

Terms of reference (ToRs) for the procurement of services below the EU threshold

Cleaning services at four GIZ office premises in Maseru, Lesotho	Project number/ cost centre:
	21.2101.0-030.00

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0. List of abbreviations

AG	Commissioning party
AN	Contractor
AVB	General Terms and Conditions of Contract for supplying services and work
FK	Expert
FKT	Expert days
KZFK	Short-term expert
ToRs	Terms of reference

1. Context

The Deutsche Gesellschaft für Internationale Zusammenarbeit GmbH (GIZ) provides services in the field of international development cooperation and international education work. We are working with partners in national governments, actors from the private sector, civil society and research institutions. Our goal is to deliver effective solutions that offer people better prospects and sustainably improve their living conditions.

GIZ has been supporting international cooperation between Germany and the Kingdom of Lesotho since 1976. Currently, GIZ is supporting the implementation of four projects; The Support to Integrated Catchment Management (ICM) Project, Global Energy Transformation Programme (GET.invest) project, Cooperation for Enhancement of SADC Regional Economic Integration (CESARE) and the second phase of the Regional Programme Partnerships for the Prevention of Violence against Women and Girls in Southern Africa (PfP) flagship projects in Lesotho.

GIZ is working out of four office premises to provide content and commercial support to ensure implementation of the above projects.

At GIZ we are aiming at providing a conducive and effective work environment, where a well-maintained and clean office space is an integral part. It is against this background that GIZ is looking for a reputable cleaning service provider, who can provide high quality services with high level of integrity in-line of our requirements.

2. Tasks to be performed by the contractor

The service provider shall be fully responsible and accountable for all work and services performed by its staff at four GIZ premises.

The service provider shall ensure that services are delivered in a sustainable and ecological friendly manner, in-line with GIZ's strategic objectives. This includes the use of eco-friendly cleaning products for a chemical-free routine.

The contractor is responsible for providing the following services:

- Clean 4 offices and garden at 2 of the offices on a daily basis
- Deploy competent, well-trained and reputable staff for cleaning
- Implement demonstrable measures to ensure quality of services
- Ensure cleanliness of all furniture and equipment. These include (and are not limited to) desks, computers, telephone sets, photocopiers and shredders, etc.
- Water pot plants on a regular basis
- Daily clean terraces and garden spaces
- Ensure in-depth cleaning on a quarterly basis
- Clean windows fortnightly
- Wash kitchen and bathroom towels
- Keep the kitchen clean at all times
- **The contractor to provide cleaning equipment and supplies (consumables) and assume the associated operating and administrative costs.**
- Setup the boardroom as and when needed for meetings (e.g. making sure that there is hot water for coffee/tea). Cutlery and crockery to be provided by GIZ.

Certain milestones, as laid out in the table below, are to be achieved during the contract term:

Milestones/process steps/partial services	Deadline/place/person responsible
Deploy cleaning staff on daily basis at four GIZ offices	Daily, GIZ office, cleaning service's company manager
Provide high quality cleaning services with integrity	Daily, GIZ office, cleaning service's company manager
Administer proper use of cleaning products, provide uniforms personal protective gear and ergonomics	Daily, GIZ office, cleaning service's company manager
Implement a systematic daily cleaning process to ensure all areas are cleaned regularly without disrupting client operations. Either early mornings before office hours or late afternoons after office hours.	Daily, GIZ office, cleaning service's company manager

Period of assignment: from **15.08.2024** until **30.06.2026**.

3. Concept

In the tender, the tenderer is required to show *how* the objectives defined in Chapter 2 (Tasks to be performed) are to be achieved, if applicable under consideration of further method-related requirements (technical-methodological concept). In addition, the tenderer must describe the project management system for service provision.

Note: The numbers in parentheses correspond to the lines of the technical assessment grid.

Technical-methodological concept

Strategy (1.1): The tenderer is required to consider the tasks to be performed with reference to the objectives of the services put out to tender (see Chapter 1 Context) (1.1.1). Following this, the tenderer presents and justifies the explicit strategy with which it intends to provide the services for which it is responsible (see Chapter 2 Tasks to be performed) (1.1.2).

The tenderer is required to describe the key **processes** for the services for which it is responsible and create an **operational plan** or schedule (1.4.1) that describes how the services according to Chapter 2 (Tasks to be performed by the contractor) are to be provided. In particular, the tenderer is required to describe the necessary work steps and, if applicable, take account of the milestones and **contributions** of other actors (partner contributions) in accordance with Chapter 2 (Tasks to be performed) (1.4.2).

Project management of the contractor (1.6)

The tenderer is required to explain its approach for coordination with the GIZ project. In particular, the project management requirements specified in Chapter 2 (Tasks to be performed by the contractor) must be explained in detail.

The tenderer is required to draw up a **personnel assignment plan** with explanatory notes that lists all the experts proposed in the tender; the plan includes information on assignment dates (duration and expert months) and locations of the individual members of the team complete with the allocation of work steps as set out in the schedule.

The tenderer is required to describe its backstopping concept. The following services are part of the standard backstopping package, which (like ancillary personnel costs) must be factored into the fee schedules of the staff listed in the tender in accordance with Section 3.3.1 of the GIZ AVB:

- Service-delivery control
- Managing adaptations to changing conditions
- Ensuring the flow of information between the tenderer and GIZ
- Assuming personnel responsibility for the contractor's experts
- Process-oriented steering for implementation of the commission
- Securing the administrative conclusion of the project

4. Personnel concept

The tenderer is required to provide **3 full-time cleaners** (to be distributed amongst 4 office locations) and a gardener who are suited to filling the positions described, on the basis of their CVs (see Chapter 7), the range of tasks involved and the required qualifications.

The below specified qualifications represent the requirements to reach the maximum number of points in the technical assessment.

- At least five years of experience in delivering quality cleaning services to professional organisations.
- Employ a significant number of staff who can reliably provide services on every workday.
- Ensure that the cleaning staff can communicate in both Sesotho and English
- Ensure that the cleaning staff have contracts with minimum standards in-line with the labour law requirements of the Lesotho government.
- Ensure that environmentally friendly cleaning and disinfection products and supplies are prioritised.
- Use cleaning materials sustainably.
- The service provider shall be fully responsible for all work and services performed by its staff at four GIZ premises.
- Ensure that standards are in place that ensures public health measures.
- Provide refill of sanitizers in dispensers

Team leader (2.1)

Tasks of the team leader

- Overall responsibility for the advisory packages of the contractor (quality and deadlines)

Qualifications of the team leader

- Education/training (2.1.1): in cleaning offices/commercial buildings

- Language (2.1.2): A1-level language proficiency in English and Sesotho
- General professional experience (2.1.3): 5 years of professional experience in the cleaning sector
- Specific professional experience (2.1.4): 5 years in cleaning industry for offices
- Leadership/management experience (2.1.5): 5 years of management/leadership experience as project team leader or manager in a company

Pool of cleaners/experts (3 full-time cleaners, 1 gardener – to provide services to 4 offices, exact working schedule to be advised by GIZ)

Tasks of key expert/s

- To provide cleaning services at the said four office locations.

All cleaning staff members shall be well trained, disciplined, and knowledgeable about their work.

Qualifications of key expert/s

- Education/training (2.2.1): Training in cleaning of offices/commercial buildings
- Language (2.2.2): A1 -level language proficiency *in* Sesotho/English
- General professional experience (2.2.3): minimum 1 year experience and must have sociocultural competence
- Specific professional experience (2.2.4): minimum 1 year and be efficient, flexible, and able to clean thoroughly

Soft skills of team members

In addition to their specialist qualifications, the following qualifications are required of team members:

- Team skills
- Initiative
- Communication skills
- Socio-cultural skills
- Efficient, partner- and client-focused working methods
- Interdisciplinary thinking

5. Costing requirements

Assignment of personnel

Specification of inputs

Fee days	Number of experts	Number of months per expert	Total	Comments
Designation of TL/key expert/short-term expert pool	3 full-time cleaners (+ 1)	24	72	Experts are to work five days a week excluding weekends, exact distribution between the 4 offices to be advised by GIZ

	gardener)			
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6. Inputs of GIZ or other actors

- N/A

7. Requirements on the format of the tender

The structure of the tender must correspond to the structure of the ToRs. In particular, the detailed structure of the concept (Chapter 3) should be organised in accordance with the positively weighted criteria in the assessment grid (not with zero). The tender must be legible (font size 11 or larger) and clearly formulated. It must be drawn up in English (language).

The CVs of the personnel proposed in accordance with Chapter 4 of the ToRs must be submitted using the format specified in the terms and conditions for application. The CVs shall not exceed 4 pages each. They must clearly show the position and job the proposed person held in the reference project and for how long. The CVs can also be submitted in English (language).

Please calculate your financial tender based exactly on the parameters specified in Chapter 5 Quantitative requirements. The contractor is not contractually entitled to use up the days, trips, workshops or budgets in full. The number of days, trips and workshops and the budgets will be contractually agreed as maximum limits. The specifications for pricing are defined in the price schedule.

8. Other Requirements

- Please submit your proposal (technical and price proposal) in separate files/folder to ZA_Quotation@giz.de no later than **15th July 2024** all documents must be in PDF.
- **Submission to any other email address may invalidate your bid.**
- Please do not mention any price for this measure on your cover letter/Technical proposal.
- Please submit your tax clearance certificate with the bidding documents.
- Please submit your price proposal in **LSL**.
- Our General Terms of Conditions (attached) shall not be changed/amended should you be the winner of this tender. These General Terms and Conditions will form part of the contract should you be awarded this contract. By submitting your proposal, we will conclude that you have read and accepted these terms and conditions.
- Participating more than once in same tender is not allowed and it will lead to your proposal as well as that of the company where you appear more than once being disqualified. The responsibility rests with the companies to ensure that their partners/experts are not bidding/participating more than once in same tender.

- Bidders are not allowed to communicate directly with any other person regarding this bid other than the procurement official/s. Failure to comply with this requirement may lead to your bid being disqualified.
- Bidders must strictly avoid conflicts with other assignments or their own interests. Bidders found to have a conflict of interest shall be disqualified. Without limitation on the generality of the above, Bidders, and any of their affiliates, shall be considered to have a conflict of interest with one or more parties in this EOI and tender process, if they:
 - a) are or have been associated in the past, with a firm or any of its affiliates which have been engaged by GIZ or the Interim Supply Chain Management Council to provide services for the preparation of the design, specifications, Terms of Reference, cost analysis/estimation, and other documents to be used for the procurement of the services in this selection process;
 - b) were involved in the preparation and/or design of the programme/project related to the services requested under this EOI and tender;
 - c) are serving or have been serving in the past three months in the structures of the Interim Supply Chain Management; or
 - d) are found to be in conflict for any other reason, as may be established by, or at the discretion of GIZ.

Scientific data

In the event of any uncertainty in the interpretation of a potential conflict of interest, Bidders must disclose to GIZ, and seek GIZ's confirmation on whether or not such a conflict exists.

- Similarly, the Bidders must disclose in their proposal their knowledge of the following:
 - a) if the owners, part-owners, officers, directors, controlling shareholders, of the bidding entity or key personnel are family members of GIZ staff involved in the procurement functions and/or the Interim SCM Council or any Implementing partner receiving services under this EOI or tender; and
 - b) all other circumstances that could potentially lead to actual or perceived conflict of interest, collusion or unfair competition practices.
- **Failure to disclose such an information may result in the rejection of the proposal or proposals affected by the non-disclosure.**
- **Bids sent via Dropbox and WeTransfer will not be accepted.**