REQUEST FOR PROPOSAL

Funded by:
Heifer International

RFP Release Date: March 19th 2024
Question/Inquiry Submission Deadline: April 3rd 2024
Proposal Submission Deadline: April 5th 2024
Performance Period: May 1st – 31st October 2024
Electronic submission to the attention of: Procurement-ng@heifer.org
Contact information for inquiries about this RFP: Love.koshi@heifer.org

Terms of Reference

I. General Information

This document is being issued to solicit applications from a consulting firm with key technical expertise in providing cleaning and fumigation services. Heifer Nigeria country office is looking for an experienced and registered company located in Abuja to manage the cleaning and maintenance of its office environment.

II. Background

About Heifer International

Heifer International is a global non-profit organization on a mission to end hunger and poverty in a sustainable way. Since 1944, Heifer International, through its work in 21 countries (in Africa, Asia, and the Americas), has supported more than 39 million people worldwide to end hunger and poverty sustainably, and millions more are now on a pathway to living incomes. Working with African rural communities for 48 years, Heifer International supports farmers and local food producers to strengthen local economies and build secure livelihoods that provide a living income. Heifer’s foundation was built on the belief that ending hunger begins with giving people the means to feed themselves, generate income, and achieve sustainable livelihoods for their households. Heifer’s global vision for 2020-2030 is to close the living income gap for an additional 10 million families. This vision is a focused approach for the African continent to support at least 6 million smallholder farmers in Africa to reach sustainable living income. As a part of this commitment, Heifer has expanded its presence in Africa to include Nigeria, to support at least two million households to achieve sustainable living income through (a) strategic private and public sector partnerships, (b) unlocking demand and market opportunities, (c) investing in priority value chains, and (d) leveraging innovation and emerging agricultural technologies to reach transformational scale. More information about Heifer is available at: www.heifer.org
Heifer Nigeria Country Program

Heifer International established its Nigeria Country Program in 2021, and its Signature Program for Nigeria, named “Naija Unlock,” was designed and launched. Naija Unlock program aims to support the unlocking of the potential in Nigeria’s agricultural sector to achieve food self-sufficiency by working with smallholder farmers and local value chain actors to increase their productivity to meet local demand for food and raw materials while closing the living income gap for families in the rice, tomato, and poultry value chains, with plans to add cattle, and small ruminant value chains. Naija Unlock is an evidence-based Signature Program designed to close the living income gap of smallholder farmers at scale with permanence of impact. The goal is to assist more than one million households in achieving sustainable living income by 2025 and scale to two million households by 2030 through strategic private and public sector partnerships to (a) build the social capital of smallholder farmers, (b) unlock farmers’ access to innovative financing, (c) unlock demand and market opportunities, (d) increase farmers access to mechanization and emerging agricultural innovations, and (e) increase farmers knowledge and adoption of climate-smart agricultural practices. Naija Unlock program activities are currently being implemented in five (5) states in Nigeria (Ogun, Edo, Nasarawa, Benue, and Lagos States) with plans to scale to other states with the potential to make an impact at a transformational scale.

III. Description of Expected Professional Services

a. Objectives:

Heifer Nigeria is committed to creating an enabling work environment that supports staff mental and social wellbeing; thus, encouraging high performance and productivity. The Nigeria country office have the need to engage firms for general office cleaning and fumigation services. The office seats on a 455sq.m office space at Bank of Industry Building within the Central Area of Abuja and now needs to maintain the premises to ensure cleanliness, prioritizing the health and safety of its employees.

b. Deliverables: The expected deliverables of this request for proposal are as follows:

1. Provision of three qualified janitors i.e skilled and customer service oriented, no criminal records, strong communication, professionals with integrity and who can keep confidential information.
2. The firm would provide all the necessary supplies, tools/equipment for the cleaning service.
3. Cleaning of the interior spaces which includes, receptions area, private offices, conference, and meeting rooms, creche, library and recreational areas, workspaces, kitchen, restrooms and walkways.
4. Fumigation of the office space biannually.

c. Scope of Work

Services to be provided shall be 5 days per week Monday – Friday and 1 Saturday for biannual deep cleaning (once every six months). The workdays are exclusive of government approved public holidays.

Daily Cleaning (defined as every workday per week) which includes.

- Empty all wastepaper bins and remove trash from offices and restrooms and replace bin liners daily. Clean and remove any rubbish from planter boxes, shelves, or any other item found.
- Spot Clean, remove dust, dirt and finger marks to all windows including viewing panels to doors.
• Spot wash fingerprints, marker marks, and any mark from all wall surfaces, doors, frames, desks, and glass surfaces.
• Clean exterior face of cupboard doors, urns, bench tops and tables. Clean all water dispensers throughout the office spaces. Clean all kitchen areas, sinks, cupboards exteriors, refrigerator surfaces, tiles, backsplash, counters, bench-tops, and all common areas.
• Replace all hand towels, air freshener, and soap as needed.
• Clean all toilets, sinks, mirrors, tiles, fixtures, vents, sweep and mop all floors with suitable cleaning products.
• Replace all hand towels, toilet paper rolls, air freshener, and soap as needed.
• Clean and disinfect all urinals and toilets in the washrooms daily.
• Clean and disinfect all metal and laminated surfaces in all washrooms daily.
• Remove litter and sweep all wood floors in offices and corridors throughout the demised area. Only a soft bristled broom or a dust mop must be used for sweeping.
• Sweep and mop all floor tiles with appropriate cleaning products.

**Weekly Cleaning** (defined as 1 day per week)

- Spot clean fingerprints from stainless steel or aluminum door push and kick plates and elevator doors.
- Remove dirt marks and stains from all office furniture.
- Wet wipe all furniture in offices and open areas with an approved furniture cleaning product.
- Clean all chairs, picture frames, doors, blinds, windowsills, and shelves throughout the building.
- Wet wipe all electronic appliances, equipment, printers, and copiers with an approved disinfectant cleaning solution.
- Deep clean the microwave, refrigerator, and water dispensers inside and out. Clean marks from walls, doors, ceilings, panels, and spot clean all stainless steel.
- Clean handrails and remove cobwebs on all areas. Clean and vacuum all spaces with carpets.
- Use a soft brush vacuum cleaner to vacuum the floor to remove the finer particles of dirt and dust.

**Monthly Cleaning** (defined as 1 day per month)

• Clean all air vents, walls, and ceilings. Vacuum all upholstery seating with a vacuum machine.
• Clean all ledges, sills, ductwork and exposed piping. Clean all internal glass surfaces.
• Clean all light fixtures. Scrub all rubbish bins and disinfect.
• Wet wipe and clean all vertical and horizontal venetian blinds. Clean kitchen furniture, chairs, counters, cupboards, doors etc.
• All Storeroom floors to be swept, polished and vacuumed where applicable.

**Biannual Deep Cleaning** (defined as 1 day per every 6 months)

• The firm will be required to fumigate the internal office space once every six months.
• Steam clean all carpeted areas in the office spaces.
• All floor finishes shall be applied as to afford a non-slip surface treatment.
• The firm shall be required to scrub all ceramic, wall and floor tiles in washrooms.

**SUPPLIES AND EQUIPMENT:** The firm shall provide all supplies and equipment necessary to carry out the cleaning services as well as the consumables to be provided such as all paper products, mops/bucket, sweeping brooms, trash receptacles bags, soap and air fresheners for accomplishment of all work. The firm’s equipment shall be of the size and type suitable for accomplishing the various phases of work described in the scope of work. It shall operate from existing sources of electrical power and shall have low noise level of operations. All cleaning material and equipment shall be stored on site.
Duration: The service duration would be for a period of six months subject to a satisfactory performance.

(vi) Application Process

Consulting Firm Submission Requirements: All interested firms will submit their organization’s profile with the following information:

- Technical proposal
- General information (not to exceed 2 pages)
  - Organization overview highlighting related assignments completed with client name, contact person and mobile number.
  - Capacity statement.
  - Legal registration to work/operate in Nigeria.

- Financial Proposal (in Naira)
  - Itemized budget
  - Narrative explanations of line items

<table>
<thead>
<tr>
<th>Item Description</th>
<th>Unit cost</th>
<th>Total cost</th>
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<tr>
<td>Monthly cleaning service</td>
<td></td>
<td></td>
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<tr>
<td>Fumigation/ twice a year</td>
<td></td>
<td></td>
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<tr>
<td>Deep cleaning /twice a year</td>
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<td><strong>Total per year</strong></td>
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Interested firms legally eligible to implement this assignment in Nigeria must submit a proposal. Please include the name of the person in your organization negotiating the contract and your telephone and email contact information. Submissions must be in English and typed single-spaced using Times New Roman font size 12, with a complete set of appendices/attachments as applicable. All pages must be numbered and include the SOW reference number on the cover page and the name of the organization at the bottom of each page.

The successful consulting firm will be required to produce the following documents before entering into an Independent Contractor Agreement (ICA) with Heifer:

- Certificate of Incorporation or Business Registration Certificate. (CAC)
- A Partnership Deed if you are running a partnership business.
- References for similar work done in the past.
- Tax Compliance Certificate- Tax Clearance Certificate (TCC)
- Physical location includes town, building, room number, and postal address.
- Trade reference and clientele list, including their respective contacts.

The technical and financial proposals should be submitted by 5th April 2024 at 5:00 pm WAT through mail to Procurement-ng@heifer.org. Please quote “CLEANING SERVICES FOR THE NIGERIA COUNTRY OFFICE” in the subject line. Written inquiries may be made and should be directed to the following email: procurement-ng@heifer.org with copy to Love.Koshi@Heifer.org.
Heifer retains the right to terminate this RFP or modify the requirements upon notification to the Offerors.

VII. Selection Criteria
Submitted proposals must demonstrate alignment with the scope of work outlined above and with the appropriate level of detail. Heifer’s goal is to ultimately sign on with the Offeror whose proposal best follows the instructions in this RFP, includes the strong evaluation team, and is most cost-effective. Proposals will be evaluated according to the following criteria:

<table>
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<tr>
<th>Proposal evaluation focus</th>
<th>Percentage</th>
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<tr>
<td>Accuracy and relevance of the proposed technical approach and methodology</td>
<td>20%</td>
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<td>Completeness of proposal according to the RFP (general information, activity plan, budget, firms’ expertise, etc.)</td>
<td>20%</td>
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<td>Proposed team: expertise and competencies to address project components</td>
<td>20%</td>
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<td>Relevance and capability/skill to implement/manage the assignment</td>
<td>20%</td>
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<tr>
<td>Budget justification and costs realism</td>
<td>20%</td>
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</table>

The selection committee will evaluate the technical proposal based on the criteria listed above and the financial proposal based on cost reasonableness and cost-effectiveness in the budget.

VIII. Validity of Proposals
The submitted proposals shall remain open for acceptance for 14 days from the last date specified for receipt of the proposal. This includes, but is not limited to, pricing, terms and conditions, service levels, and all other information. If your organization is selected, all information in this document and the negotiation process are contractually binding.

IX. Award Process and Contract Mechanism

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<thead>
<tr>
<th>No.</th>
<th>Activity</th>
<th>Due date</th>
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<tbody>
<tr>
<td>1.</td>
<td>Proposal reception</td>
<td>April 5th 2024</td>
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<tr>
<td>2.</td>
<td>Selection Committee review</td>
<td>April 10th 2024</td>
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<tr>
<td>3.</td>
<td>Notification of award</td>
<td>April 17th 2024</td>
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<td>4.</td>
<td>Award agreement negotiation</td>
<td>April 26th 2024</td>
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<td>5.</td>
<td>Signing award</td>
<td>April 29th 2024</td>
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Heifer will issue a fixed award agreement based on the submission and Heifer’s acceptance of deliverables. Once an award is issued, it will include the payment schedule with the deliverables specified above.

X. Limitations
This Request for Proposal does not represent a commitment to award a contract, to pay any costs incurred in preparing a response to this RFP, or to procure or contract for services or supplies. Heifer reserves the right to
fund any or none of the applications submitted and reserves the right to accept or reject in its entirety and absolute discretion any proposal received in response to the RFP.

XI. Intellectual Property

a. Ownership Generally.

Any intellectual property (including but not limited to copyrights, trademarks, service marks, and patents), intellectual property rights, deliverables, manuals, works, ideas, discoveries, inventions, products, writings, photographs, videos, drawings, lists, data, strategies, materials, processes, procedures, systems, programs, devices, operations, or information developed in whole or in part by or on behalf of Contractor or its employees or agents in connection with the Services and Goods (collectively, the “Work Product”) shall be the exclusive property of Heifer International. Upon request, the Contractor shall sign all documents and take all necessary actions to confirm or perfect Heifer’s exclusive ownership of the Work Product.


Any intellectual property owned by a Party before the Effective Date (“Prior-Owned IP”) shall remain that Party’s sole and exclusive property. Regarding any of Contractor’s Prior-Owned IP included in the Work Product, the Contractor shall retain ownership and hereby grants Heifer a permanent, nonexclusive, royalty-free, worldwide, irrevocable right and license to use, copy, reproduce, publicly display, edit, revise, perform, and distribute said intellectual property, in any format or any medium, as part of the Work Product.