidders should show their specifications offers according to the details in the proposed forms given below. The proposal given by the bidders will show how much they are competent for providing the services.

Form I. EQUIPMENTS, MACHINES AND CHEMICALS TO BE USED.

S/N	Description of service	Materials and Special machines to be used	Chemicals to be used	Cost
		X		
		X		
		X		
			X	
			X	
			X	
Total				

NOTE : Among these equipments, a **Cleaning cradle machine is mandatory** for HQ services(the bidder shall present an evidence for its availability during the contract).

Form II. ESTIMATION COST OF MATERIALS AND CHEMICALS (FOR CLEANING SERVICE).

S/N	Designation	Quantity and unit	Unit price	Total cost
	TOTAL			

Form III. ESTIMATION COST OF MATERIALS AND CHEMICALS (FOR GARDENING).

S/N	Designation	Quantity and unit	Unit price	Total cost
	TOTAL			

Form III. OTHER CHARGES

S/N	Description	Quantity and unit	Unit price	Total cost
	TOTAL			

Form IV. NUMBERS OF STAFF REQUIRED AND ESTIMATE PAY

S/ N	Description of staff	Number	(*)Number of Intervention (duration/how many times)	Remuneration	Total cost
1					
2					
3					
4					

(*) The bidder should specify if the staff proposed will be deployed full time in the given period or should precise the number of the intervention per a week/month/term.

FICHE V. SUMMARY OF THE TOTAL ESTIMATION COST .

S/ N	Description	Amount
	GRAND TOTAL	

Note: During submission, the bidder should present a price breakdown according to the sites: HQ and each branch.

SECTION IV

TECHNICAL SPECIFICATIONS AND REQUIRED SERVICES

TERMS OF REFERENCE AND TECHNICAL CRITERIA

TERMS OF REFERENCE FOR GARDENING AND CLEANING SERVICES

These services are grouped in one lot and will be provided by one contractor during one year renewable once.

1. GARDENING SERVICE

Apart from his headquarter located at Kacyiru, CSR has 30 branches located in all districts of the country and some green areas in Kigali City. Therefore, CSR is looking for a company/cooperative to maintain the existing gardens area located on these sites and their surroundings. The main duties to be performed are maintaining the existing plants and flowers, fertilization, watering, fumigation and any other related activity for the good look of the green area. The locations of CSR offices and dimension of gardens to be maintained are presented below.

2. CLEANING SERVICE

The cleaning service includes cleaning of five stored building of CSR headquarter, 30 district branches offices. Each branch has generally three offices room and one/two toilets/

The activities to perform are the following:

- i. To mop offices and clean their equipment daily
- ii. To clean and disinfect daily, including the flush handles, toilet brushes and taps
- iii. To supply cleaning products (soap, toilets papers, air flesh, etc,...)
- iv. All handles (main doors and offices) push plates and any other hand-touch facilities must be cleaned daily and disinfect as is necessary
- v. Ceilings- dust/remove cobwebs weekly and report any dampness immediately
- vi. To clean mirrors
- vii. To clean furniture, curtains (where are available) and Carpets
- viii. To report to Management any system failure causing leakages / spillage of water
- ix. Sweep gutters and clean all drains monthly or more frequently during rainy season or as directed
- x. To Clean the internal and external areas of windows with detergents once daily
- xi. Walls- clean(if necessary)
- xii. To Collect always garbage from the building
- xiii. Any malfunction of these facilities or misuse should be reported to the Management immediately
- xiv. Fumigation of the building and any other equipment twice a month
- xv. Occasionally Cleaners should also facilitate playing role of messengers and manpower between offices; however, we make clear that none of them will be asked to go beyond the site where he/she is deployed.
- xvi. To perform any other activities related to building cleaning services

General conditions

1. Gardening and Cleaning equipment and materials

These are the responsibilities of the contractor in the supply and transport of materials to be used and should be in such quantities and of a quality as to ensure efficient and uninterrupted performance of duty. While all the above is at contractor's discretion, the same should be found to perform in the required manner and to the client's standards/expectations.

2. Standard of services:

The contractor shall perform his/her obligations with all due diligence, efficiency and economy of a professional and shall employ appropriately advanced and acceptable technology and methods of cleaning including personnel and materials.

The client has a right to set such acceptable standard and take remedial/upgrading action where necessary, at the contractor's expense.

Note: The Social Security Fund of Rwanda will provide water to the contractor during whole contract period.

Description of sites:

No	Site	Offices Measurement in SM	Garden measurement in SM	Monthly Total price
1	CSR Head Office	To be visited	To be visited	
	BRANCHES			
1	KICUKIRO	To be visited	To be visited	
2	GASABO	To be visited	To be visited	
3	NYARUGENGE	To be visited	To be visited	
4	KAMONYI	60	-	
5	MUHANGA	130	1950	
6	RUHANGO	470	160	
7	NYANZA	50	-	
8	HUYE	60	700	
9	GISAGARA	50	10	
10	NYARUGURU	200	-	
11	NYAMAGABE	60	2180	
12	BUGESERA	100	400	
13	RWAMAGANA	270	1900	
14	KAYONZA	120	640	
15	NGOMA	80	940	
16	KIREHE	100	30	
17	GATSIBO	50	700	
18	NYAGATARE	150	500	
19	RULINDO	60	1800	

20	GICUMBI	112	500	
21	GAKENKE	170	500	
22	BURERA	40	1000	
23	MUSANZE	50	190	
24	RUBAVU	48	550	
25	KARONGI	100	450	
26	NGORORERO	50	50	
27	NYAMASHEKE	130	890	
28	RUSIZI	150	7950	
29	NYABIHU	120	-	
30	RUTSIRO	100	-	
	Other Gardens in Kigali			
1	Ex-Agence Kigali	-	To be visited	
2	Kiyovu house	-	To be visited	

3. TECHNICAL EVALUATION CRITERIA

The technical evaluation criteria's are the following:

1. Experience of the bidders in cleaning/gardening services proved by at least two certificates of completion;
2. A signed CV and certified copy of at least a degree certificate of a supervisor who will be appointed full time as operations coordinator;
3. Other available staff to be involved in the contract (Except headquarter that will have a sufficient number of cleaners (to be proposed by bidder), other sites should have one person with P6 Level at least);
4. A work plan containing the materials/chemicals to be used and work schedule(Please refer to the given forms above);
5. A site visit certificate
6. The financial offer which indicates the detailed prices (materials and staff cost details and the cost summary for each site) and payment modalities.

SECTION V

FORM OF CONTRACT

CONTRACT

N°...../...../.....

DATE:.....

SUPPLIER :

PURCHASER : SOCIAL SECURITY FUND OF RWANDA

FINANCING : SOCIAL SECURITY FUND OF RWANDA

AMOUNT OF THE CONTRACT : (.....)

NUMBER OF COPIES IN ORIGINAL: 2

Between undersigned,

The Social Security Fund of Rwanda, having its headquarters at Kigali P.O.Box 250 Kigali, hereinafter named « Client» represented by its Acting Director General, Mr RAMBA Afrique,

And

..... with headquarters at..... P.O.Box....., Named «Supplier Firm" represented by its Director, Mr.....

IT HAS BEEN SUITED AND DECREED WHAT FOLLOWS:

Article 1: Aim of the contract

The present contract has for objective of

The services are detailed in terms of reference.

Article 2: Contractual documents

The contractual documents are by order of priority the following:

- 1- the present contract
- 2- notification letter of the offer
- 3- the offer submitted by the signage services;
- 4- the tender document with its appendices.

These documents are annexed to the present contract and make integral part of it.

Article 3: Commitments

The Service Provider commits itself to execute with care and according to rules of art prescriptions described in terms of reference according to modes and conditions of the contract.

The Service Provider commits itself to execute the so-called services according to the in force regimentation in the Republic of Rwanda.

The owner will assist The Service Provider in order to get information or the necessary administrative documents for the execution of its services. The possible expenses therefore will be in charge of the Service Provider.

Article 4: General quality of Services

The Service Provider will conform itself to terms of reference and all relative supplementary precision to terms of reference given by the owner. The proposed supply must be of recent technology and must have all the improved materials.

Article 5: Duration of the services

The contractual delay begins from the date of the order of service to begin the execution. The maximum total services execution duration is 12 months renewable.

Article 6: Right to review price

Prices are fixe and non revisable during all the duration of the contract.

Costs of the services contain all expenses (direct and indirect) necessary to complete the work required in the present terms of reference.

Article 7: Confidentiality

The firm shall in no case reveal to an unauthorized person or entity any confidential information obtained during the execution of the services nor make public any conclusion or recommendation relating to the services.

Article 8: Contract Amount

The contractual and non-revisable amount of the present contract is fixed to the sum of:.....

This amount is obtained by application of the unit prices on the detailed bill of quantities in the present contract.

Article 9: Form and payment modalities

To be proposed by bidder. However only service delivered should be paid by Client

Article 10: Penalties for Delay

All work completion delay not being due to unavoidable circumstances will be penalized at the rate of a thousandth (1/1000th) of the amount of the contract per day from the first day of delay.

These penalties will be applied without notice and will be deducted from payments. No ulterior complaint will be accepted. The maximum amount of penalties is fixed to 10% of the amount of the contract.

Article 11: Contract Cancellation

When the Service Provider doesn't conform to the arrangements of the contract, the owner will at any time be able to terminate the contract or will be able to stop the execution of the services.

In case of contract termination, a valuation of the completed services will be done. Deduction will be made of deposits to the Service Provider, advance payments, guarantee and surplus expenses resulting from the new tender. However, in case of unavoidable circumstances, the Provider can notify to the owner before forty eight hours.

Article 12: Case of unavoidable circumstances

If during the progress of delivering services the Contractor meets conditions or obstacles of any nature that one could not reasonably foresee, it must immediately give notification of it to the Client. Consequent arrangements should be taken unanimously on proposition of the Service Provider.

Article 13: Regulation of litigations

The Client and the Service Provider will use all possible means to amicably get out of any dispute occurring between them.

If not, the litigation will be brought to jurisdictions of the Republic of Rwanda.

The present contract comes into force on the day of its signature by the contracting parties.

Done at Kigali, the...../...../2010

For the Service Provider

For the Social Security Fund of Rwanda

The Director General