



**African Reinsurance Corporation
Société Africaine de Réassurance**

REQUEST FOR PROPOSAL

FOR

Cleaning/Janitorial & House-Keeping Services

*Africa Re's Head Office Building in Abuja (Nigeria)
Plot 1573 along Ralph Shodeinde Street in Abuja, Central District Area
next to Ministry of Finance*

January 2026

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1.0. PROJECT BACKGROUND

The African Reinsurance Corporation (Africa Re) is the leading pan-African reinsurance company and the largest reinsurer in Africa in terms of net reinsurance written premiums.

The mission of Africa Re is to foster the development of the insurance and reinsurance industry in Africa; to promote the growth of national, regional, and sub-regional underwriting and retention capacities and to support the African economic development.

With headquarters in Lagos (Nigeria), Africa Re operates through six (6) Regional Offices across Africa: Casablanca (Morocco), Abidjan (Côte d'Ivoire), Nairobi (Kenya), Lagos (Nigeria), Cairo (Egypt) and Ebene (Mauritius). Africa Re equally has one (1) Local Office in Addis Ababa (Ethiopia), one Underwriting Representative Office in Kampala, Uganda and three (3) Subsidiaries (Africa Re South Africa Limited in Johannesburg (South Africa), Africa Retakaful in Cairo (Egypt) and Africa Re Underwriting Agency Limited in Dubai (The United Arab Emirates)).

In preparation for the occupation and operation of the new facility, the Corporation is seeking to appoint a **reputable and experienced Cleaning/Janitorial Services Company with physical presence in Abuja**, for its Head Office building, which is currently under construction. The completion of the building is anticipated by the end of March 2026. The scope of work of this project will encompass specific deliverables, as detailed in the following sections.

2.0. PROJECT OBJECTIVES

In line with its relocation plan to Abuja, Africa Re (the Client) is currently developing a high-end head office building on Plot 1573, Ralph Shodeinde Street, in the Central Business District of Abuja, adjacent to the Ministry of Finance.

The project is currently under construction and has a completion rate of 76%. It is a mixed-use grade A building development that includes premium office spaces, a restaurant, and gym facilities, all complemented by ample and well-planned parking provisions.

Africa Re now plans to appoint and collaborate with a **reputable and experienced Cleaning/Janitorial Services Company, to provide comprehensive, high-quality and sustainable cleaning services for the facility.**

The appointed Cleaning Service Provider shall ensure a consistently clean, safe, hygienic and professional working environment that supports the smooth daily operation of the building and enhances the well-being, productivity and safety of the occupants, visitors and tenants.

3.0. TERMS OF REFERENCE FOR THE COMPANY

The **selected cleaning/janitorial services company** will provide end-to-end services under the following categories:

3.1. COMPREHENSIVE CLEANING SERVICES

The cleaning and janitorial service provider shall provide full-time day and night shift cleaning and janitorial services for the entire facility, covering all internal and external areas of the building, including but not limited to offices, common areas, restrooms, lobbies, corridors, staircases, plant and equipment rooms, furniture, fixtures, fittings, basic appliances, and the surrounding external environment.

3.2. HIGH-QUALITY & SAFE JANITORIAL SERVICES

The Cleaning service provider shall deliver cleaning services in accordance with industry best practices, applicable health, safety, and environmental standards, and Africa Re's internal policies. Services shall include, but not be limited to:

- a) Daily cleaning of offices, workstations, restrooms, and associated areas;
- b) Dusting, wiping, and cleaning of all furniture, fixtures, and surfaces;
- c) Sanitization and disinfection of rooms and high-touch areas to maintain high hygiene standards;
- d) Sweeping, scrubbing, and mopping of all hard-surface floors;
- e) Vacuuming and periodic deep cleaning (including shampooing) of carpets and rugs;
- f) Periodic internal and external window cleaning;
- g) Collection, segregation, removal, and environmentally responsible disposal of waste and recyclables;
- h) Restocking, monitoring, and management of cleaning consumables and hygiene supplies;

3.3. OUTDOOR & EXTERNAL CLEANING SERVICES

The cleaning company shall provide regular and periodic cleaning of all external areas, including but not limited to:

- Sweeping and clearing of walkways, driveways, parking areas, loading bays, and external stairways;
- Removal of litter, debris, dust, and leaves from outdoor spaces;
- Cleaning and upkeep of external building facades, entrances, canopies, and outdoor furniture;
- Cleaning and maintenance of external lighting fixtures, signage, and related installations.

3.4. BUDGETING & COST MANAGEMENT

The company will, in collaboration with the General Services Department (GSD), prepare and agree on an annual budget for the provision of cleaning and janitorial services, including manpower, materials, consumables, equipment, and contingency provisions.

3.5. FINANCIAL REPORTING & TRANSPARENCY

In liaison with the General Services Department, the company shall provide an annual consolidated report detailing all expenditures related to cleaning and janitorial services, ensuring transparency, accuracy, and compliance with approved budgets.

3.6. SERVICE MONITORING, REPORTING & PERFORMANCE MANAGEMENT

Submit periodic service delivery reports, including quality inspections, performance indicators, complaints received, corrective actions taken, and response times, with prompt resolution of identified issues to the satisfaction of Africa Re.

3.7. EMERGENCY & AD-HOC SERVICES

Provide emergency, special, or ad-hoc cleaning services as may be required by the General Services Department, including after events, incidents, or unforeseen operational requirements.

3.8. OTHER RELATED DUTIES

Undertake any other reasonable cleaning or janitorial-related tasks as may be assigned by the General Services Department in line with the objectives of this contract.

4.0. BUILDING DESCRIPTION

4.1. GENERAL INFORMATION

The Africa Re Head Office is a newly constructed, high-end commercial office building located in Abuja, Nigeria. The building has been designed to international Grade-A office standards and integrates modern architectural, engineering, and sustainability features.

- a) **Building Configuration:** One (1) basement level, one (1) ground floor, and ten (10) upper floors
- b) **Approximate Gross Office Area:** 12,853 m²
- c) **Occupancy Profile:** Africa Re will occupy Floors 8 to 10. The remaining floors may be leased to tenants and/or utilized for corporate, conference, or institutional functions.
- d) **Primary Facilities:** Premium office spaces, meeting and conference rooms, reception and lobby areas, restaurant and cafeteria, gymnasium, data center, and associated support spaces
- e) **Parking Facilities:** Basement and surface parking areas designated for staff, visitors, and service providers

4.2. KEY BUILDING SYSTEMS & FACILITIES (RELEVANT TO CLEANING SERVICES)

The building is equipped with modern systems and facilities that require coordinated and safe cleaning operations:

- a) **Electrical and Lighting Systems:** Energy-efficient lighting installations across offices, common areas, parking levels, and external zones
- b) **Mechanical Systems:** Centralized air-conditioning systems serving office and common areas, including plant rooms and associated service spaces
- c) **Water and Sanitary Systems:** Water distribution networks, restrooms, drainage systems, and sewage treatment facilities
- d) **Vertical Transportation:** Passenger and service elevators serving all floors
- e) **Fire and Life Safety Systems:** Fire alarm systems, sprinklers, hydrants, extinguishers, and emergency exits
- f) **ICT and Security Systems:** CCTV coverage, access control systems, and secured zones requiring controlled cleaning access
- g) **Building Management System (BMS):** Integrated monitoring of key building services, requiring adherence to access and operational protocols during cleaning activities
- h) **Ancillary Areas:** Cafeteria and kitchen areas, janitorial rooms, waste holding areas, storage spaces, landscaped external areas, and service corridors

5.0. SCOPE OF SERVICES

5.1. GENERAL CLEANING REQUIREMENTS

General Obligations

The Contractor shall:

- Provide trained, uniformed, and supervised cleaning staff, including supervisors and certified rope-access technicians where required
- Supply all cleaning equipment, machinery, tools, chemicals, consumables, and PPE
- Use eco-friendly, non-abrasive, and surface-compatible chemicals suitable for epoxy floors, marble, ceramic tiles, stainless steel, glass, artificial grass, and raised access floors
- Provide day, evening, and night shift coverage, including continuous cleaning in high-traffic areas
- Implement inspection regimes, reporting systems, complaint handling, and corrective actions
- Comply with all Health, Safety, Environmental (HSE), security, and building access requirements

5.2. BASEMENT LEVEL

1. Car Park – 4,700 sqm (Epoxy-Coated Polished Concrete)

General Obligations

- Mechanical sweeping of the entire floor area
- Damp mopping using auto-scrubber or mop systems
- Removal and treatment of oil, grease, and fuel stains
- Spot scrubbing of tyre marks and heavily soiled areas
- Cleaning of floor drains, gullies, and expansion joints
- Cleaning of walls, columns, and kerbs up to reachable height
- Dusting and wiping of exposed services including pipes, conduits, and cable trays

Frequency

- Daily: Mechanical sweeping and spot mopping
- Weekly: Full mechanical scrubbing using scrubber-dryer
- Monthly: Degreasing and drain cleaning
- Quarterly: Comprehensive deep cleaning

2. Technical Areas – 672 sqm (Epoxy-Coated Concrete)

General Obligations

- Dust-controlled sweeping and dry mopping
- Low-moisture damp mopping without water flooding
- Cleaning beneath equipment where safely accessible
- External wiping of electrical panels, cabinets, doors, and skirting
- Removal of loose debris without disturbing equipment

Frequency

- Daily: Dry sweeping/mopping
- Weekly: Damp mopping
- Monthly: Detailed cleaning

3. Staff Accommodation – 160 sqm (Tiled Floors)

General Obligations

- Sweeping and mopping of floors
- Cleaning and disinfecting of tables, cupboards, and surfaces
- Cleaning of doors, handles, switches, and skirting
- Cleaning and sanitization of washrooms (where applicable)

Frequency

- Daily: Full cleaning
- Monthly: Deep cleaning and disinfection

4. Stores – 260 sqm (Tiled Floors)

General Obligations

- Sweeping and mopping of floors
- Dusting of shelves, racks, and storage units (reachable areas only)
- Removal of cobwebs and loose debris

Frequency

- Daily: Sweeping
- Weekly: Mopping
- Monthly: Deep cleaning

5. Lift Lobbies & Staircases – 290 sqm (Tiles & Stainless Steel)

General Obligations

- Sweeping and mopping of tiled floors
- Polishing of stainless-steel handrails and trims
- Spot cleaning of walls, doors, signage, and skirting
- Removal of cobwebs from corners and ceilings

Frequency

- Daily: Full cleaning and inox polishing
- Weekly: Detailed cleaning
- Monthly: High-level dusting

5.3. Ground Floor

1) Outdoor Parking & Driveways – 2,900 sqm (Paved Surfaces)

General Obligations

- Manual and mechanical sweeping
- Removal of leaves, litter, and debris
- Spot treatment of oil stains and tyre marks

Frequency

- Daily: Sweeping and debris removal
- Weekly: Water-jet washing
- Monthly: Stain removal and detailed cleaning

2) Gatehouses & Security Rooms – 145 sqm (Tiled Floors)

General Obligations

- Floor sweeping and mopping
- Cleaning and disinfecting of desks, chairs, and counters
- Cleaning of windows, doors, and internal partitions

Frequency

- Daily: Full cleaning
- Monthly: Deep cleaning

3) Reception Lobby & Public Areas – 390 sqm (Polished Tiles)

General Obligations

- Sweeping and mopping of floors using neutral cleaners
- Polishing of tiled floors to maintain sheen
- Cleaning of glass doors, partitions, and reception counters
- Dusting of furniture, fittings, and decorative elements

Frequency

- Continuous daytime cleaning
- Daily: End-of-day deep cleaning
- Monthly: Mechanical floor polishing

4) Toilets – 30 sqm (Tiled Floors & Walls)

General Obligations

- Cleaning and disinfecting of WC bowls, urinals, basins, mirrors, and partitions
- Mopping and sanitizing of floors and walls
- Replenishment of consumables (where applicable)
- Odor control and hygiene monitoring

Frequency

- Minimum three (3) times daily
- Daily: Full sanitization
- Monthly: Descaling of fittings

5) Service Areas & Lobbies – 210 sqm (Tiled Floors)

General Obligations

- Sweeping and mopping of floors
- Cleaning of doors, skirting, and service panels

Frequency

- Daily: Cleaning
- Monthly: Deep cleaning

6) Covered Parking & Driveways – 185 sqm (Epoxy-Coated Concrete)

General Obligations

- Mechanical sweeping and damp mopping
- Removal of oil stains and tyre marks
- Cleaning of drains, walls, and exposed services

Frequency

- Daily: Sweeping and spot mopping
- Weekly: Mechanical scrubbing
- Monthly: Degreasing and drain cleaning
- Quarterly: Deep cleaning

5.4. First to Third Floors

1) Lift Lobbies & Staircases – approx. 211 sqm per floor (Tiled)

General Obligations

- Sweeping and mopping of floors
- Polishing of stainless-steel handrails
- Spot cleaning of walls, doors, and signage

Frequency

- Daily: Cleaning
- Weekly: Inox polishing
- Monthly: Detailed cleaning

2) Covered Parking – 120 sqm per floor (Epoxy-Coated Concrete)

General Obligations

- Mechanical sweeping and damp mopping

- Oil and grease stain treatment
- Cleaning of drains and exposed services

Frequency

- Daily: Sweeping and spot mopping
- Weekly: Mechanical scrubbing
- Monthly: Degreasing and drain cleaning
- Quarterly: Deep cleaning

5.5. Fourth Floor

1) Lift Lobbies & Staircases – 211 sqm (Tiled)

General Obligations

- Sweeping and mopping of floors
- Polishing of stainless-steel handrails
- Spot cleaning of walls and doors

Frequency

- Daily: Cleaning
- Weekly: Inox polishing
- Monthly: Detailed cleaning

2) Outdoor Planted Balcony – 480 sqm (Artificial Grass)

General Obligations

- Blowing and sweeping of leaves and debris
- Spot washing to remove stains
- Cleaning of edges, drains, and borders

Frequency

- Daily: Debris removal
- Weekly: Washing
- Monthly: Deep grooming

5.6. Fifth Floor

1) Archive Storage – 260 sqm (Tiled Floors & Shelving)

General Obligations

- Dust-controlled floor cleaning
- Dusting of shelving fronts and tops
- Removal of cobwebs and accumulated dust

Frequency

- Weekly: Cleaning
- Monthly: Detailed dust removal

2) Toilets – 10 sqm

General Obligations

- Full cleaning and disinfection of all sanitary fittings
- Floor and wall sanitization

Frequency

- Minimum three (3) times daily
- Monthly: Descaling

5.7. Sixth and Seventh Floors

1) Lift Lobbies & Staircases – 210 sqm per floor

General Obligations

- Sweeping and mopping of floors
- Polishing of stainless-steel handrails
- Spot cleaning of walls and doors

Frequency

- Daily: Cleaning
- Weekly: Inox polishing

5.8. Eighth, Ninth and Tenth Floors

1) Office Areas (Raised Floors & Furniture)

General Obligations

- Vacuuming of raised access floors
- Dusting of desks, cabinets, shelves, and furniture
- Spot cleaning of partitions and doors
- Cleaning under desks and workstations

Frequency

- Daily: Cleaning
- Quarterly: Selective lifting of raised floor panels

2) Toilets – approx. 100 sqm per floor

General Obligations

- Cleaning and disinfection of all sanitary fittings
- Floor and wall sanitization
- Odor control

Frequency

- Minimum three (3) times daily
- Monthly: Descaling

3) Technical Rooms – 70 sqm per floor (Raised Floors)

General Obligations

- Dry dust-controlled cleaning
- External wiping of equipment cabinets

Frequency

- Daily: Dry cleaning
- Monthly: Detailed cleaning

4) Staff Canteen – 180 sqm (9th Floor)

General Obligations

- Food-grade cleaning of floors, counters, and surfaces

- Degreasing of floors and waste areas
- Cleaning and sanitization of bins

Frequency

- Daily: Post-meal cleaning
- Weekly: Degreasing
- Monthly: Deep sanitization

5) Outdoor Balcony – 270 sqm (Artificial Grass)

General Obligations

- Debris removal
- Washing and stain removal
- Edge and drain cleaning

Frequency

- Daily: Debris removal
- Weekly: Washing
- Monthly: Deep grooming

5.9. Technical Floor - 1,100 sqm (Epoxy-Coated Concrete)

General Obligations

- Dry sweeping and dust removal
- Damp cleaning using controlled moisture
- Cleaning of exposed services

Frequency

- Daily: Dry cleaning
- Weekly: Damp cleaning
- Monthly: Detailed cleaning

5.10. Roof Areas – 2,300 sqm

1) Gravel Roof – 1,530 sqm

General Obligations

- Removal of debris and loose materials
- Clearing and inspection of roof drains

Frequency

- Monthly
- After heavy rainfall

2) Corrugated Sheet Roof – 830 sqm

General Obligations

- Visual cleaning
- Removal of debris and accumulated dust

Frequency

- Quarterly

5.11. Roof Areas – 6 Units

General Obligations

- Cleaning and polishing of marble floors
- Polishing of stainless-steel cabin walls
- Cleaning of mirrors, control panels, and doors

Frequency

- Daily: Floor cleaning and inox polishing
- Weekly: Detailed cabin cleaning
- Monthly: High-level interior cleaning

5.12. Glass Façade – approx. 9,750 sqm

General Obligations

- External cleaning of glass panels
- Cleaning of mullions and façade frames

Frequency

- Quarterly (minimum)
- Additional cleaning after dust storms or heavy rains

6.0. EVALUATION PROCESSES AND SELECTION CRITERIA

Responses to this RFP will be evaluated and scored based on a weighted technical assessment designed to identify the bidder that demonstrates the strongest overall capability to deliver high-quality cleaning and janitorial services for the Africa Re Head Office. The evaluation will consider the following criteria:

- 1) ***Company Profile and capacity:*** This should include, the company's corporate background, ownership and governance structure, years of operation, and overall institutional capacity to undertake and sustain a contract of this nature and scale.
- 2) ***Relevant experience and track record:*** Record of the past five (5) years in delivering similar services for facilities of comparable size, complexity, and standards. Preference will be given to experience with international organizations, clients, or high-grade commercial buildings. Only experience supported by legally executed contracts and verifiable references will be considered.
- 3) ***Qualifications & Competence of Key personnel:*** This assessment will focus on the education, professional training, certifications, and practical experience of supervisory and key operational staff, as well as their demonstrated ability to manage similar assignments in accordance with current industry standards and best practices.
- 4) ***Proposed Methodology and Work plan:*** This criterion evaluates the quality, clarity, and effectiveness of the bidder's understanding of the assignment, proposed cleaning methods, deployment strategy, quality control measures, health and safety practices, and the overall feasibility of the work plan in meeting the project requirements.
- 5) ***Financial Capacity:*** This will be reviewed based on the submission of certified audited financial statements for the last three (3) financial years. This assessment is intended to confirm the bidder's financial stability and ability to sustain the contract over its duration.
- 6) *Clarity and completeness of submission*

7.0. PRESENTATION OF TENDER

To facilitate the analysis of responses to this RFP, the responding Cleaning & Janitorial Service Company are required to prepare their proposals in accordance with the instructions outlined in this section.

The Company 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, comprehensive and professionally presented. It should provide a straightforward, concise description of the Company's capabilities to meet the requirements of the RFP and the proposal should be organized into the **following mandatory sections**:

1.0. Executive summary: This section shall summarize key strengths and value propositions. **No financial or cost information shall be included** in this section.

2.0. Company Profile & Organizational Structure: Details of the proposed organizational structure and staffing plan for the assignment, including:

- Organizational chart
- Roles and responsibilities of key personnel
- Curriculum Vitae (CVs) and relevant certifications of key staff (to be provided as appendices)
- Professional qualifications and years of experience relevant to similar assignments

3.0. Experience and Portfolio of Similar Contracts: Details of relevant projects undertaken within the last 5 years, corporate clients (maximum 1 page per client), and references

4.0. Work plan & Implementation Schedule: A detailed work plan outlining key activity, service rollout approach, manpower deployment, shift arrangements, and reporting structure. The work plan shall be consistent with the Scope of Work and proposed service frequencies and shall demonstrate the bidder's ability to mobilize and deliver services effectively.

5.0. Approach & Methodology: A detailed description of the bidder's proposed approach to delivering the services, including:

- Understanding of Africa Re's requirements
- Cleaning methodologies and standards
- Quality assurance and inspection procedures
- Health, safety, and environmental management practices
- Use of equipment, chemicals, and consumables
- Risk management and service continuity measures
- Expected outcomes and performance benchmarks

6.0. Financial Proposal: A comprehensive financial proposal covering all cost components associated with the provision of the services. Costs shall be presented **exclusive of VAT and other applicable taxes** and clearly itemized, including but not limited to:

- Manpower costs
- Equipment and machinery
- Cleaning chemicals and consumables
- Supervision and management costs
- Any other relevant operational costs

The cost proposal shall align fully with the Scope of Work and service frequencies described in this RFP.

8.0. DURATION OF THE CONTRACT

The Cleaning & Janitorial Services contract shall be for a period of **three (3) years**, renewable subject to satisfactory performance, and in accordance with the terms and conditions of the contract.

9.0. CLARIFICATION AND AMENDMENT OF REQUEST FOR PROPOSAL

Interested bidders may seek clarifications from the Department of General Services at Africa Re's Head Office Lagos, up to **2 days** before proposal submission date.

Africa Re will respond by email to such requests from all firms which intend to submit proposals.

Contact for clarification: projects@africa-re.com and coopamah.pramaseven@aficare.com

10.0. SITE INSPECTION

Bidders are encouraged to request a site inspection in order to familiarize themselves with the building, systems, access conditions, and service requirements prior to submitting their proposals. Details will be communicated by the General Services Department.

11.0. PROPOSAL SUBMISSION

The Proposals should be submitted through the email address: tender@africa-re.com not later than **February 20th, 2026**, and the subject of the email should read:

“PROVISION OF CLEANING & JANITORIAL SERVICES FOR AFRICA RE HEAD OFFICE, ABUJA”

Any proposal received by Africa Re after the submission deadline shall not be considered.

12.0. AFRICA RE RIGHTS RESERVED

Africa Re reserves the right, in its sole discretion, to take actions deemed in Africa Re's best interest that may include any one or more of the following:

- a) Accept or reject any or all proposals in whole or in part, at any time prior to award of Contract.
- a) Waive any minor irregularities or informalities in a proposal, or vary any timetable or schedule.
- b) Suspend or modify the RFP process or negotiate the details of a proposal prior to contracting

13.0. CONFIDENTIALITY

The selected Cleaning/Janitorial Services Company shall maintain strict confidentiality with respect to all information obtained before, during, and after the execution of the assignment. The successful bidder shall be required to adhere to the highest professional and ethical standards and to sign a Non-Disclosure Agreement (NDA).

14.0. OWNERSHIP AND RETURN OF PROPOSAL

All materials submitted in response to this RFP shall become the property of Africa Re and shall not be returned to the respondent.

Lagos, 20th January 2026

For: African Reinsurance Corporation

Dr. Corneille KAREKEZI

Group Managing Director / Chief Executive Officer