

TITLE: REQUEST FOR PROPOSAL FOR PROVISION OF CLEANING SERVICES TO THE FINANCIAL SECTOR DEEPENING TRUST (FSDT)

TERMS OF REFERENCE

1. INTRODUCTION

The Financial Sector Deepening Trust (FSDT) was incorporated in Tanzania on 1st July 2004. The FSDT's overall aim is to make a contribution to All Tanzanians to (derive value) from regular use of financial services which are delivered with dignity and fairness. FSDT's objective are:

1. Advocating for an improved policy, institutional, legal and regulatory framework at national and sub-national levels of financial services
2. Promoting more relevant market infrastructure and ways to reduce transaction costs between FSPs and potential clients
3. Stimulating improved access to financial products and services that respond to the needs of MSMEs
4. Stimulating improved access to financial products and services that respond to the needs of households and individual.

2. OBJECTIVES OF THE ASSIGNMENT

Financial Deepening Trust Fund intends to acquire reasonable but competitive cleaning services from a reputed cleaning company .Proposals are invited from the interested cleaning companies, as per the scope of work described hereafter.

3. SCOPE OF WORK

This is to provide cleaning services of high industry standards using environmentally friendly cleaning products and supplies for premises. The layout is one floor comprising of office space, conference rooms, common areas, hall way, kitchen and toilets. Your will be invited to visit the office.

Deliverables

- Cleaning of offices space, meeting rooms, hallway and other common areas
- Cleaning all toilets and their fixtures
- Cleaning of the kitchen and balcony
- Cleaning windows – internal
- Waste management
- Onsite supervision to ensure proper and thorough cleaning of designated areas.

Offices /Reception

- Daily – paper /waste bins emptied.
- Daily – floors/carpets vacuumed
- Daily – cleaning/dusting/vacuuming of office fixtures such as cabinets/shelves, picture frames, couches, chairs
- Twice a week – cleaning /dusting of window sides

Cleaning of the desk equipment

- Daily cleaning – office desks, chairs and including following equipment's; desk tops, computers, telephone etc.
- Daily cleaning of printing area
- As part of the contract, the contractor will be required to provide and subsequently replenish/refill the cleaning materials, equipment and other items necessary. The cost should be included in the total monthly rate.

Meeting /Conference rooms

- Daily - waste bins emptied, table tops cleaned, table and chairs re-arranged.
- Daily – floor cleaned, fixtures cleaned.

Bathrooms

- Daily – floors washed, fixtures cleaned and disinfected;
- Supplies, including toilet paper, paper towels, liquid soap, toilet disinfectant, hand sanitizers etc. replenished as required.

Kitchenettes

- Daily – Floors; tabletops; sinks cleaned. Waste bins emptied. Soap, washing-up liquid refilled, kitchen paper towels replenished

Number of cleaners

- Fulltime cleaner; 3 person/ 5 working days per week

4. MINIMUM CRITERIA

- Proven track record in rendering satisfactory services to recognized/reputable institution
- Financially sound and stable, evidenced by financial statements for the past two years of operation.
- The personnel must have training and experience in similar environments. More than three years working experience in the cleaning Industry(years)
- Provision of reference letter from clients who has been served from 3years and above
- Fully registered with TIN and VRN number.
- Three written references from Existing Clients
- Proof that personnel to be deployed at FSDT will be paid salary as per Tanzania labour law requirements

5. WORKING HOURS

Full onsite cleaning services from 07:00 – 17:00 from Monday to Fridays excluding weekends and public holidays, unless requested to provide cleaning services on weekend or public holiday.

6. SUPPLIES & EQUIPMENT

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7. PREMISES

All interested bidders will be invited to visit the premise for familiarization purposes seven days after the issue of this advert.

8. DURATION OF THE CONTRACT

The contract will be initially for one year with the possibility of extension of up to 2 years, subject to satisfactory performance of the contractor.

9. EVALUATION AND SELECTION

9.1 METHOD USED

Overall, the preferred bidder will be selected on the basis of presenting the most economically advantageous tender. This means that bidders will be evaluated on a combination of technical and financial criteria. In this case the ratio between technical and financial scores will be 60/40.

The technical component of each proposal will be scored first using a grid that assesses a number of key attributes. This is set out below.

Minimum Criteria:

- Fully registered with TIN and VRN number.
- Proof of registration with Tanzania Insurance Regulatory Agency(TIRA)
- 5 or more years of experience in Insurance in Tanzania
- Financial statements for the past 3 yrs.
- Three written references from Existing Clients

<i>Criteria for Technical Evaluation</i>	Bidder	Max Marks
Specific requirements; <ul style="list-style-type: none">• More than three years working experience in the cleaning Industry serving credible companies Note: Provide proof of companies served for 3 consecutive years.		50
Technical requirements; <ul style="list-style-type: none">• Description of customer support structure in the proposal		50
Total marks		100

To be considered further, a minimum total technical score of 70% is required. Only financial proposals from bidders scoring at least that level will then be evaluated.

The total financial cost in TZS will be weighted according to the formula:

- $(\text{Lowest total financial cost} / \text{Bidder's total financial cost}) \times 0.4$
- Total technical marks weighted by a factor of 0.6.

The weighted technical and financial scores for each proposal that passes the minimum technical threshold will then be added to produce a total score. The preferred bidder will be the one producing the highest total combined score.

All bidders will be informed of the combined weighted scores for all proposals that pass the minimum technical threshold. The FSDT will also separately inform the bidder of any proposal that fails to meet this threshold.

The deadline for submission of the tender documents is 22nd September 2017.

Any queries relating to this TORs should be submitted in writing to FSDT under the following address, all questions and the answers will be shared with all short listed candidates. The deadline for any queries is 2 days before the tender submission deadline date.

Procurement Manager,
The Financial Sector Deepening Trust,
2nd Floor De Ocean Plaza,
Plot 400 Toure Drive,
P.O. Box 1559 Oyster Bay, Dar es Salaam, Tanzania
procurement@fsdt.co.tz

For office visit appointment:

Please call phone number; 0222602873/5/6

10. OTHER MATTERS

10.1 CONFIDENTIALITY

All information contained in the terms of reference and attachments is provided on a strictly confidential basis solely for the use of Tenderers in connection with a competition for the supply of services for the above contract. It is a condition of this competition that Tenderers (and any sub-contractors) shall:

- take all reasonable measures to protect this confidentiality and avoid the unauthorized use, disclosure, publication, or dissemination of confidential information;
- not use this information other than for the purposes of preparation of a tender, and shall disclose it only to officers, directors, or employees on a specific need to know basis; and

- Not disclose, publish or otherwise reveal any of the information contained herein except with the specific prior written authorization of FSDT.

11. CONFLICT OF INTEREST

Tenderers (and any sub-contractors) must disclose in their tender details of any circumstances, including personal, financial and business activities that will, or might, give rise to a conflict of interest, if they were awarded this contract. Where Tenderers identify any potential conflicts they should state how they intend to avoid such conflicts. FSDT reserves the right to reject any tender which, in its opinion, gives rise, or could potentially give rise to, a conflict of interest.

12. TAXATION MATTERS

The winning bidder will be responsible to pay withholding tax and all other tax liabilities as per Tanzanian Tax laws. Any such tax amounts shall be the responsibility of the consultant