



ACERWC
African Committee of Experts on
the Rights and Welfare of the Child

ACERWC Secretariat

E-mail: acerwc-secretariat@africa-union.org

Tel: +266 52 01 00 18 | **P.O.Box:** 13460,

Address: Nala House, Balfour Road Maseru
Kingdom of Lesotho

REQUEST FOR PROPOSAL

PROVISION OF CLEANING AND JANITORIAL SERVICES TO THE SECRETARIAT OF THE AFRICAN COMMITTEE OF EXPERTS ON THE RIGHTS AND WELFARE OF THE CHILD (ACERWC) IN MASERU, LESOTHO

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LETTER OF INVITATION

27th March 2025

Dear Sir/ Madam,

The African Committee of Experts on the Rights and Welfare of the Child (ACERWC) Secretariat would like to engage a firm to provide cleaning services to the office premises of the Secretariat in Maseru, Lesotho.

The ACERWC therefore invites you to submit a proposal for provision of the said service. Accordingly, you are required to submit separate Technical and Financial Proposals for the service. You are required to complete it in line with the section below.

SECTION A: REQUEST FOR PROPOSAL

1. Description of Services and Location: Provision of cleaning services to the Secretariat of the African Committee of Experts on the Rights and Welfare of the Child (ACERWC) in Maseru, Lesotho.
2. Currency of Quotation: Maloti or United States Dollar
3. Services shall commence seven (7) days from the date of signature of the contract.
4. Bids must be valid for 60days from the Return by Date given below.
5. Bids and supporting documents as specified in Section B must be marked with the subject of the procurement given above and indicate your acceptance of the stated terms and conditions.
6. Bids must be received, in sealed envelopes no later than 12h00 on **27th April 2025**. All bids must be accompanied by:
 - i. A valid business registration documents/license
 - ii. A valid Tax Clearance certificate.
 - iii. One (1) Original and Two (2) Copies of the Technical and financial proposal (Refer to TORs attached for details)
 - iv. Other relevant information indicated in the TOR.
7. Bids must include Proposal, Number of proposed Personnel, and methodology on how to carry out the assignment, must be returned in hard copies in two separate envelopes (Financial and technical proposal) put together in one big envelope to:

Secretariat of the African Committee of Experts on the Rights and Welfare of the Child
P.O.Box: 13460,
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Kingdom of Lesotho
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E-mail: ACERWC-SECRETARIAT@africa-union.org



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SECTION B: MISCELLENIOUS

8. Proposals shall cover all costs of labour, overheads, profits and all associated costs for performing the services. The whole cost of performing the services shall be included in the items stated and the cost of any incidental services or materials shall be deemed to be included in the prices quoted.
9. Proposals that are responsive, qualified and technically compliant will be ranked according to price using Least Cost Selection (LCBS). Award of Contract will be made to the best-evaluated firm.
10. The firm of the winning bid shall be subject to all African Union (AU) procurement and service agreement policies and frameworks, including the Child Safeguarding Policy.
11. Payments will be made in accordance with any resulting order within thirty (30) days of receipt of an invoice supported by a certificate of satisfactory completion signed by Administration Officer.

For Further enquiry please email: ACERWC-SECRETARIAT@africa-union.org

Kindly acknowledge receipt indicating your willingness to respond.

Signed: _____

Name: _____

Title/Position: _____



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Section 1. Technical Proposal - Standard Forms

1A. Technical Proposal Submission Form.

1B. Firm's References.

1C. COMMENTS AND SUGGESTIONS OF BIDDERS ON THE TERMS OF REFERENCE AND ON DATA, SERVICES,
AND FACILITIES TO BE PROVIDED BY THE CLIENT



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1A. TECHNICAL PROPOSAL SUBMISSION FORM

{Location, Date}

To: {Name and address of Client}

Sir / Madam:

We, the undersigned, offer to provide the services for {Title of services to provide and Procurement Number} in accordance with your Request for Proposals dated {Date} and our Proposal.

We hereby submit our proposal, and declare that we have no conflict of interest as defined by Section 1.7 of the Information to Bidders in relationship to performance of this assignment.

If negotiations are held during the period of validity of the Proposal, i.e., before {Date} we undertake to negotiate on the basis of the proposed staff. Our Proposal is binding upon us and subject to the modifications resulting from Contract negotiations.

We understand you are not bound to accept any Proposal you receive.

Yours sincerely,

Signature: _____

Name and Title of Signatory: _____

Name of Firm: _____

Address: _____



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1B. FIRM'S REFERENCES

Relevant Services Carried Out in the Last Three Years that Best Illustrate Qualifications.

Using the format below, provide information on each assignment for which your firm/entity, either individually as a corporate entity or as one of the major companies within an association, was legally contracted.

Firm's Name: _____

Assignment Name: _____

Country: _____

Location within Country: _____

Professional Staff Provided by Your Firm/Entity(profiles): _____

Name of Client: _____

No. of Staff: _____

Address: _____

Duration of Assignment: _____

Start Date (Month/Year): _____

Completion Date (Month/Year): _____

Approx. Value of Services (in Current US \$): _____

Name of Senior Staff, Team Leader) Involved and Functions Performed: _____

Description of Actual Services Provided by your firm: _____



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1C. COMMENTS AND SUGGESTIONS OF BIDDERS ON THE TERMS OF REFERENCE AND ON DATA, SERVICES, AND FACILITIES TO BE PROVIDED BY THE CLIENT

On the Terms of Reference:

- 1.
- 2.
- 3.
- 4.
- 5.

On the data, services, and facilities to be provided by the Client:

- 1.
- 2.
- 3.
- 4.
- 5



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SECTION 2 - FINANCIAL PROPOSAL - STANDARD FORMS

2A. Financial Proposal Submission Form.

2B. Summary of Costs.

2C. Breakdown of Price per Activity.



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2A. FINANCIAL PROPOSAL SUBMISSION FORM

{Date}

To: {Name and address of Client}

Sir / Madam:

We, the undersigned, offer to provide cleaning services for {Title of consulting services and Procurement Number} in accordance with your Request for Proposals dated {Date} and our Proposal (Technical and Financial Proposals). Our attached Financial Proposal is for the sum of {Amount in words and figures}. This amount is exclusive of the local taxes which shall be identified during negotiations and shall be added to the above amount.

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to the expiration of the validity period of the Proposal, i.e., {Date}. Commissions and gratuities, if any, paid or to be paid by us to agents relating to this Proposal and Contract execution, if we are awarded the Contract, are listed below:

Name and Address of Agents	Amount and Currency	Purpose of Commission or Gratuity

We understand you are not bound to accept any Proposal you receive.

Yours sincerely,

Authorised Signature: _____

Name and Title of Signatory: _____

Name of Firm: _____

Address: _____



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2B. SUMMARY OF COSTS

Cost Elements	Currency	Amount
Total Amount Financial Proposal		



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2C. BREAKDOWN OF PRICE PER ACTIVITY

Activity No.: _____

Description: _____

Price Component	Currency	Amount(s)
Miscellaneous Expenses		
Reimbursable		
Remuneration		
Subtotal		

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SECTION 3

TERMS OF REFERENCE (TORs) FOR PROVISION OF CLEANING AND JANITORIAL SERVICES TO OFFICES

PART I: GENERAL

1. BACKGROUND

The African committee of Experts on the Rights and Welfare of the Child (ACERWC or Committee) is a human rights organ of the African Organ established by the African Charter on the Rights and Welfare of the Child (the Charter). The Committee was established in July 2001 and mandated to monitor the implementation of the Charter in Member States. The Secretariat of the ACERWC, which was officially established in 2007, is now has an operational office in Maseru, Lesotho. In view of this, the Secretariat of the ACERWC, would like to engage the service of a qualified cleaning service provider to provide cleaning and janitorial services to its office premises.

2. SCOPE OF THE ASSIGNMENT

The required services provision includes cleaning and janitorial services to the office of the Secretariat of the ACERWC which is located at Nala House, Balfour Road in Maseru, Lesotho. The building has three floors nineteen — **(19) offices, eight (8) bathrooms, one (1) kitchen, one (1) library, and one (1) storeroom.** It is important that the contractor examines the premises before submitting its offer.

3. SPECIFIC OBJECTIVE OF THE ASSIGNMENT

The Service provider is expected to provide cleaning and janitorial services at the specified building and office premises which shall include but not necessarily be limited to:

A. All areas covered in carpet,

- Empty/clean ashtrays, waste receptacles, sand urns: (Monday, Wednesday and Friday).
- Dust/clean desks, telephones, tables, files, windows sills, etc. (Monday, Wednesday and Friday)
- Dust counter tops, partitions, ledges mouldings, picture frames: (Monday, Wednesday and Friday)
- Dust Lighting fixtures, ceiling vents: (Friday)
- Spot-clean walls, partitions, columns and woodwork to remove marks and stains: (Monday, Wednesday and Friday)
- Clean/polish metal/entrance door handles/bars/plates etc (Monday, Wednesday and Friday)
- Clean/polish all ornaments, signs, etc: (Monday, Wednesday and Friday)
- Vacuum upholstered furniture (Friday)
- Vacuum-clean carpets and rugs: (Monday, Wednesday and Friday)



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- Deep wet-shampoo or dry clean carpet (Quarterly)
- Spin Clean carpet with rotary mop pad (Twice a year)
- Pile-lift carpet (Twice a year)
- Wash lighting fixtures: (Twice a year)
- Vacuum clean carpets: (as necessary).

B. All areas floored in marble or other tiling

- Dust floors (Monday, Wednesday and Friday)
- Damp-mop floors (Monday, Wednesday and Friday)
- Scrub/rinse floor (Friday)
- Squeegee floors (Monday and Wednesday)
- Spray/buff and polish floors to non-slippery finish (Tuesday, Thursday and Friday)
- Dust/clean desks, telephones, tables, files, window sills, etc: (Monday, Wednesday and Friday)
- Dust counter tops, partitions, ledges, mouldings, picture frames (Monday, Wednesday and Friday)
- Dust lighting fixtures, ceiling vents (Friday)
- Spot-clean walls, partitions, columns and woodwork to remove marks and stains (Daily, Monday-Friday)
- Clean/polish metal/entrance door handles/bars/plates: (Monday, Wednesday and Friday)
- Clean/polish all ornaments, signs, etc.: (Monday, Wednesday and Friday)
- Clean Upholstered furniture (Friday)
- De-wax tile or marble floors (Quarterly)
- Clean/Vacuum upholstered furniture: (Quarterly)
- Clean waste receptacles (Monday, Wednesday and Friday)
- Clean glass windows and doors inside and outside (once a month)
- Strip floors of polish (Once a month)
- Seal floor (Once a month)
- Apply floor finish/buff/polish to non-slippery finish (Once a month)



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- Clean tiled or marbled walls with clean towels using only fresh and clean water – non lemon-containing materials to be used on marble (Monday, Wednesday and Friday)

C. Toilet rooms (shower rooms, hand wash basins, toilet seats, and urinals)

- Clean sweep restroom floors: (Monday, Wednesday and Friday)
- Clean and disinfect toilets, urinals, basins, partitions, walls and floor tiling and toilet fixtures (Daily, Monday-Friday)
- Empty waste receptacles: (Monday, Wednesday and Friday)
- Damp mop restroom floors (Monday, Wednesday and Friday)
- Clean mirrors, dispensers, bright metal fixtures (Monday, Wednesday and Friday)
- Spray air-freshener in toilet rooms (twice a day)
- Clean tiled or marbled walls with clean towels using only fresh and clean water – no lemon-containing materials to be used on marble (Monday, Wednesday and Friday)

D. Open air tiled walkways, balconies, etc.

- Remove all waste materials – paper, etc. from the area (Daily, Monday Friday)
- Sweep or water-hose paved walkways/balconies (Mon, Wed & Friday)
- Clean lighting fixtures: (Once a month)
- Report all loose walkway tiles to Maintenance Unit for maintenance (as and when they occur)

E. Wood panelling and wooden doors

- Dust wood panelled walls and other similar fixtures with dry, feather-light dusters only to remove dust or cobwebs (Twice a year)

F. Window shutters and curtains

- Clean plastic window shutters (once a week)
- Report all fabric curtains which need cleaning to the Maintenance Unit (as and when cleaning is required)

G. Dirt Disposal

Waste materials collected from all parts of the buildings:

- to be disposed of in the incinerator

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- to be protected from being scattered by the wind

- to be burnt.

H. General

This service shall include reporting to the Administration officer all loose walkway tiles, dripping taps, damaged seat covers and flashes, broken windows, water leakage, disordered furniture arrangements and any other related information as and when they occur in and around all the buildings of the General Secretariat of the Commission.

5. DURATION OF THE CONTRACT

The duration of the contract will be 2 years with a possibility of extension which shall be subject to a satisfactory performance. The criteria of satisfactory performance of service shall solely be developed, reviewed and implemented by the Administrator as deemed fit.

6. MONITORING OF CONTRACTORS PERFORMANCE

Other representative of the Secretariat may monitor the Contractors performance. The monitoring process and procedures will include but not be limited to:

- Reviewing overall cleaning through a performance score form as per section 5 of part 1 herein.

7. QUALIFICATION AND EXPERIENCE

The firm must have Five (5) years of experience in the provision of cleaning and janitorial service for international and public organisations)

PART II: EVALUATION AND SELECTION CRITERIA

Proposals from bidders will be evaluated using the below evaluation criteria

A. PRELIMINARY EVALUATION/ADMINISTRATIVE COMPLIANCE

Bids shall be checked for administrative compliance against the criteria below:

i. Submission of Registration document/Licence

ii. Submission of Tax Clearance

iii. Substantial responsiveness of the proposal



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EVALUATION CRITERIA		
A	Main Criteria Firm's Experience	Max. Score
A1	No. of years: At least 5 years' experience (2points Per year)	40
	Experience with similar organisations- Proof of 3 successfully carried out cleaning service contract of 5 or more cleaners in each contract, (Please enclose satisfactory completion certificate of three contracts issued by continental, international, or Government bodies). Provide references	
B	Main Criteria: Adequacy of the proposed Methodology in responding to the Terms of Reference	45
B1	Supervision and Management procedures	15
B2	Explanation of how the Company intends to handle the management of services within the office stated in the scope of this work.	15
	No. of guards to be deployed	15
C	List of proposed equipment to be used in the provision of the services	5
Total Score		100