

Request for Proposal (RFP)

RFP No. 4A1506/CA/026 – Office Cleaning Services

Release Date: December 14, 2016

For: Millennium Challenge Account Liberia

Funded by: United States Government through Millennium Challenge Corporation (MCC)

1.0 Introduction

- (i) The United States of America, acting through the Millennium Challenge Corporation (“MCC”) and the Government of Liberia (the “Government” or “GOL”) have entered into a Millennium Challenge Compact for Millennium Challenge Account assistance to help facilitate poverty reduction through economic growth in Liberia (the “Compact”) in the amount not to exceed Two Hundred Fifty-Six Million Seven Hundred Twenty-Six Thousand United States Dollars (US\$256,726,000) (“MCC Funding”). Liberia’s Compact entry into force on January 20th, 2016. Pursuant to Section 609(g) of the Millennium Challenge Act, as amended, MCC and the Government have executed an agreement (the “**609(g) Agreement**”) dated as of February 25th, 2015 wherein MCC has provided the Government a grant (the “**609(g) Grant**”) to support the development and implementation of a Compact. Subject to the terms and conditions of the Compact, related agreements, and the availability of funds, the Government intends to use a portion of the funds provided through the Compact to procure the services of a cleaning or janitorial firm. The goal of the Compact is to reduce poverty through economic growth. The Compact seeks to address two binding constraints to economic growth in Liberia:
- (a) Lack of access to reliable and affordable electricity and,
 - (b) Inadequate road infrastructure.

To address that, the Compact includes funding for the rehabilitation of the Mt. Coffee hydroelectric Plant, development of a training center for technicians in the electricity sector, support for the creation of an independent energy sector regulator and support for the development of a nationwide road maintenance framework. The project will be implemented by Millennium Challenge Account Liberia (MCA-Liberia) for a period of five (5) years.

2.0 Instructions to Vendors

1. **Offer Deadline:** Offers must be received no later than **4:00PM local time in Monrovia, Liberia on 29th December, 2016** by hard copies. All offers must be sent to the attention of **Jacob N W Slewion, Sr., Procurement Director, 2nd & 3rd Floors, F & F Building, 63 UN Drive, Mamba Point, Monrovia, Liberia.** Please reference “**RFP No. 4A1506/CA/026 –Office Cleaning Services**” in your submission. Offers received after the deadline will not be considered in the selection process.

2. **Anticipated Timeline for RFP process:**

December 13, 2016:	Release of RFP.
December 22, 2016:	Mandatory Pre-Proposal Meeting & Job Walk.
December 23, 2016:	Offerors submit questions/clarification to MCA Liberia via Mr. Slewion at slewionj@mca.gov.lr by 10: A.M. local time, Monrovia
December 27, 2016:	MCA Liberia provides answers to questions by 5:00 P.M.
December 29, 2016:	Offerors submit proposals by 4:00 PM local time

MCA Liberia anticipates making an award within two weeks of receiving proposals pursuant to the terms of this RFP.

3. **Pre-Proposal Meeting and Site Inspection (Mandatory):** Pre-Proposal Conference and Job Site Walk will be held on **December 22, 2016 11:30 A.M. at MCA Liberia Office. A pre-proposal meeting is held to allow** for questions and clarifications concerning MCA Liberia RFP process and subsequent contract. In order to provide comprehensive answers and minimize response time, Offerors will be asked to submit questions in writing prior to the meeting. Questions can be e-mailed to slewionj@mca.gov.lr

Site Visit: The site visit will allow the prospective proposers to become familiar with the MCA Liberia office space, where the cleaning service will be performed. MCA Liberia recognizes that the size, dimensions, and conditions of its office place may affect the performance and cost of the contract. Offerors should be familiar with the RFP prior to attending the informational meeting and the job.

Note: *The informational meeting and inspection of the facilities are **recommended and mandatory.** All prospective contractors who attend will be required to sign in prior to the meeting and at the conclusion of the site visits. MCA Liberia will not accept submissions from Offerors who do not attend the Pre-Proposal conference and Job Site Visit*

These dates are estimates only and are subject to adjustments by MCA Liberia.

4. **Specifications:** Section 3.0 (below) contains the technical specifications of the required services.
5. **Offers:** Quotes must include charges and any other applicable fees excluding taxes. Offers must remain valid for at least sixty (60) calendar days after submission.
6. **Negotiations:** Best value quotations are requested. It is anticipated that awards will be made solely on the basis of these original offers. However, MCA Liberia reserves the right to conduct negotiations and/or request clarifications prior to awarding a contract.

7. **Evaluation and Award:** The award will be made to a responsible vendor whose offer follows the RFP instructions, meets all the specifications, and is judged to be the most advantageous in terms of the following evaluation criteria. In judging the offers, the following criteria will be used with weights applied accordingly:
 - a) Approach to Providing the Requested Scope of Services (35%) — includes an understanding of the RFP and the scope of services (Section 3.0) and presents an effective and realistic work schedule and timeline
 - b) Qualifications of the Firm and Key Personnel (15%).
 - c) Cost (50%) — Based on the total cost presented in the proposal.

8. **Terms and Conditions:** This is a Request for Proposal only. Issuance of this RFP does not in any way obligate MCA Liberia to award a contract, nor does it commit MCA Liberia to pay for costs incurred in the preparation and submission of a proposal. MCA Liberia, at its sole discretion, reserves the right to accept or reject any or all proposals received as a result of this RFP, to negotiate with any qualify source(s), or to cancel this RPF in part or in its entirety. MCA Liberia may waive any irregularity in any proposal.
 - a. The anticipated type of contract to be awarded under this solicitation is a Firm Fixed Price Contract. For the purposes of cost analysis, Offerors must propose a cost in accordance with the Approach to Providing the Requested Scope of Services.

- b. **A l t e r n a t i v e** proposals will not be considered.
- c. Any proposal received in response to this solicitation will be reviewed strictly as submitted and in accordance with the evaluation criteria specified above in Section 6. **Evaluation and Award**
- d. The person signing the Offeror's proposal must have the authority to commit the Offeror to all the provisions of the Offeror's proposal.
- e. MCA L i b e r i a is not obligated to make an award or to pay for any costs incurred by the Offeror in preparation of a proposal in response hereto.
- f. The Offeror should submit its best proposal initially as MCA Liberia intends to evaluate proposals and make an award without discussions. However, MCA Liberia reserves the right to conduct discussions should MCA Liberia deem it necessary.

3.0 Technical Specifications

Section 3.1 contains the technical requirements and specifications:

1. **Documents required in vendor submission:** Below is the list of documents the vendor will need to submit with their proposal. If one or more items are missing, the offer shall not be considered.

The overall proposal shall consist of two parts as:

Volume I:

Technical Approach and

Volume II: Cost Proposal.

A. Instruction for Preparation of Volume 1: Technical Approach (50%)

The proposal shall be prepared simply and economically, avoiding the use of elaborate promotional material beyond those sufficient to provide a complete, accurate and reliable presentation relative to the **Statement of Work** (Annex A). This section should include the cost using the attached template (Annex B)

The Approach to Providing the Requested Scope of Services (35%) of this proposal shall be limited to five (5) pages in total. Pages in excess of five (5) pages will not be read or evaluated. This should include:

- o Provide an implementation plan that describes in detail – (i) the methods, including controls by which your firm or entity manages projects of the type sought by this RFP; (ii) methodology for soliciting and documenting views of your clients.
- o Detailed the description of effort your firm or entity will undertake to achieve client satisfaction and to satisfy the requirement of the Statement of Work (Annex A)
- o Detailed work schedule, a work plan, staffing, identifying all tasks and deliverables to be performed, durations for each task, and overall time of completion.

Qualifications of the Firm and Key Personnel (15%) section should describe the qualification of the Firm or entity, key staff and past performance within the past five years that are similar in size and scope to demonstrate competence to perform these services. There is no page limit to this section. Additional information should include:

- o Submit the primary contacts that will be available for all aspects of the work. Include contacts for the customer service and senior management. Identify the management staff to be assigned to MCA Liberia and their relevant experience and qualifications to office cleaning services similar in nature.
- o A summary of your firm's or entity's demonstrated capacity, including length of time that your firm has provided the services being requested in the statement of work.
- o At least three (3) references that received similar services from your Firm. MCA Liberia reserves the right to contact any of the organizations or individuals listed. Information provided should include: Client name, Project description, and contact number and e-mail address.

B. Instruction for the Preparation of Volume II: Cost Proposal (50%)

The anticipated type of contract to be awarded under this solicitation is a Firm Fixed Price Contract. For the purposes of cost analysis, Offerors must propose a cost in accordance with the Technical Approach detailed above.

The Offeror must propose costs that it believes are realistic and reasonable for the work in accordance with the Offeror's Statement of Work.

All cost and financial data should be fully supported, complete in detail, and organized in a manner that facilitates review and permits cost analysis. All costs shall be itemized and described in detailed costs notes

4. Annexes:

Annex A: Statement of Work – Office Cleaning Services

Annex B: Cost/Budget Template

Annex A: Statement of Work – Office Cleaning Services

Background

(ii) The United States of America, acting through the Millennium Challenge Corporation (“MCC”) and the Government of Liberia (the “Government” or “GOL”) have entered into a Millennium Challenge Compact for Millennium Challenge Account assistance to help facilitate poverty reduction through economic growth in Liberia (the “Compact”) in the amount not to exceed Two Hundred Fifty-Six Million Seven Hundred Twenty-Six Thousand United States Dollars (US\$256,726,000) (“MCC Funding”). Liberia’s Compact entry into force on January 20th, 2016. Pursuant to Section 609(g) of the Millennium Challenge Act, as amended, MCC and the Government have executed an agreement (the “**609(g) Agreement**”) dated as of February 25th, 2015 wherein MCC has provided the Government a grant (the “**609(g) Grant**”) to support the development and implementation of a Compact. Subject to the terms and conditions of the Compact, related agreements, and the availability of funds, the Government intends to use a portion of the funds provided through the Compact to procure the services of a cleaning or janitorial firm. The goal of the Compact is to reduce poverty through economic growth. The Compact seeks to address two binding constraints to economic growth in Liberia:

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SCOPE OF WORK

The work covered in this RFP includes but not limited to:

Cleaning office rooms, dusting down tables and equipment, cleaning floors, washing dishes, removal of trash/waste, cleaning restrooms, cleaning Glass window/blinds, etc.

In addition to these, the Offeror shall be responsible to setup and arrange office furniture in the conference rooms for meetings, workshops and trainings.

Provide supervision necessary for cleaning services. It shall be understood that in addition to these services, all tasks incidental to cleaning functions not specifically listed but normally included in general office cleaning practices shall be provided. MCA Liberia will consider innovative solutions and alternatives that will best accomplish the desired outcome.

Cleaning materials, supplies and tools used in the performance as relates to the Statement of work shall be of good quality and suitable for the purpose intended and shall provide results.

The offeror shall provide identification for assigned cleaners to MCA Liberia. Offeror shall provide backup staff to cover absenteeism.

STANDARDS OF PERFORMANCE

These standards are an outline of general expectations of cleanliness. The Offeror shall be equipped with the necessary equipment to carry out the proper performance of the cleaning as specified. All Cleaning equipment and supplies shall be provided by the contractor at all times while carrying out cleaning duties.

Curtains -shall be free of dust, washed and give an overall clean appearance.

Mopping Office Floor: floor shall be mopped free of all dirt, debris soil, liquids or other foreign material. All splash marks/spots on walls and furniture/fixtures shall be removed before completion of the damp mopping task. Surfaces shall be disinfected, free of material containing living bacteria, viruses, or other contaminations that are capable of causing infections.

Dusting: Items shall be free of any laden airborne materials, streaks, smudges, and cobwebs. Laden airborne matter shall be removed by either mechanical, chemical, or manual means. Devices, which merely displace or redistribute the matter, such as feather dusters, will not be used, unless treated to attract and hold the matter.

Fixtures: shall be disinfected and there shall be no dust, dirt, spots or debris on the fixtures.

Glass/Windows: Glass surfaces shall be free of all dirt, soil, smudges, streaks, smears, film, or any other foreign substances. All excess spray/solution must be removed from any surrounding trim or surfaces and glass/window surfaces shall have a uniformly bright appearance. Any items moved to accomplish this task must be returned to their original positions.

Policing: Area(s) being policed shall be free of debris and shall present an overall clean appearance: picking up paper, trash, empty bottles, containers, and other discarded materials. The offices shall be checked both in the morning and at the closed of Business day to empty the trash buckets/containers.

Restrooms: shall be considered properly cleaned when floors are mopped and fixtures, urinals, toilets, waste receptacles, wash basins, faucets, handles, dispensers, and doors are cleaned with a germicidal solution. All glass and stainless steel surfaces shall be cleaned and waste receptacles emptied.

Trash/Waste Removal: All trash/waste shall be removed from all trash/waste containers, and a new trash/waste liner shall be fitted into all such containers.

Professionalism: Cleaner shall be in good health and free of contagious disease. Persons under the influence of drugs or alcohol shall not be allowed on the MCA Liberia premises.

Frequency: Cleaning services shall be provided five (5) days per week Monday through Friday excluding National holidays. MCA Liberia office opens as early at **7:30 AM - 5:00PM Local Time, Monrovia.**

Potential Offerors will supervise and direct all work and shall be solely responsible for the means, methods, and safety practices of their employees, when performing work. M C A L i b e r i a will expect that the offeror will employ and maintain on site a qualified working supervisor to ensure adequate supervision and coordination of the work and shall have full authority to act on the behalf of the Offeror and all communications given to the supervisor shall be binding as if to the Offeror/contractor.

Deliverables:

The successful offeror shall submit the following deliverables to MCA Liberia for approval as a requirement of payment:

- Submit a work schedule for weekly services for all facilities.
- Submit a daily work schedule for assigned cleaners and the office floor to which they are assigned, along with the labor-hours to perform the required work at each building.
- Provide monthly report of no more than one (1) page on the work performed including any damaged property.
- Copy of police clearance for the assigned Cleaners that guarantees trust.
- Labor, supplies and cleaning equipment necessary for the proper maintenance of the office floors.

Timeframe

This proposed service in this RFP is estimated for a period of one year and will commence on/around January 20, 2017 through on/around, 2017.