COPCOM

REQUEST FOR PROPOSALS (RFP)

TERMS OF REFERENCE AND TENDER DOCUMENT FOR PROFESSIONAL CLEANING AND SANITATION SERVICES FOR COPCOM OFFICES AND COMPOUND

COOPERATIVE POUR LA PROMOTION DES COMMERCANTS DE MATERIELS DE CONSTRUCTION
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Contents

INVITATION TO SUBMIT PROPOSALS 4

PART I: BACKGROUND, PURPOSE AND OBJECTIVES 4

1.1 Background of COPCOM 4

1.2 Purpose of the RFP 4

1.3 Overall Objective 5

1.4 Specific Objectives 5

1.5 Expected Results 5

PART II: SCOPE OF SERVICES 5

2.1 General Scope 6

2.2 Office Cleaning 6

2.3 Reception Areas and Waiting Spaces 7

2.4 Corridors, Staircases and Internal Circulation Areas 7

2.5 Kitchenettes and Staff Refreshment Areas 7

2.6 Compound and Outdoor Cleaning 8

2.7 Waste Collection and Disposal 8

2.8 Periodic and Special Cleaning 9

PART III: CLEANING SCHEDULE AND SERVICE FREQUENCY 9

3.1 General Requirements 9

3.2 Working Hours and Access 9

3.3 Cleaning Records 9

PART IV: STAFFING AND PERSONNEL MANAGEMENT 10

4.1 Provision of Cleaning Personnel 10

4.2 Qualifications and Conduct 10

4.3 Supervisor or Team Leader 10

4.4 Staff Identification and Replacement 11

4.5 Staff Remuneration and Employment Obligations 11

PART V: CLEANING MATERIALS, EQUIPMENT AND CONSUMABLES 11

5.1 Provision of Cleaning Materials 11

5.2 Cleaning Equipment 12

5.3 Consumables for Users 12

5.4 Storage of Materials and Equipment 12

5.5 Chemical Safety 13

PART VI: OCCUPATIONAL HEALTH, SAFETY AND ENVIRONMENTAL REQUIREMENTS 13

6.1 General Safety Obligations 13

6.2 Personal Protective Equipment 13

6.3 Wet Floors and Slip Hazards 13

6.4 Safe Use of Equipment 14

6.5 Incident Reporting 14

6.6 Environmental Protection 14

COOPERATIVE POUR LA PROMOTION DES COMMERCANTS DE MATERIELS DE CONSTRUCTION COPCOM COPCOM

PART VII: QUALITY STANDARDS AND SERVICE PERFORMANCE 14
7.1 General Quality Requirements 14
7.2 Inspection and Verification 15
7.3 Service Performance Indicators 15
7.4 Performance Review Meetings 16
7.5 Non-Compliance and Contractual Remedies 16
PART VIII: REPORTING MANAGEMENT 16
8.1 Daily Records 16
8.2 Monthly Performance Report 16
8.3 COPCOM's Contract Representative 17
8.4 Meetings and Communication 17
PART IX: MINIMUM QUALIFICATIONS AND ELIGIBILITY 17
9.1 General Eligibility 17
9.2 Business Registration and Statutory Compliance 17
9.3 Relevant Experience 18
9.4 Technical and Operational Capacity 18
9.5 Conflict of Interest and Accuracy of Information 18
PART X: INSTRUCTIONS TO BIDDERS AND PROPOSAL REQUIREMENTS 18
10.1 Preparation of Proposals 18
10.2 Technical Proposal 19
10.3 Financial Proposal 19
10.4 Site Visit 20
10.5 Submission Deadline and Method 20
10.6 Clarifications and Amendments 21
10.7 Costs of Preparing Proposals 21
10.8 Proposal Validity 21
PART XI: EVALUATION AND SELECTION METHODOLOGY 21
11.1 General Principles 21
11.2 Stage 1: Administrative and Eligibility Screening 22
11.3 Stage 2: Technical Evaluation 22
11.4 Stage 3: Financial Evaluation 23
11.5 Clarification and Verification 23
11.6 Recommendation for Award 23
11.7 Notification and Contract Signature 23
PART XII: RESPONSIBILITIES 23
12.1 Responsibilities of the Service Provider 24
12.2 Responsibilities of COPCOM 24

COOPERATIVE POUR LA PROMOTION DES COMMERCANTS DE MATERIELS DE CONSTRUCTION
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INVITATION TO SUBMIT PROPOSALS

COPCOM invites eligible and qualified cleaning service providers to submit proposals for the provision of professional cleaning and sanitation services covering its offices and compound.

The objective of this procurement is to engage a competent and reliable service provider to maintain a consistently clean, hygienic, safe, orderly and presentable working environment throughout COPCOM's premises. The selected service provider will be responsible for providing appropriately trained cleaning personnel, supervision, cleaning materials, equipment, personal protective equipment and other resources necessary to perform the services in accordance with this Request for Proposals and the resulting contract.

Interested bidders are invited to examine this document carefully and submit complete proposals demonstrating their legal eligibility, relevant experience, technical capacity, proposed cleaning methodology, staffing arrangements, quality-control procedures and financial offer.

The selected service provider shall perform the services in accordance with the cleaning schedules, quality standards, occupational health and safety requirements, reporting obligations and performance indicators established in this document and the contract.

Proposals shall be submitted through the prescribed channel and received by the deadline stated in the tender notice. Late or non-responsive proposals may be rejected in accordance with the applicable procurement procedures.

COPCOM reserves the right to seek clarifications, verify information submitted by bidders, reject non-responsive proposals, or cancel the procurement process where justified under the applicable procurement framework. Any such action shall be undertaken in accordance with the relevant rules and principles of transparency, fairness and equal treatment.

PART I: BACKGROUND, PURPOSE AND OBJECTIVES

1.1 Background of COPCOM

COPCOM (Coopérative pour la Promotion des Commerçants de Matériels de Construction) is a cooperative operating in Rwanda. Maintaining clean and hygienic offices and a well-kept compound is important for the effective functioning of its administrative activities, the well-being of employees and visitors, the protection of property, and the professional image of the institution.

Regular and systematic cleaning helps prevent the accumulation of dirt, dust, waste and unpleasant odours, supports appropriate sanitation practices, and contributes to a safe and comfortable working environment.

COPCOM therefore intends to engage a qualified service provider to undertake professional cleaning and sanitation services for its offices and compound. The service provider will be expected to establish an appropriate cleaning routine, deploy sufficient and competent personnel, use suitable cleaning materials and equipment, and maintain service quality throughout the contract period.

1.2 Purpose of the RFP

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The purpose of this Request for Proposals is to define the requirements, responsibilities, scope of services, minimum qualifications, proposal submission instructions, evaluation methodology and contractual conditions for selecting a service provider to clean and maintain COPCOM's offices and compound.

This document shall form the basis for the preparation, evaluation and implementation of proposals and, upon contract award, shall be read together with the signed contract and any approved schedules or annexes.

1.3 Overall Objective

The overall objective is to ensure that COPCOM's offices and compound are maintained in a consistently clean, hygienic, safe, orderly and presentable condition through the provision of reliable and professionally managed cleaning services.

1.4 Specific Objectives

The specific objectives are to:

1. Maintain clean and hygienic offices, meeting rooms, corridors, reception areas and other designated indoor spaces.
2. Maintain the cleanliness and general orderliness of the external compound, including walkways, entrances and designated outdoor areas.
3. Provide adequate, competent and properly supervised cleaning personnel.
4. Ensure the timely availability and proper use of appropriate cleaning materials, equipment and protective clothing.
5. Promote occupational health and safety and reduce risks associated with cleaning activities.
6. Establish measurable service standards, inspection procedures and performance indicators.
7. Ensure timely removal and appropriate handling of waste generated within the premises.
8. Protect COPCOM's property, confidential information, equipment and workplace environment during cleaning operations.
9. Establish clear accountability, reporting and corrective-action arrangements for the duration of the contract.

1.5 Expected Results

By the end of the contract period, COPCOM expects:

- Clean and well-maintained offices and compound areas.
- Reliable cleaning services delivered according to agreed schedules.
- Adequate availability of cleaning personnel and consumables.
- Reduced accumulation of waste, dust and dirt.
- Safe cleaning practices and appropriate use of chemicals and equipment.
- Prompt resolution of complaints and identified deficiencies.
- Complete cleaning records and regular performance reports.

PART II: SCOPE OF SERVICES

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2.1 General Scope

The service provider shall provide comprehensive professional cleaning and sanitation services for COPCOM's designated offices and compound.

The scope shall include all activities reasonably necessary to maintain the designated areas in a clean, hygienic, safe and presentable condition. Services shall be performed in accordance with the agreed cleaning schedule, COPCOM's operational requirements and the standards specified in this RFP.

The scope shall cover the following categories of areas, subject to confirmation of the actual premises and areas identified by COPCOM:

1. Offices and administrative workspaces.
2. Reception and waiting areas.
3. Corridors, staircases and internal circulation areas.
4. Handwashing facilities.
5. Kitchenettes, staff refreshment areas and designated common-use areas.
6. Entrances, external walkways and access areas.
7. Compound surfaces, yards and designated outdoor areas.
8. Waste collection points and designated waste storage areas.
9. Other areas specifically identified by COPCOM during the site visit or in the final contract.

The final list of areas, their approximate sizes, access arrangements and any special cleaning requirements shall be confirmed before contract commencement or bidders should contact COPCOM for more clarification before submission of the proposals.

2.2 Office Cleaning

The service provider shall clean and maintain all designated offices and administrative workspaces.

The services shall include:

- Sweeping, vacuuming or mopping floors, depending on the floor type.
- Dusting accessible furniture, desks, shelves, cabinets and other suitable surfaces.
- Cleaning accessible doors, door handles, light switches and frequently touched surfaces.
- Removing visible dirt, dust, cobwebs and other accumulations from accessible areas.
- Cleaning internal glass partitions and accessible interior windows where included in the agreed schedule.
- Emptying waste bins and replacing bin liners where required.
- Wiping suitable work surfaces without damaging documents, electronics or other property.
- Cleaning accessible skirting boards and corners.
- Maintaining the general neatness of offices without rearranging documents or disturbing confidential materials.
- Reporting damaged furniture, leaking taps, electrical hazards or other maintenance issues observed during cleaning.

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Cleaning shall be performed carefully to avoid damage to computers, printers, telephones, files, furniture, electrical equipment and other office property. The service provider shall not open drawers, cabinets or confidential files, handle sensitive documents unnecessarily, or use COPCOM equipment without authorization.

2.3 Reception Areas and Waiting Spaces

The service provider shall maintain reception and waiting areas in a clean and presentable condition.

Activities shall include:

- Cleaning and mopping floors.
- Dusting accessible furniture and suitable surfaces.
- Cleaning reception counters and waiting-area tables without disturbing documents or equipment.
- Cleaning accessible glass partitions and entrance doors.
- Emptying waste bins.
- Removing visible marks and stains from suitable surfaces.
- Cleaning frequently touched surfaces.
- Ensuring that the area is free of litter, dust and unpleasant odours.

These areas shall receive particular attention because they contribute directly to visitors' first impressions of COPCOM.

2.4 Corridors, Staircases and Internal Circulation Areas

The service provider shall maintain corridors, staircases, landings and other designated internal circulation areas in a clean and safe condition.

Activities shall include:

- Sweeping, vacuuming or mopping floors as appropriate.
- Removing litter, dust and cobwebs from accessible areas.
- Cleaning handrails and suitable frequently touched surfaces.
- Cleaning accessible doors and glass panels.
- Removing visible stains and dirt.
- Keeping passageways free from cleaning equipment, waste and other obstructions.
- Placing warning signs where floors are wet or other temporary hazards exist.

Cleaning activities shall not obstruct emergency exits, fire equipment, access routes or normal movement within the premises.

2.5 Kitchenettes and Staff Refreshment Areas

Where designated kitchenettes or staff refreshment areas are included, the service provider shall:

- Clean floors, worktops and accessible surfaces.

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- Clean sinks and taps.
- Remove waste and replace bin liners as required.
- Clean external surfaces of suitable appliances where authorized.
- Remove visible food residue and stains.
- Maintain hygiene around food preparation and refreshment areas.
- Report pests, leaks, damaged fittings or other hygiene concerns.

The service provider shall not handle food, consume food, open refrigerators or cupboards, or clean internal appliance components unless expressly authorized.

2.6 Compound and Outdoor Cleaning

The service provider shall maintain designated outdoor areas of COPCOM's compound in a clean, orderly and presentable condition.

Activities shall include:

- Sweeping entrances, walkways, paved areas and other designated hard surfaces.
- Collecting litter, paper, plastic and other visible waste.
- Emptying designated outdoor waste bins.
- Removing accumulated dust, leaves and debris.
- Cleaning accessible external entrances and suitable exterior surfaces.
- Maintaining the cleanliness of designated parking or access areas where included in the agreed scope.
- Keeping drainage channels and accessible surface drains free from visible litter and loose debris.
- Reporting blocked drains, stagnant water, damaged paving, unsafe surfaces or other hazards.
- Ensuring that waste is transferred to the designated collection point.

The service provider shall not undertake tree cutting, major landscaping, structural repairs, hazardous-waste handling or specialized exterior maintenance unless these activities are expressly included in the contract. Where gardening, grass cutting or specialist exterior cleaning is required, COPCOM shall identify those activities separately in the tender particulars or contract.

2.7 Waste Collection and Disposal

The service provider shall collect and remove routine waste generated in the designated cleaning areas.

The service provider shall:

1. Empty waste bins according to the approved schedule and whenever necessary.
2. Replace bin liners where required and included in the service.
3. Separate waste according to COPCOM's waste-management instructions, where applicable.
4. Transfer waste to the designated collection point.
5. Avoid allowing waste to accumulate in offices, corridors or the compound.
6. Ensure that waste bags are handled safely and do not leak or scatter waste.
7. Report overflowing waste collection points or irregular waste collection arrangements.

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8. Comply with applicable waste-handling and disposal requirements.

The service provider shall not burn waste, discharge chemicals into drains, or dispose of waste in unauthorized locations.

Hazardous, medical, chemical or other specialist waste shall not be handled unless expressly included in the contract and appropriate arrangements are established.

2.8 Periodic and Special Cleaning

In addition to routine cleaning, the service provider shall carry out periodic cleaning activities according to the approved schedule.

These may include:

- Detailed cleaning of corners, skirting boards and other areas where dust accumulates.
- Cleaning accessible internal windows and glass partitions.
- Cleaning doors, door frames and accessible wall marks using suitable methods.
- Thorough cleaning of designated common-use areas.
- Periodic cleaning of waste bins.
- Removal of cobwebs from accessible areas.
- Other periodic cleaning activities agreed with COPCOM.

The frequency of these activities shall be stated in the final cleaning schedule. Specialized services such as high-level window cleaning, industrial cleaning, deep carpet cleaning or post-construction cleaning shall not be assumed to be included unless expressly specified.

PART III: CLEANING SCHEDULE AND SERVICE FREQUENCY

3.1 General Requirements

The service provider shall prepare a detailed cleaning schedule showing each area to be cleaned, the activity to be performed, the frequency, the responsible staff member and the method of verification. The schedule shall be submitted to COPCOM for approval before the commencement of services.

3.2 Working Hours and Access

The service provider shall perform cleaning activities during the working hours approved by COPCOM. The final contract shall specify the permitted cleaning hours, required staff attendance times, access arrangements and procedures for cleaning outside normal working hours.

The service provider shall organize its activities to minimize disruption to COPCOM's operations, employees and visitors. Cleaning outside the approved schedule, including cleaning after events or during exceptional circumstances, shall be arranged through COPCOM's designated representative.

3.3 Cleaning Records

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The service provider shall maintain daily cleaning checklists for each designated area. The checklists shall identify the activities completed, the date and time, the responsible staff member, any outstanding work and any reported incidents. The records shall be available for inspection by COPCOM and shall be used to verify service delivery.

PART IV: STAFFING AND PERSONNEL MANAGEMENT

4.1 Provision of Cleaning Personnel

The service provider shall deploy sufficient qualified, reliable and competent personnel to perform the services in accordance with the approved cleaning schedule.

The proposed staffing arrangement shall reflect the size of the premises, the areas to be cleaned, the required frequencies, the working hours and the level of service required.

Bidders shall specify in their technical proposals:

- The proposed number of cleaners.
- The proposed supervisor or team leader.
- The duties and responsibilities of each position.
- The planned working hours and shifts.
- The staff attendance and replacement arrangements.
- The approach to staff training and performance monitoring.
- Arrangements for leave, absence and emergency replacement.

The proposed staffing level shall be evaluated based on its adequacy for the actual scope of work. COPCOM may specify a minimum staffing requirement once the premises and workload have been confirmed.

4.2 Qualifications and Conduct

The service provider shall ensure that all assigned personnel:

1. Are physically capable of performing the assigned duties safely.
2. Receive appropriate training in cleaning techniques, chemical handling, hygiene and occupational safety.
3. Understand the approved cleaning schedules and quality standards.
4. Wear suitable uniforms or identifiable work clothing.
5. Use the required personal protective equipment.
6. Observe professional conduct and respect COPCOM employees, visitors and property.
7. Maintain confidentiality concerning information encountered during their work.
8. Follow COPCOM's access-control, security and workplace rules.

4.3 Supervisor or Team Leader

The service provider shall designate a supervisor or team leader responsible for coordinating and monitoring the cleaning team.

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The supervisor shall:

- Allocate daily tasks.
- Verify staff attendance and punctuality.
- Ensure that cleaning materials and equipment are available.
- Inspect completed cleaning activities.
- Ensure compliance with the approved schedule.
- Address complaints and deficiencies.
- Maintain cleaning records and checklists.
- Report incidents, equipment failures and supply shortages.
- Submit reports to COPCOM's designated representative.
- Ensure that corrective actions are completed within the required time.

The bidder shall explain how supervision will be maintained throughout the contract, including when the main supervisor is absent.

4.4 Staff Identification and Replacement

The service provider shall provide COPCOM with a list of personnel assigned to the contract, including their names, roles and contact details where appropriate. Any change in assigned personnel shall be communicated to COPCOM.

COPCOM may request the replacement of a staff member whose conduct, performance, reliability or compliance with site requirements is unsatisfactory, provided the request is handled in accordance with the contract and applicable law.

The service provider shall promptly replace absent or unsuitable personnel to prevent interruptions in service delivery.

4.5 Staff Remuneration and Employment Obligations

The service provider shall be solely responsible for the employment, supervision, remuneration and lawful management of its personnel. The service provider shall comply with applicable Rwandan labour, occupational safety, social security and tax requirements, as relevant to its operations.

No employment relationship shall arise between COPCOM and the service provider's personnel solely as a result of this contract.

PART V: CLEANING MATERIALS, EQUIPMENT AND CONSUMABLES

5.1 Provision of Cleaning Materials

Unless the tender particulars expressly state otherwise, the service provider shall provide all cleaning materials and consumables required to perform the services.

These may include:

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- Detergents and suitable floor-cleaning products.
- Glass-cleaning products.
- Surface-cleaning products.
- Brooms, mops, buckets and brushes.
- Cloths, sponges and cleaning pads.
- Waste-bin liners.
- Appropriate cleaning chemicals and accessories.
- Other routine consumables necessary for the specified services.

All products shall be suitable for the surfaces and activities for which they are used and shall be applied in accordance with the manufacturer's instructions.

The service provider shall not use corrosive, excessively abrasive, unlabelled or otherwise unsuitable products that may damage COPCOM's property or endanger people.

5.2 Cleaning Equipment

COPCOM shall provide the equipment necessary for the efficient delivery of the services. Depending on the premises and requirements, equipment may include:

- Brooms, mops and buckets.
- Brushes and dustpans.
- Suitable vacuum cleaners, where required.
- Window and glass-cleaning tools for accessible areas.
- Waste collection tools and carts, where appropriate.
- Cleaning trolleys.
- Wet-floor warning signs.
- Personal protective equipment.
- Other tools necessary for the approved scope.

Equipment shall be safe, functional and suitable for the intended use. Defective equipment shall be repaired or replaced promptly.

5.3 Consumables for Users

The bidder shall clearly state whether its financial offer includes the supply and replenishment of user consumables such as hand soap and paper towels.

COPCOM shall specify before publication whether these items are to be supplied by the service provider or by COPCOM. The contract shall clearly allocate responsibility for procurement, storage, replenishment and cost.

Where the service provider is responsible for such consumables, it shall maintain adequate stock and replenish supplies before they are exhausted.

5.4 Storage of Materials and Equipment

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Cleaning materials and equipment shall be stored in the location designated by COPCOM.

The service provider shall:

- Keep the storage area clean and orderly.
- Store chemicals securely and separately from food and drinking water.
- Ensure that containers are properly labelled.
- Prevent unauthorized access to chemicals and equipment.
- Avoid obstructing walkways, exits or electrical installations.
- Report shortages, leaks, damage or unsafe storage conditions.

The service provider shall not store cleaning materials in offices, corridors or other unauthorized locations.

5.5 Chemical Safety

Cleaning chemicals shall be used in accordance with manufacturer instructions and applicable safety requirements. The service provider shall ensure that personnel understand the safe dilution, application, storage and disposal of cleaning products.

Different chemicals shall not be mixed unless the manufacturer expressly permits such mixing. Chemicals shall not be transferred into unlabelled containers. The service provider shall provide safety information for products where applicable and shall implement procedures for managing spills and accidental exposure.

PART VI: OCCUPATIONAL HEALTH, SAFETY AND ENVIRONMENTAL REQUIREMENTS

6.1 General Safety Obligations

The service provider shall perform all cleaning activities in a manner that protects its personnel, COPCOM employees, visitors, property and the surrounding environment.

The service provider shall comply with applicable occupational health and safety requirements and any reasonable safety instructions issued by COPCOM.

6.2 Personal Protective Equipment

The service provider shall provide personnel with appropriate personal protective equipment, depending on the task and associated risks.

This may include protective gloves, suitable footwear, masks where required, aprons and other task-specific protective equipment. The service provider shall ensure that protective equipment is used correctly, kept in suitable condition and replaced when damaged or no longer effective.

6.3 Wet Floors and Slip Hazards

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Wet-floor warning signs shall be displayed whenever cleaning activities create a slip hazard. The service provider shall organize cleaning activities to minimize risks to staff and visitors, including by restricting access to wet areas where necessary.

Spills shall be addressed promptly and safely.

6.4 Safe Use of Equipment

The service provider shall ensure that equipment is operated only by personnel who have received appropriate instruction. Electrical equipment shall be used safely and shall not be operated with damaged cables, plugs or other defective components.

The service provider shall not use unsafe ladders, makeshift platforms or other unsuitable equipment to reach elevated surfaces.

High-level or otherwise hazardous cleaning shall be performed only where included in the scope and where appropriate equipment and controls are available.

6.5 Incident Reporting

The service provider shall immediately notify COPCOM of any accident, injury, chemical spill, property damage, security incident or other significant event occurring during service delivery.

A written incident report shall be submitted within the period specified by COPCOM or the contract. The report shall describe the incident, immediate actions taken, persons or property affected, and measures proposed to prevent recurrence.

6.6 Environmental Protection

The service provider shall use cleaning products and methods that minimize unnecessary environmental harm. It shall avoid excessive water use, uncontrolled chemical discharge, burning of waste and disposal of waste in unauthorized locations.

The service provider shall comply with COPCOM's environmental and waste-management instructions and applicable legal requirements.

PART VII: QUALITY STANDARDS AND SERVICE PERFORMANCE

7.1 General Quality Requirements

The service provider shall maintain the premises in a clean, hygienic, orderly and presentable condition throughout the contract period. Cleaning activities shall be performed thoroughly and consistently, rather than merely to satisfy the completion of a checklist.

The service provider shall ensure that:

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- Floors are free from visible dirt, litter and avoidable stains.
- Desks and accessible surfaces are free from excessive dust and visible dirt.
- Waste bins are emptied according to schedule and are not allowed to overflow.
- Reception areas and meeting rooms remain presentable.
- Compound entrances and designated walkways are free from avoidable litter.
- Cleaning materials and equipment are stored safely.
- No damage is caused through inappropriate cleaning methods.
- Cleaning activities do not create unmanaged safety hazards.
- Deficiencies identified by COPCOM are corrected within the agreed time.

7.2 Inspection and Verification

COPCOM may inspect the premises at any reasonable time to verify compliance with the agreed standards. Inspections may be conducted through routine checks, spot checks, review of cleaning records, staff attendance verification, user feedback and examination of reported deficiencies.

The service provider shall cooperate with inspections and provide access to relevant cleaning records. COPCOM may maintain an inspection checklist covering cleanliness, hygiene, consumables, waste management, staff attendance, safety and compliance with the approved schedule.

7.3 Service Performance Indicators

Performance shall be assessed against the indicators below. The targets are proposed minimum standards and shall be confirmed by COPCOM before publication.

No	Performance indicator	Proposed target	Verification method
1	Completion of scheduled cleaning	At least 95% of scheduled tasks completed, with no unjustified omissions	Daily checklists and inspections
2	Cleanliness of offices and common areas	At least 90% satisfactory inspection results	COPCOM inspection checklist
3	Toilet and washroom hygiene	At least 95% satisfactory inspection results	Routine and spot inspections
4	Waste removal	Waste removed according to schedule; no avoidable overflowing bins	Physical inspection
5	Staff attendance	At least 95% of scheduled staff attendance, subject to approved leave and replacement arrangements	Attendance records
6	Availability of cleaning materials	No avoidable interruption caused by shortages attributable to the provider	Stock checks and inspections
7	Complaint response	Urgent hygiene or safety issues addressed immediately and routine deficiencies corrected within the agreed response period	Review of submitted reports
8	Corrective action	At least 95% of corrective actions completed within the agreed deadline	Review of submitted reports
9	Safety compliance	Full compliance with applicable safety requirements and approved site procedures	Review of submitted reports
10	Reporting	All required reports submitted within the agreed deadlines	Review of submitted reports

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COPCOM shall confirm the final targets, measurement periods and calculation methods before the tender is published. The performance indicators shall be included in the contract or its service-level schedule.

7.4 Performance Review Meetings

COPCOM may hold periodic performance review meetings with the service provider. The meetings may consider inspection results, staff attendance, complaints, cleaning records, material availability, safety incidents, corrective actions and any proposed service improvements.

The service provider shall attend such meetings through its supervisor or authorized representative and shall implement agreed corrective actions within the specified deadlines.

7.5 Non-Compliance and Contractual Remedies

Where the service provider fails to meet contractual standards, COPCOM may issue a written notice describing the deficiency and requiring corrective action within a specified period.

Repeated or serious non-compliance may result in contractual remedies, including proportionate deductions, where expressly provided for in the contract, or other measures permitted under the applicable contractual and procurement framework.

Any deduction or service credit must be clearly defined in the contract, including the applicable trigger, calculation method, evidence required, notification procedure and any limits on deductions.

Persistent failure to provide the services, serious safety breaches, material misrepresentation or other substantial contractual breaches may lead to termination in accordance with the contract.

PART VIII: REPORTING MANAGEMENT

8.1 Daily Records

The service provider shall maintain daily records showing:

- Staff attendance.
- Areas cleaned.
- Activities completed.
- Any tasks not completed and the reasons.
- Materials or consumables requiring replenishment.
- Equipment defects or shortages.
- Complaints received and actions taken.
- Accidents, incidents or safety concerns.
- Maintenance issues observed during cleaning.

The records shall be signed or otherwise verified by the responsible supervisor.

8.2 Monthly Performance Report

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The service provider shall submit a monthly report to COPCOM within the deadline stated in the contract.

The report shall include:

1. Summary of services delivered during the reporting period.
2. Staff attendance and any changes in staffing.
3. Cleaning schedule compliance.
4. Results of inspections and quality checks.
5. Complaints received and their resolution status.
6. Materials and consumables used or replenished, where relevant.
7. Safety incidents and preventive measures.
8. Corrective actions taken and outstanding issues.
9. Challenges affecting service delivery.
10. Recommendations for improving service quality.

8.3 COPCOM's Contract Representative

COPCOM shall designate a representative responsible for coordinating service delivery, reviewing reports, conducting or arranging inspections, communicating deficiencies and monitoring compliance with the contract.

The designated representative shall not have authority to amend the contract unless such authority is expressly delegated.

8.4 Meetings and Communication

The service provider shall maintain effective communication with COPCOM's designated representative.

Operational issues shall be reported promptly. Matters requiring changes to scope, price, contract duration or other material terms shall be addressed through the formal contract amendment process.

PART IX: MINIMUM QUALIFICATIONS AND ELIGIBILITY

9.1 General Eligibility

Bidders shall be legally eligible to provide cleaning services in Rwanda and shall possess the organizational, technical and financial capacity necessary to perform the contract.

Bidders shall submit the administrative and eligibility documents specified in this RFP and the tender notice.

9.2 Business Registration and Statutory Compliance

Bidders shall provide, as applicable:

- RDB Certificate.
- Valid tax Clearance

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- Signed declarations by Bidders

9.3 Relevant Experience

Bidders should demonstrate experience in providing professional cleaning services for offices, commercial premises, institutional buildings or comparable facilities.

For evaluation purposes, COPCOM proposes requiring at least two years of relevant experience, supported by references or documentary evidence of comparable contracts. This requirement must be confirmed before publication.

Evidence may include:

- Contracts or service agreements.
- Completion or performance certificates.
- Client reference letters.
- A list of comparable assignments showing the client, location, service period and scope.

COPCOM will verify the information provided by bidders.

9.4 Technical and Operational Capacity

Bidders shall demonstrate the capacity to provide sufficient personnel, supervision, cleaning materials, equipment and consumables necessary to perform the contract.

The proposal shall explain how the bidder will ensure service continuity, replace absent personnel, maintain equipment and respond to urgent cleaning needs.

9.5 Conflict of Interest and Accuracy of Information

Bidders shall disclose any actual, potential or perceived conflict of interest relevant to the procurement.

All information submitted must be accurate and verifiable. Material misrepresentation, falsified documents or failure to disclose relevant information may result in rejection or other action permitted by the applicable rules.

PART X: INSTRUCTIONS TO BIDDERS AND PROPOSAL REQUIREMENTS

10.1 Preparation of Proposals

Bidders shall prepare proposals in accordance with this RFP. Each proposal shall address the requirements of the assignment and provide sufficient information for COPCOM to evaluate the bidder's eligibility, technical approach, staffing, service quality and price.

The proposal shall be submitted in the format and through the channel stated in the tender notice.

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10.2 Technical Proposal

The technical proposal shall include:

1. **Cover letter:** Identifying the tender title, reference number, bidder's name and contact details.
2. **Company profile:** Describing the bidder's organization, cleaning services and operational capacity.
3. **Understanding of the assignment:** Demonstrating understanding of COPCOM's cleaning requirements and expected service standards.
4. **Methodology and work plan:** Explaining how the bidder will organize and perform the cleaning services.
5. **Cleaning schedule:** Showing the proposed daily, weekly and periodic activities and frequencies.
6. **Staffing plan:** Specifying the number of proposed cleaners, supervisor arrangements, responsibilities, shifts and staff replacement procedures.
7. **Materials and equipment:** Listing the cleaning materials, equipment and protective items to be provided.
8. **Quality assurance:** Explaining inspection procedures, checklists, complaint handling and corrective action.
9. **Health and safety:** Describing chemical handling, personal protective equipment, incident reporting and other relevant safety measures.
10. **Relevant experience:** Providing details and evidence of comparable assignments.
11. **Administrative documents:** Including the eligibility and statutory documents required by the tender.
12. **Declarations:** Providing signed declarations required by COPCOM, including conflict-of-interest and accuracy declarations.

The technical proposal shall not include the bidder's financial offer since COPCOM requires separate technical and financial submissions.

10.3 Financial Proposal

The financial proposal shall state the total price for delivering the complete services over the proposed contract period.

The financial offer shall:

- Be expressed in Rwandan francs (RWF), unless the tender notice specifies otherwise.
- State the proposed monthly service fee.
- State the total contract price for the full contract period.
- Clearly identify applicable taxes and indicate whether the quoted amounts are tax-inclusive or tax-exclusive.
- Whether it include staff costs, supervision, cleaning materials, equipment, transport, protective equipment, routine consumables allocated to the provider and other costs necessary to deliver the services.
- Identify any exclusions expressly permitted by the tender document.
- Remain valid for the period of 90 days.

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The financial proposal shall be complete and shall not depend on additional charges for activities already included in the stated scope.

10.4 Site Visit

Bidders are encouraged to inspect COPCOM's premises before submitting their proposals to understand the areas to be cleaned, the nature of the surfaces, access arrangements, storage facilities and operational requirements.

Site visits shall be arranged through COPCOM's designated representative and conducted in accordance with the instructions in the tender notice.

Bidders may submit clarification requests by the stated deadline. Material information affecting the preparation of proposals shall be communicated to bidders in accordance with the applicable procurement procedure.

10.5 Submission Deadline and Method

Proposals shall be submitted to the email address below:

Item	Details
Tender reference	COPCOM005/10/26
Submission method	Online Via the company email
Submission address or email	copcom2050@gmail.com
Application deadline	05/11/2026
Contact person	UFITEYEZU Marie Rose
Contact telephone number	(+250) 788 849 163
Deadline for Clarification	02/11/2026
Proposal Opening Date & Time & Location	06/11/2026 at 10;00 am at COPCOM Office

Late proposals shall be handled in accordance with the applicable procurement rules and the conditions published by COPCOM.

All proposals shall be submitted electronically to the official COPCOM email address specified in this tender document. Physical submissions shall not be accepted unless otherwise expressly stated by COPCOM.

Bidders shall submit their proposals as two separate PDF files attached to the same email, as follows:

Technical Proposal: The PDF file shall be clearly named "Technical Proposal – [Tender Title] – [Bidder's Name]" and shall contain all administrative documents, eligibility documents, technical information, and supporting documents required under this tender document.

Financial Proposal: The PDF file shall be clearly named "Financial Proposal – [Tender Title] – [Bidder's Name]". The financial proposal PDF shall be protected with a password to prevent access to its contents during the technical evaluation stage.

COOPERATIVE POUR LA PROMOTION DES COMMERCANTS DE MATERIELS DE CONSTRUCTION
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The subject line of the email shall clearly state: "[Tender Title] – [Tender Reference Number] – [Bidder's Name]".

Bidders shall ensure that both PDF files are properly prepared, clearly labelled, complete, readable, and submitted before the specified deadline. The password for the financial proposal shall not be included in the submission email or otherwise disclosed during the technical evaluation stage.

After completion of the technical evaluation, only bidders who meet the minimum technical requirements and qualify for financial evaluation shall be contacted by COPCOM and requested to provide the password for their financial proposals. The passwords shall be requested through an official communication from COPCOM, and the financial proposals shall be opened and evaluated in accordance with the evaluation procedures set out in this tender document.

Financial proposals submitted by bidders who do not qualify at the technical evaluation stage shall remain unopened and shall not be considered for financial evaluation.

Bidders are responsible for ensuring that the financial proposal password is correct and that the submitted file can be opened using that password. Failure to provide a valid password when officially requested may result in the financial proposal being treated in accordance with the applicable procurement requirements.

COPCOM shall maintain the confidentiality and integrity of the financial proposals until the appropriate stage of the evaluation process.

10.6 Clarifications and Amendments

Requests for clarification shall be submitted in writing to the contact specified in the tender notice by the stated deadline. COPCOM shall communicate material clarifications or amendments to bidders in a manner consistent with applicable procurement requirements and equal treatment.

Bidders shall be responsible for taking account of all formal clarifications and amendments issued before the submission deadline.

10.7 Costs of Preparing Proposals

All costs incurred in preparing and submitting proposals shall be borne by the bidders. COPCOM shall not reimburse such costs regardless of the outcome of the procurement.

10.8 Proposal Validity

Proposals shall remain valid for the period of 90 days. Any request to extend proposal validity shall be handled in accordance with the applicable procurement rules.

PART XI: EVALUATION AND SELECTION METHODOLOGY

11.1 General Principles

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Proposals shall be evaluated against the requirements and criteria stated in this RFP.

The evaluation shall be conducted consistently, transparently and in accordance with the applicable procurement framework. COPCOM shall document the evaluation process and apply the published requirements equally to all bidders.

The proposed evaluation comprises three stages:

1. Administrative and eligibility screening.
2. Technical evaluation.
3. Financial evaluation and selection.

COPCOM shall confirm the evaluation method and scoring arrangements before publication.

11.2 Stage 1: Administrative and Eligibility Screening

COPCOM shall determine whether each proposal:

- Was received before the deadline.
- Was submitted using the prescribed method.
- Includes the required administrative documents.
- Meets the stated eligibility requirements.
- Complies with other mandatory submission requirements.

Requirements designated as mandatory shall be clearly identified in the published tender document. Proposals failing mandatory requirements may be rejected in accordance with the applicable procurement rules.

11.3 Stage 2: Technical Evaluation

Technically responsive proposals shall be scored out of 100 points according to the following proposed criteria:

No.	Technical evaluation criterion	Maximum points
1	Relevant company experience and track record	20
2	Cleaning methodology and proposed work plan	25
3	Staffing arrangements and supervision	15
4	Cleaning materials, equipment and consumables	10
5	Quality assurance, inspections and performance monitoring	15
6	Occupational health, safety and environmental measures	10
7	Reporting, communication and complaint handling	5
Total		**100**

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A proposed minimum technical score of **70 out of 100** shall be required to qualify for financial evaluation, subject to confirmation by COPCOM and consistency with the applicable procurement rules.

Only bidders meeting the published technical threshold shall proceed to financial evaluation.

11.4 Stage 3: Financial Evaluation

The financial proposal of each technically qualified bidder shall be examined for completeness, arithmetic accuracy, compliance with the required scope and inclusion of applicable taxes and costs.

The evaluated price shall represent the total cost of delivering the required services over the full contract period, calculated on a consistent basis for all bidders.

Under the proposed least-cost selection method, the contract shall be recommended for award to the technically qualified bidder offering the lowest evaluated compliant price, subject to satisfactory verification and the applicable procurement rules.

COPCOM shall confirm that least-cost selection is the approved method for this procurement before publication.

11.5 Clarification and Verification

COPCOM may seek written clarifications or verify information submitted by bidders in accordance with the applicable procurement procedures.

Clarifications shall not be used to permit material changes to proposals or to provide an unfair advantage to any bidder.

11.6 Recommendation for Award

The award recommendation shall be based on the published evaluation methodology and documented evaluation results.

Before award, COPCOM may verify relevant eligibility documents, references, proposed resources and other information required under the tender.

11.7 Notification and Contract Signature

The successful bidder shall be notified in accordance with the applicable procurement procedures.

The successful bidder shall sign the contract and provide any required documents within the period communicated by COPCOM. Failure to complete the required formalities may be addressed in accordance with the tender document and applicable rules.

PART XII: RESPONSIBILITIES

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12.1 Responsibilities of the Service Provider

The service provider shall:

1. Deliver the services in accordance with this RFP and the signed contract.
2. Provide adequate personnel, supervision, materials, equipment and protective equipment.
3. Comply with the approved cleaning schedule and performance standards.
4. Maintain daily records and submit monthly reports.
5. Ensure that its staff comply with safety, confidentiality, access and conduct requirements.
6. Protect COPCOM's premises, equipment, furniture and other property.
7. Correct deficiencies within the agreed response periods.
8. Maintain adequate arrangements for staff replacement and service continuity.
9. Report accidents, damage, security incidents and operational problems promptly.
10. Comply with applicable employment, tax, social security, safety and environmental requirements.
11. Cooperate with COPCOM's inspections and performance reviews.
12. Avoid unauthorized use or disclosure of information obtained during service delivery.

12.2 Responsibilities of COPCOM

COPCOM shall:

1. Provide reasonable access to the designated areas in accordance with agreed arrangements.
2. Identify its designated contract representative.
3. Communicate relevant site rules, security procedures and operational restrictions.
4. Review cleaning schedules and other submissions requiring approval.
5. Conduct inspections and communicate identified deficiencies.
6. Review reports and provide operational feedback.
7. Process payments in accordance with the contract and verified service delivery.
8. Inform the service provider of any material changes to access arrangements or designated cleaning areas.

COPCOM's responsibilities shall not relieve the service provider of its obligation to perform the contracted services properly.

Approved by the COPCOM CHAIRPERSON

MUHOZA Celestin

