

TERMS OF REFERENCE

REQUEST FOR PROVISION OF JANITORIAL SERVICES AND LABOUR MANAGEMENT SERVICES for UN AGENCIES

United Nations International Children's emergency Fund (UNICEF), on behalf of all United Nations Agencies in Rwanda, invites selected companies to apply on the following:

“Request for provision of janitorial services and labour management services for un agencies in Rwanda”

Background:

The United Nations in Rwanda require Janitorial services on a daily basis therefore, The United Nations wishes to solicit Proposals from Registered cleaning Companies capable of providing cleaning services to UNICEF, UNDP, UNFPA, FAO,WHO, OHCHR, OCHA, ILO, UNCTAD, UN-HABITAT, IFAD, UNIDO, ITC, UNESCO, UN WOMEN, UNHCR, UNECA, ITU, UNCDF, UNEP, UNAIDS and any other UN Agency Operating in Rwanda. These organizations will be hereinafter referred to as “the UN organizations”, and individually as “each UN organization” or their own acronyms.

The request for proposal (RFP) describes the responsibilities to be undertaken by the successful contractor or contractors. The successful contractor (s) will sign Long Term Agreement (LTA) with UNICEF on behalf of other UN Organizations, but UN Organizations will manage payments and all services individually.

The contractor will perform the core activity of providing Janitorial services to United Nations offices and gardens. The long-term agreement (LTA) will be for three-year period (2026-2029), with an eligible firm (s) dealing in Janitorial services with a possibility of extension by two years.

CLOSING DATE & TIME: 2nd July 2026 at 5:00 PM Rwanda Time

Services required are:

- 1) Office cleaning
- 2) Gardening services
- 3) Garbage collection
- 4) Electrician/Plumber

- 5) Car Wash
- 6) Handy Man

Description of assignment

1. Cleaner - male

- Perform day-to-day cleaning duties as assigned by the supervisor.
- Move furniture and equipment within offices, to and from the store as and when required.
- Re arrange meeting rooms for different events.
- Collection and disposal of garbage on daily basis.
- Move furniture and equipment within offices, to and from the store as and when required
- Any other duties assigned by the supervisor.

2. Cleaner - female

- Perform day to day cleaning duties as assigned by the supervisor.
- Always maintain the female washrooms in clean and hygienic condition.
- Always ensure the availability of toiletries in the washrooms.
- Washing of towel.
- Help staff by moving documents, shredding papers etc.
- Any other duties assigned by the supervisor.

3. Gardener

- Always maintain internal and external lawn areas in clean and presentable condition and dispose the garbage on daily basis.
- Carry out timely plantation, watering and trimming of all indoor and outdoor plants.
- Always maintain the gardening tools and machines in working condition.
- Any other duties assigned by the supervisor.

4. Car Washer

- Clean/wash interior and exterior of official cars as requested by the transport section on daily basis.
- Keep washing area clean and tidy.
- Make responsible use of water and available cleaning material.
- Perform any other duties assigned by the supervisor.

5. Supervisor

- Liaise between UN Agency Administration and Company on staff related matters.
- Assigning and day to day duties to the cleaning staff by making schedules, rosters.
- Managing premises cleanness.
- Notify about any repairs that she/he deems necessary.
- Recording Daily Attendance, leaves/absences, overtimes of staff and share the monthly status for processing salaries.
- Ensuring the punctuality of the staff (in and out timings)
- Keeping overtime record of staff and submit the details
- Stock keeping of cleaning material, prepare request for replenishment, record issuance of such material.
- Ensure the garbage disposal from the premises on daily basis.
- Issue and clear bills with the guests departing early morning.
- Perform any other duties as may be assigned by UN Agency.

6. Electrician/ Plumber

- Undertake regular check of all pipes, drainage systems, etc. in the guest-rooms as well as common areas and office;
- Clean and maintain all plumbing facilities and sewage systems;
- Undertake repair works as required, make proposals including cost estimations for prior approval;
- Maintain and monitor working condition of all electrical appliances in all the locations, including but not limited to switchgears, controls, alarms, protection and auxiliary equipment, air-conditioning, heating, etc.;
- Implement and manage safety when carrying out works on the electrical plants and equipment;
- Undertake any major electrical maintenance works, including cabling;
- Assist ICT Unit with office equipment set-up and ensure their electrical safety;
- Produce monthly reports on the electrical maintenance works carried out;
- Advise management on whether continued operation of wirings/equipment could be dangerous;

7. Handy Man

- Carry out minor repair and maintenance work related to office fixtures, equipment and furniture;
- Performing minor carpentry, renovations, painting, and maintenance works in offices;
- Responsible for systematic needs assessment for the repair, and maintenance of the assigned area and related facilities;
- Participating in the main maintenance, and repair of the assigned areas, adjacent territory;
- Perform other duties as required.

Scope of Services:

Service provider shall charge the UN Rwanda a fixed percentage of the verifiable incurred costs, this fee is deemed as the overall management fee. Related costs include; Social Security Costs, Fixed Salary Costs, Health Insurance Costs, Gardening Costs, Garbage Collection Costs as and where applicable by agency. Staff shall be paid minimum gross salary stipulated in the price table below.

- Cleaners –Minimum Gross pay of 224,241 Rwf
- Supervisors-Minimum Gross pay of 311,545 Rwf

Quality Control for the Services:

- (a) The Contractor shall establish and operate to monitor on a regular and continual basis the quality of services provided to UN Rwanda. These procedures shall include a self-inspection system covering all the services to be performed in the Contract, and shall include a method for monitoring, identifying and correcting deficiencies in the quality of service furnished to UN Rwanda.
- (b) UN Rwanda reserves the right to conduct its own quality control surveys.

Personnel Required.

- (a) The Contractor shall assign adequate personnel to service satisfactorily the volume of work and to fulfil its obligations under the Contract with UN Rwanda. In general, the Contractor shall assign the relevant personnel according to their technical know-how and reliability.
- (b) The Service Provider's employees shall perform their functions in a highly efficient and professional manner.
- (c) Service Provider shall be expected to absorb current cleaning staff upon request.

Suggested format required for the Technical Proposal.**Experience of Firm:**

Offerors should provide a company profile with details of:

- a. corporate information - Certification of the legal status (company registration).
- b. Experience in Cleaning
- c. Experience with UN, International NGOs, and Embassies

General Organization Capability:

Offerors should provide details of:

- a. Financial audited statements for the most recent three years
- b. Size of the company (premises, no. of staff).
- c. Cleaning equipment owned by the organization.

Resource and Staffing Plan

Describe the personnel who will be proposed for undertaking the services and managing the execution of the services.

In particular CVs of the managers and supervisors; should be included with the following minimum information:

- i. Position nominated for.
- ii. Key qualifications and education.
- iii. References to similar assignments with brief description of the performance
- iv. Years with Firm.
- v. Language.
- vi. Experience in chronological order.

The technical part of the Proposal should not contain any pricing information whatsoever on the services offered.

Part B- FINANCIAL PROPOSAL

Agency	Number of Cleaners	Number of Supervisors	Cleaning Materials Costs per Month (Rwf)	Garbage Collection Costs per Month (Rwf)	Gardening Costs per Month (Rwf)	Scope of Works
UNDP	15	2	400000	200000	300000	Cleaning services, cleaning materials, Garden and Flowers maintenance, garbage collection
UNICEF	12	1	800,000	200,000	300,000	Cleaning services, cleaning materials, Garden and Flowers maintenance, Collection of garbage
UNHCR	37	1	N/A	100,000	224,241	Cleaning services, Garden and Flowers maintenance Collection of garbage
UNFPA	1	1	N/A	N/A	N/A	Cleaning services,
UNECA	5	1	300000	107000	150000	Cleaning services, cleaning materials, Garden and Flowers maintenance and garbage services
IOM	25	2	N/A	N/A	224,241	Cleaning services, Garden and Flowers maintenance
FAO	4	0	N/A	N/A	N/A	Cleaning services
WHO	4	0	N/A	N/A	N/A	Cleaning services,

1. The Contractor is asked to prepare the Price Schedule and submit
2. All prices/rates quoted must be exclusive of all taxes, since the UN is exempt from taxes.

3. The Price Schedule must provide a detailed cost breakdown.
4. The formats shown below should be used in preparing the price schedule and the personnel that the contractor can provide.
5. Service providers are expected upon review of the price schedule below to propose a percentage management fee that will be the basis of their financial evaluation
6. It is expected that all labour requirements related to social security, health insurance and income taxes will be borne by the service provider, these related costs shall be added onto the below stipulated costs.
7. Company shall be expected to absorb cleaners that have been working with the UN Agencies
8. Provide daily costs for Electrician, Plumber, handy man services. These rates shall only be applied when such services are specifically requested and utilized by the UN Agency.

Price Schedule;

Minimum Cleaner Gross salary: 224,241 RWF

Minimum Supervisor Gross salary: 311,545 RWF

Proposed Management Fee: _____ %

Submit financial proposal in accordance with requirements of this RFP and as relevant, noting that UN exempt from the payment of all taxes, duties and levies.

Statement confirming that your offer is complete, free of any government taxes/levies and that there will be no other additional charges or fees of any kind, should your offer be accepted.

Submit a statement confirming that the prices quoted in your Financial Proposal shall remain valid for evaluation and acceptance for a period of ninety (90) days, after the RFP closing date and time.

Note: Any financial information contained in the Technical Offer will invalidate the proposal.

Terms of payment

Payment will be made upon submission of invoice and proof of service provided.

Criteria for Evaluation and Examination of Proposals

A two-stage procedure is utilized in evaluating the proposals, with evaluation of the technical proposal being completed prior to any financial proposal being opened and compared.

The financial proposal will be opened only for offers that passed the *minimum technical score* of **42 out of the maximum (60) obtainable score** in the evaluation of the technical proposals for each part.

The lowest evaluated priced proposal will be awarded 100 points and other prices proposals will be awarded points in accordance with the following formula:

$$\text{Price Proposal Score} = \frac{\text{Lowest Evaluated Price}}{\text{Evaluated Price}} \times 100$$

Proposals shall be evaluated in accordance with the provisions of this RFP and in accordance with the following:

Criteria	Maximum Points
1. Technical proposal	60
2. Financial proposal	40
Total maximum points to be attributed	100

Bidders shall note that an acceptable proposal with the lowest price may not be selected if award to a higher-priced proposal affords UNICEF a greater overall benefit.

Technical Evaluation Criteria

The obtainable number of points specified for each evaluation criterion indicates the relative significance or weight of the item in the overall evaluation process. The Technical Proposal Evaluation Forms are:

	Technical Proposal Requirements – You must submit documents in regard to the requirements/key factors listed below:	
No.	Key factors – requirements:	Points

1.	General experience: – Provide at least five (4) certificates of completion for similar assignments successfully completed within the past three years. (8) – Contract with UN Agency, Embassies, and other international NGOS (10)	18
2.	Legal, Financial and Regulatory capacity - Financial Audit statements for the most recent 3 years. (15) - RURA certificate (5) - RSSB certificate (2) - VAT clearance certificate (2)	24
3.	Organizational capacity - Provide organizational structure (3) - Attach CVs of key staff. (2) - Cleaning equipment owned by the organization (5) - Methodology and Alignment to Scope of Work (8)	18
	Target Scores	60

Invited institutions are invited to submit their proposal in two different emails clearly marked Technical and Financial proposals to rwasupply@unicef.org by 2nd July 2026 at 5:00pm Rwanda time. Queries should be submitted to gingabire@unicef.org, and will be accepted until 29th June 2026.