



**African Reinsurance Corporation  
Société Africaine de Réassurance**

## **REQUEST FOR PROPOSAL (RFP)**

### **CLEANING/JANITORIAL SERVICES AT THE AFRICA RE HEAD OFFICE BUILDING AND MANAGEMENT RESIDENCES**

#### **1- INTRODUCTION**

The African Reinsurance Corporation ("Africa Re" or "the Corporation") is an international organisation with headquarters in Lagos, Nigeria, with a dual commercial and developmental mandate focused on the African insurance sector.

Africa Re has six regional offices: Casablanca (Morocco), Abidjan (Côte d'Ivoire), Nairobi (Kenya), Lagos (Nigeria), Cairo (Egypt) and Ebène (Mauritius). In addition, Africa Re wholly owns four operating subsidiaries, namely: Africa Re South Africa Limited (Johannesburg, South Africa), Sherborne Number Ten Investment Limited (Johannesburg, South Africa), Africa Retakaful Company (Cairo, Egypt) and Africa Re Underwriting Agency Limited (Dubai International Financial Centre, United Arab Emirates). The Corporation is an admitted reinsurer in Brazil and has contact offices in Addis Ababa (Ethiopia) and Khartoum (Sudan) with an additional Underwriting Representative Office in Kampala (Uganda). Africa Re has a fully registered foundation (Africa Re Foundation) based in Ebène (Mauritius) that oversees all Corporate Social Responsibility initiatives.

The Corporation, created by a multilateral agreement in 1976, is owned by 42 member states of the African Union (AU), the African Development Bank (AfDB), 113 African insurance and reinsurance companies and three leading global insurance and reinsurance groups. The Corporation has been assigned a financial strength and credit rating of "A" by A.M. Best and "A-" by Standard & Poor's, both with Stable Outlook.

## **2- DESCRIPTION OF THE PROPERTIES**

Africa Re has an 11 floor Head Office Building situated at Victoria Island, Lagos and 2 Management residences located at Victoria Island and Ikoyi respectively.

The Head Office Building has a ground floor and 10 upper floors with a total office area of 7,347.43m<sup>2</sup> with parking areas located on the 1<sup>st</sup> & 2<sup>nd</sup> floors. The building is located on Plot 1679 Karimu Kotun, Victoria Island, Lagos.

## **3- REQUEST**

Africa Re seeks to invite interested, competent and reputable cleaning/janitorial services providers with office in Nigeria to submit both technical and financial proposals for the provision of their services.

The services required shall include but not limited to the following:

- i. Provision of sound, responsive, well-mannered and trained cleaners/janitors for day and night shift services in the building with duties including but not limited to the surroundings, building interior & exterior, offices, plant/equipment rooms, furniture and basic appliances.
- ii. Provide top-notch, safe janitorial services in line with best practices including but not limited to restroom cleaning; office cleaning including the immediate surroundings; dusting cleaning; sanitizing of rooms; sweeping and scrubbing/mopping of hard surface floors; vacuuming of rugs and carpets, gathering and emptying trash, re-stocking of supplies and general housekeeping.
- iii. Jointly draw up a budget for provision of cleaning/janitorial services in collaboration with Administration & General Services Department's designated officers.
- iv. In liaison with the Administration & General Services Department, provide on a yearly basis to the occupants of the building, an updated service charge account of all expenditures relating to cleaning/janitorial services.
- v. Taking up other tasks as directed by the Administration and General Services Department.

#### **4- PRESENTATION OF PROPOSAL**

To facilitate the analysis of responses to this RFP, the responding vendors are required to prepare their proposals following the instructions outlined in this section. The firms/vendors whose proposals deviate from these instructions would be considered non-responsive and may be disqualified at the discretion of Africa Re.

Proposals should be clear and comprehensive. It should provide a straightforward, concise description of the vendor's capabilities to meet the requirements of the RFP. Emphasis should be laid on accuracy, completeness and clarity of content. All parts, pages, figures and tables should be numbered and clearly labelled. The proposal should be organized into the following major sections:

##### **4.1 Executive Summary**

This part of the response to the RFP should be limited to a brief narrative highlighting the Cleaning/Janitorial Services Firm's proposal. The summary should contain as few technical details as possible and should be oriented towards non-technical personnel. The Executive Summary should not include cost estimates.

##### **4.2 Experience of the Cleaning/Janitorial Services Firm**

The Firm is expected to provide information to enable Africa Re to evaluate their stability, capability and ability. Africa Re may require additional documentation for clarification.

The Firm should demonstrate that they have undertaken similar works with other organizations comparable in nature, size and reputation. References, where existing, should be added as appendices.

*[Using the format below, the Security Firm should provide information on each relevant Organization/Client for which they have provided services similar to the one requested in this RFP. Each Organization should not exceed a page.]*

<b>Client Name</b>	
<b>Duration</b>	
<b>Country</b>	
<b>Name/Description of Client</b>	
<b>Client's Contact Person</b>	
<b>Client's Contact Address</b>	
<b>Description of Services provided</b>	
<b>Portfolio of properties secured</b>	

The Firm is expected to:

- a. Have a knowledge of Africa Re's business and structure,
- b. Have clarity and a good understanding of the project, its objectives and desired outcomes;
- c. Be a change champion and be result-driven.

#### **4.3 Approach and Methodology**

This section requires the Firm to detail how they intend to provide their services and guarantee efficient cleaning services at our properties mentioned. They are expected to explain their understanding of our request, the approach to be adopted, to provide the services and the expected output.

#### **4.4 Work Plan and Timelines**

The main activities for the cleaning/janitorial services firm should be outlined here. The work plan should be consistent with the schedule for deliverables.

#### **4.5 Organisation and Staffing**

The proposed structure and composition of the team should be provided along with the list of the key staff responsible as well as other technical and support staff and their CVs should be added as appendices. The Firm must select/propose staff for the assignment based on the needs of, and their full availability for the project. The CVs should, at the minimum, highlight the professional qualifications, certifications, number of years working for the firm and other organizations, as well as the nature and degree of responsibility held in various past assignments.

#### **4.6 Material and Equipment**

A detailed list of all materials and specific equipment which will be used by Company for its operation should be added as appendices. The list should provide information about the characteristics of the material and products as well as all risks related to their uses. As for machines and tools, the list must include the type, the power rating and also all risks related to their uses. Africa Re also expect that the Company brings in new technologies to optimize efficiency and reduce the building carbon foot print.

#### **4.7 Cost Quotation**

All applicable cost elements relating to the engagement should be included in the proposal. If necessary, the cost quotations (excluding VAT and other taxes) can be itemized according to the services proposed and the deliverables.

#### **4.8 Additional Information**

The audited financial statements of the company for the last three (3) years should also be included in the proposal with the following additional information.

<b>Requirement</b>	<b>Response</b>
How long has the company been in business?	

How long has the company been providing the proposed cleaning/janitorial services?	
The present number of employees in the company.	
The total number of employees to be dedicated to this engagement.	

## 5- INDICATIVE TECHNICAL EVALUATION

The indicative parameters to be used for technical evaluation are as follows:

	<b>Criteria</b>	<b>Indicative Criteria</b>	<b>Weight</b>
1.	Organisation	Brief description of the background and organisation of the bidding company. A list of partners or Board of Directors and beneficial owners will also be appreciated.	10
2.	Specific experience relevant to the assignment	Experience in the last five (5) financial years of providing cleaning/janitorial services. The experience in an international organisation like Africa Re will be an added advantage.  (N.B: List only those assignments for which the applicant was legally contracted by the client as a company or was one of the joint venture partners. Assignments completed by the organisation's experts working privately or through other firms cannot be claimed as relevant experience. The applicant should be prepared to substantiate the claimed experience by presenting	30

		copies of relevant documents and references).	
3.	Qualifications of key staff and competence for the assignment	General education, training, experience in the sector/similar assignment of key staff should be in line with the current tools and techniques relating to security services.	30
4.	Approach and methodology work plan	Approach and Methodology demonstrated in technical proposal and presentation. This covers the completeness, the robustness of approach and quality of services, ideas or solutions proposed to address our needs.	25
5.	Financials	Copy of duly certified audited financial accounts for the last 3 years.	5

## 6- CLARIFICATION AND AMENDMENT

Clarifications can be requested by email only, up to five (5) business days before the end date of submission of the proposal, using the Corporation's address indicated below. The subject of the email should read "**Clarification - Proposal for Cleaning/Janitorial Services at Africa Re**".

Africa Re will respond by email to such requests. In the interest of fairness and a level playing field, all responses to such queries will be shared with all firms that have signified their intention to submit a proposal. The responses will include details of the query but without identifying the source.

**Email contact for clarification:** [tender@afrika-re.com](mailto:tender@afrika-re.com)

## 7- PROPOSAL SUBMISSION

Interested Corporate organizations are required to liaise with the Department of Administration & General Services in the Head office for clarification where necessary and to request for a

visit to the building to acquaint themselves with the equipment and services available before the submission of their proposals.

The following guidelines are recommended for the submission of all proposals.

### **7.1 General Guidelines**

The proposal can be submitted via email. The proposals should have the subject read **"Submission - Proposal for Cleaning/Janitorial Services at Africa Re"**.

Proposals should be received by Africa Re no later than **April 17, 2023**. Any proposal received by Africa Re after the submission deadline will not be considered.

**Email submission address:** [tender@africa-re.com](mailto:tender@africa-re.com)

Hardcopy proposal submission which should be in duplicate and in sealed envelopes should be addressed to:

The Chairman,  
Head Office Tender Committee  
Africa Re HQ Building, Plot 1679, Karimu Kotun Street,  
Victoria Island, Lagos Nigeria

### **7.2 Confidentiality**

It is expected that the selected Cleaning/Janitorial Services Firm will maintain the highest level of confidentiality regarding the information provided before, during and after the completion of the assignment.

The Firm shall also maintain the highest standard of professional and ethical values and norms in providing their service and shall be required to sign a non-disclosure agreement.

### **7.3 Other Africa Re Reserved Rights**

Africa Re reserves the right, in its sole discretion, to take actions deemed in its best interest that may include any one or more of the following without incurring any liability to the affected bidder(s) or any obligation to inform the affected bidder:



- Accept or reject any, or all proposals in whole or in part at any time before engagement.
- Waive any minor irregularities or informalities in the proposal.
- Vary any timetable or schedule.
- Suspend or modify the engagement process.
- Negotiate the details of a proposal before engagement.

Best of Luck!

**Yours Faithfully,**

**Dr. Corneille KAREKEZI**

**Group Managing Director / Chief Executive Officer**