

AFRICAN DEVELOPMENT BANK GROUP

NIGERIA COUNTRY DEPARTMENT



REQUEST FOR PROPOSAL (RFP)

**FOR PROVISION OF CLEANING AND JANITORIAL SERVICES
FOR THE AFRICAN DEVELOPMENT BANK AT THE
NIGERIA COUNTRY DEPARTMENT**

ADB/RFP/RDNG/2018/003

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INTRODUCTION

Dear Sir/Madam,

1. The African Development Bank (the "Bank") invites proposals for the provision of services as described in this Request for Proposal (RFP). To qualify for award, a bidder shall meet the qualification criteria set out in the Annex I.
2. The proposals submitted by bidders shall be received by the Bank on or before the date and time and in the manner specified in Annex I. The Bank's requirement is set out in Annex II.
3. The Bank is an 'AAA' rated regional multilateral development finance institution, established in 1963, with a mandate to further economic development and social progress of African countries, individually and collectively. 81 member countries including all the 54 African countries and 27 non-African countries in the Americas, Europe and Asia own the Bank.
4. The Bank's principal functions include: (i) using its resources for the financing of investment projects and programs relating to the economic and social development of its Regional Member Countries (RMCs); (ii) the provision of technical assistance for the preparation and execution of development projects and programs; (iii) promoting investment in Africa of public and private capital for development purposes; and (iv) to respond to requests for assistance in coordinating development policies and plans of RMCs. In its operations, the Bank is also required to give special attention to projects and programs that promote regional integration.
5. The information contained in the RFP is designed to enable bidders complete and submit proposals. Bidders shall read the RFP carefully and ensure proposals comply with the instructions provided in the RFP. Bidders are required to complete and submit the Technical Proposal Questionnaire (Annex IV) and Financial Proposal Questionnaire (Annex V) in accordance with the Instructions to Bidders (Section 1), RFP Data Sheet (Annex I), Description of Goods/Technical Specification/Terms of Reference (Annex II), Eligibility Criteria (Annex VI) and General and Specific Conditions (Annex VII). The Bank shall evaluate proposals in accordance with the evaluation criteria and methodology (Annex III). The Bank is not bound by any other terms and conditions unless agreed in writing by the Bank.
6. Any eligible bidder interested in doing business with the Bank shall register with the Bank through its website at: <http://www.afdb.org/en/about-us/corporate-procurement/vendor-kiosk/>.
7. A copy of all documents referred to in the RFP can be found on the Bank's website: <http://www.afdb.org/en/about-us/corporate-procurement/procurement-notice/current-solicitations>.
8. We look forward to receiving your proposal and thank you for your interest in doing business with the Bank.

SECTION 1 - INSTRUCTIONS TO BIDDERS

GENERAL

1. **Eligibility of Bidders, Goods and Services** - Goods and services procured by the Bank shall be produced in a member country of the Bank and supplied by bidders from a member country of the Bank as defined in the Presidential Directive concerning the Rules for Corporate Procurement activities of the Bank. The Bank's eligibility criteria as defined in the Presidential Directive are set out in the RFP.

2. **Procurement Ethics, Integrity, Anti-corruption and Fairness**
 - 2.1. It is the Bank's policy that bidders/suppliers to the Bank observe the highest standard of ethics during the procurement process and execution of such contracts. In pursuance of this policy, the Bank shall reject a proposal if it determines that the bidder, or any of its personnel, agent, consultant, subcontractor or service provider, has, directly or indirectly, engaged in "Corrupt", "Fraudulent", "Collusive", "Coercive" or "Obstructive" practices in competing for the contract in question. These terms are as defined in the General and Specific Conditions. The Bank may also declare the bidder ineligible for participation in future procurement and award of contracts, either indefinitely or for a stated period of time.
 - 2.2. A bidder/supplier who offers any gift of any value to Bank staff will be considered to be influencing the procurement process. The Bank shall reject a proposal if it determines that any such gift has been offered.
 - 2.3. All bidders/suppliers are required to comply with the Code of Conduct for Suppliers in the General and Specific Conditions.

3. **Conflict of Interest** - A bidder shall not have a conflict of interest that would call into question its participation in the procurement process and award of contract. Bidders shall disclose any potential or actual conflict of interest in the disclosure form and during execution of any contract. All bidders found to have a conflict of interest may be disqualified.

4. **Joint Venture**
 - 4.1. Where a joint venture or any other form of partnership (JV) approach is proposed, bidders are required to provide full details of the JV and nature of relationship with other JV members. Bidders forming a JV shall nominate an authorized representative of the JV (duly evidenced by submitting a power of attorney signed by a legally authorized representative of the JV) who shall have the authority to conduct all business for and on behalf of all members and enter into the contract. Each member shall meet the eligibility criteria as defined in the Presidential Directive.
 - 4.2. A JV shall comprise no more than four members. At least one member shall provide 40% of the contract sum and each of the other members shall provide at least 20% of the contract sum.
 - 4.3. All members shall be jointly and severally liable for the performance of any resulting contract.

CLARIFICATION OF THE PROCUREMENT PROCESS

5. Bidders are solely responsible, at their own cost and risk, for obtaining information that may be necessary for preparing proposals and entering into the contract.

6. **Amendment of RFP** – The Bank reserves the right to modify any content of the RFP without incurring any liability to any bidder. Any such amendment shall be posted on the Bank's website. It is the sole responsibility of bidders to ensure they are aware of any amendment and take the amendment into account in preparing proposals.

7. Clarification of RFP

- 7.1. A bidder requiring any clarification on the RFP shall notify the Bank in writing at the details provided in the **RFP Data Sheet** and within the period for clarification in the **RFP Data Sheet**. Written copies of the Bank's response (including the questions raised without identifying the source) shall be posted on the Bank's website.
- 7.2. If a bidder feels that any provision in the RFP will be unacceptable, such issue and any request for change to the RFP shall be raised at the earliest opportunity in writing at the details provided in the **RFP Data Sheet** and in any event no later than the deadline in the **RFP Data Sheet**. **The Bank shall not consider any request to change the General Conditions.**
- 7.3. The Bank shall determine, in its sole discretion, to accept or reject any query or request for change. Any response from the Bank shall be binding on bidders.
- 7.4. A bidder who contacts any member of Bank staff directly or indirectly in relation to the procurement (except staff specified in the **RFP Data Sheet**) shall be disqualified.
- 7.5. The Bank shall not respond to any query or request received after the deadline in the **RFP Data Sheet**.

8. Site Visit / Pre-Bid meeting

- 8.1. If provided in the **RFP Data Sheet**, bidders are invited to attend a site visit and pre-bid meeting. The purpose of the meeting will be to clarify issues and answer questions on any matter relating to the Bank's requirements. The cost of the site visit and pre-bid meeting shall be at the bidder's own expense.
- 8.2. Bidders are requested to submit any questions in writing to the address in the **RFP Data Sheet**, to reach the Bank no later than **deadline in the RFP Data Sheet** one week before the meeting.
- 8.3. If provided in the **RFP Data Sheet** that attendance at the site visit and pre-bid meeting is mandatory, any bidder wishing to submit a proposal shall attend the site visit and pre-bid meeting. The Bank shall not consider a proposal from a bidder who does not attend a mandatory site visit and pre-bid meeting.
- 8.4. Minutes of the meeting (including the text of the questions raised without identifying the source together with the Bank's response) shall be posted on the Bank's website.

PREPARATION OF PROPOSALS

9. **Cost of Bidding** – Bidders shall bear all costs associated with the preparation and submission of proposals. The Bank shall not be responsible or liable for any costs regardless of the conduct or outcome of the procurement process.
10. **Language of Proposals**
 - 10.1. The proposal and all correspondences and documents relating to the proposal exchanged by the bidder and the Bank shall be written in the language specified in the **RFP Data Sheet**. A proposal submitted in a language not specified in the **RFP Data Sheet** shall be rejected.
 - 10.2. Any printed literature furnished by the bidder written in another language other than the language specified in the **RFP Data Sheet** shall be accompanied by a certified translation in the language in the **RFP Data Sheet** of its pertinent passages in which case, for the purpose of interpretation of the proposal, the translation shall govern.
11. **Subcontractors and service providers** – Bidders shall identify any sub-contractors that will play a significant role in the bidder's performance of the contract. The Bank reserves the right to obtain the same level of information from subcontractors as from bidders.

12. **Documents comprising the Proposal** - Proposals shall comprise the following documents, completed in full and supported with evidence and information requested:
- Technical Proposal Questionnaire; and
 - Financial Proposal Questionnaire.
13. **Statement of Conformity, Bid Submission Form and Price Schedule** – Bidders shall sign the Statement of Conformity and Bid Submission Form and complete the price schedule using the forms provided. The forms shall be completed without alterations to its format and content. No other substitutes shall be accepted.
14. **Publicity Material** - Unless expressly permitted in the RFP, bidders shall not submit brochures, general marketing or promotional material with proposals. Publicity brochures shall not be accepted as answers to questions. Bidders shall respond fully to the questions in the RFP.
15. **Meeting the Bank’s requirements**
- 15.1. Unless otherwise provided, bidders shall meet the Bank’s requirements by the deadline for submission of proposals.
- 15.2. Bidders shall respond in sufficient detail and provide evidence and supporting documentation to enable the Bank determines whether the bidder has the required capability, experience, knowledge and expertise to satisfactorily perform the contract.
16. **Mandatory Requirements** – The RFP may include mandatory requirements. The classification of a requirement as mandatory gives an indication of its significance to the Bank. A proposal that does not meet any mandatory requirement shall be rejected as non-responsive.
17. **Samples and Inspection**
- 17.1. The Bank may request samples at any time during the procurement process. If requested, bidders shall provide samples free of charge. A bidder who fails to provide the required samples shall be disqualified. The Bank makes no guarantee that the samples will be returned or the condition of samples upon completion of evaluation. Samples shall be returned at the bidders own cost.
- 17.2. If provided in the RFP, the Bank shall conduct an inspection of the goods and services during the procurement process either at the bidder’s premises or at the Bank’s offices. Such inspection shall not relieve the bidder from any of its obligations under the contract. The Bank shall notify bidders in writing of the details of any inspection. The Bank shall not be responsible for the expenses incurred by the bidder for such inspection.
18. **Demonstration** – If provided in the RFP, the Bank shall require bidders to provide a live demonstration of the proposed solution. The bidder shall provide the demonstration free of charge and the Bank shall not accept any liability for any damage to or loss of bidder’s property in connection with such demonstration.
19. **Sustainable Procurement** – the Bank is committed to managing its business in an environmentally and socially responsible manner. The Bank would like to work with and encourage suppliers to execute the contract in the same manner. Bidders are encouraged to set out how they intend to incorporate environmental and social considerations if awarded the contract.
20. **Alternative Proposals** - The Bank shall not consider any variation to its requirements (“Alternative Proposal”) unless expressly permitted in the **RFP Data Sheet**. If an Alternative Proposal is permitted, the Alternative Proposal shall be accompanied by a fully compliant proposal, i.e. one that meets the minimum technical requirements. The bidder shall quote the price for the fully compliant proposal and then separately provide the technical specification, methodology and adjustment in price that can be offered if the Alternative Proposal is accepted.

The nearest functional equivalent or closest standard shall be offered as an alternative. Only the Alternative Proposal of the successful bidder shall be considered.

21. **Acceptance of the General and Specific Conditions** - It shall be clearly understood that by submitting a proposal in response to the RFP, a bidder shall be deemed to have accepted the General and Specific Conditions. A proposal that does not accept the General and Specific Conditions shall be rejected as non-responsive.
22. **Taxes** - The prices quoted shall be net free and clear of all applicable taxes including withholding tax duties, fees, levies or indirect taxes, such as customs duties, as the Bank, by virtue of its status as an international organization, is exempt from paying any direct or indirect taxes, by virtue of Article 57 of the Agreement establishing the Bank. If the bidder is unable to quote or invoice exclusive of all applicable taxes, such taxes shall be separately set forth on the quote or invoice.
23. **Bid Prices**
- 23.1. The prices submitted by bidders shall, except insofar as it is otherwise provided in the contract, include all labor, supervision, materials, transportation, insurance, profit, general risks, liabilities and obligations set out or implied in the contract.
- 23.2. The Bank shall award the contract based on value for money that takes into account the whole life costing (i.e., life-cycle costs of the goods and services, maintenance, spare parts, warranty, training, disposal, shipment, insurance) of the requirement.
24. **Currency of Proposal** - The prices shall be expressed in the currency in the **RFP Data Sheet**. A bidder shall express all prices in the same currency.
25. **Lots** – If the Bank’s requirement is sub-divided into separate units (“lots”), bidders can submit a proposal for one or multiple lots unless otherwise indicated in the **RFP Data Sheet**.
26. **Period of Validity of Proposals** – Proposals shall remain valid for a period not less than the period stated in the **RFP Data Sheet**. Proposals valid for a shorter period shall be rejected as non-responsive. The Bank may require bidders to extend the period of validity of proposals. If the bidder does not extend the period of validity of proposals, the bidder’s proposal may be rejected. A bidder granting the request shall not be required or permitted to modify its proposal.
27. **Bid Security**
- 27.1. If provided in the **RFP Data Sheet**, the bidder shall furnish, as part of its proposal, a bid security in the amount, form and valid for the period in the **RFP Data Sheet**.
- 27.2. The bid security shall be in the form of a certified cheque or a bank guarantee from a bank located in a member country of the Bank and acceptable to the Bank. Any proposal not accompanied by a substantially responsive bid security shall be rejected.
- 27.3. The Bank may require bidders to extend the period of validity of a bid security. If the bidder does not extend the validity of the bid security, the bidder’s proposal shall be rejected unless the bidder submits a new bid security acceptable to the Bank before the expiration of the bid security.
- 27.4. The bid security of a joint venture shall be issued in the name of the joint venture submitting the proposal and shall list all members of the joint venture.
- 27.5. The bid security shall be returned to bidders or forfeited in the circumstances specified in the **RFP Data Sheet**.

SUBMISSION AND OPENING OF PROPOSALS

28. Deadline for Submission of Proposals

- 28.1. The Bank shall receive proposals no later than deadline in the **RFP Data Sheet**. It is the sole responsibility of bidders to ensure timely receipt of proposals by the Bank.

- 28.2. The Bank shall extend the deadline for submission of proposals at any time without incurring any liability to bidders.
29. **Late Proposals** – The Bank shall not consider any proposal received after the deadline for submission of proposals. Any proposal received by the Bank after the deadline for submissions shall be declared late and rejected by the Bank.
30. **Proposals rejected by the Bank** – Proposals rejected by the Bank shall be destroyed or returned to bidders, at its own cost, if so requested.
31. **Proposals submitted electronically via AfDB e-Procurement portal**
- 31.1. If provided in the **RFP Data Sheet**, proposals shall be submitted electronically via AfDB e-Procurement portal.
- 31.2. Bidders shall obtain guidance on submitting proposals electronically in the user manual in AfDB e-Procurement portal.
- 31.3. The Bank reserves the right to request the original of any form, document or authorization submitted electronically by any bidder.
32. **Proposals submitted by mail, courier or hand-delivery**
- 32.1. If provided in the **RFP Data Sheet**, proposals shall be submitted by mail, courier or hand delivery.
- 32.2. Proposals shall be submitted in a sealed envelope (**with both the technical proposal questionnaire and financial proposal questionnaire in separate sealed envelopes**) and addressed to the Bank at the address in the **RFP Data Sheet**.
- 32.3. Each bidder shall submit proposal in **one original and four copies (any attachment, appendix and annex thereto shall also be submitted in one original and four copies)**: the original proposal shall carry the mention “Original” and each of the four copies the mention “Copy”. The technical proposal (one original and four copies) and the financial proposal (one original and four copies) shall each be placed in two separate sealed envelopes (the “internal envelopes”).
- 32.4. The following mention shall appear on each internal envelope:
- the RFP reference;
 - the mention “Technical Proposal” or “Financial Proposal” as the case may be; and
 - the name and address of the bidder.
- 32.5. The internal envelopes shall be placed together in a large single envelope called “external envelope” which shall be anonymous and **carry the label in the RFP Data Sheet that should be photocopied and placed on the external envelope.**
- 32.6. Any alternative proposal shall be prepared, sealed, marked and dispatched as per the instructions in this paragraph and clearly be identified as “Alternative”.
- 32.7. All pages of the proposal shall be numbered. Each copy of the proposal shall be bound in a single volume where practical. All documentation submitted with the proposal shall be bound in a single volume.
- 32.8. The person or persons signing the proposal shall initial all pages of the proposal where correction has been made.
- 32.9. When delivered by hand, the proposal shall be delivered at the address during the working hours of the Bank from 8.00 hrs. to 12.30 hrs. and from 14.00 hrs. to 17.30 hrs. Monday through Friday except for holidays observed by the Bank. Delivery to any other office of the Bank shall be at the risk of the bidder and shall not constitute timely delivery.
33. **Modification / Withdrawal of Proposals** – Bidders may modify or withdraw proposals prior to the deadline for submission. Bidders shall not be permitted to modify or withdraw proposals after the deadline for submission.
- 33.1. **Proposals submitted electronically via AfDB e-Procurement portal** - Bidders can obtain guidance on modifying or withdrawing proposals in the user manual.

33.2. **Proposals submitted by mail, courier or hand-delivery** - The bidder's modification or withdrawal shall be prepared, sealed, marked and dispatched as per paragraph 32 and accompanied by a written notice duly signed by an authorized representative. Any modification or withdrawal shall clearly be identified as "Modification" or "Withdrawal".

34. **Bid Opening** – Proposals shall be opened as soon as possible after the deadline for submission. The record of the bid opening shall be made available as soon as possible on the Bank's website.

EXAMINATION OF PROPOSALS

35. **Confidentiality and Disclosure of Information** - The Bank is committed to make public all information in its possession unless there is a compelling reason for confidentiality in accordance with the policy on Disclosure and Access to Information. Bidders shall notify the Bank if the information provided is confidential and shall not be disclosed to the public. The Bank shall endeavor to maintain confidentiality of confidential information and evaluation of proposals. The Bank reserves the right to disclose information in accordance with the policy on Disclosure and Access to Information.

36. Clarification of Proposals

36.1. To assist in the examination and evaluation of proposals and qualification of bidders, the Bank may, at its discretion:

- 36.1.1. Require any bidder to clarify any part of its proposal;
- 36.1.2. Require any bidder to provide further information or documentation;
- 36.1.3. Undertake site visit to any bidder; or
- 36.1.4. Contact referees provided by any bidder.

36.2. Any clarification submitted by a bidder that is not in response to a request by the Bank shall not be considered. No change in the price or substance of the proposal shall be sought, offered or permitted. Where a bidder does not provide the information requested the proposal shall be evaluated as presented.

37. Determination of Responsiveness

37.1. The Bank's determination of a proposal's responsiveness is to be based on the contents of the proposal itself, as defined in the RFP. A substantially responsive proposal is one that meets the requirements of the RFP without material deviation, reservation or omissions.

37.1.1. "Deviation" is a departure from the requirements specified in the RFP;

37.1.2. "Reservation" is the setting of limiting conditions or withholding from complete acceptance of the requirements specified in the RFP; and

37.1.3. "Omission" is the failure to submit part or all of the information or documentation required in the RFP.

37.2. A material deviation, reservation or omission is one that,

37.2.1. If accepted, would:

37.2.1.1. Affect in any substantial way the scope, quality or performance of the requirements as specified in the RFP;

37.2.1.2. Limit in any substantial way, inconsistent with the RFP, the Bank's rights or the bidder's obligations under the proposed contract; or

37.2.1.3. If rectified, would unfairly affect the competitive position of other bidders presenting substantially responsive proposals.

37.3. The Bank shall examine the technical proposals to determine whether proposals are substantially responsive with the requirements.

37.4. If a proposal is not substantially responsive to the requirements of the RFP, it shall be rejected by the Bank and may not subsequently be made responsive by correction of the material deviation, reservation or omission.

BID EVALUATION

38. **Conversion to Single Currency** - For the purpose of evaluation, the Bank shall convert all prices into the Bank's Units of Accounts (UA) by using the Bank's monthly moving average rate for the applicable month (deadline for submission of proposals).
39. **Acceptance or Rejection of Proposals** - The Bank reserves the right to accept or reject any or all proposals, and to cancel the procurement process and reject all proposals at any time prior to contract award, without incurring any liability to bidders.

AWARD OF CONTRACT

40. Award Methodology

- 40.1. The Bank shall evaluate proposals in accordance with the evaluation criteria and methodology.
- 40.2. The Bank may discuss proposals with the successful bidder in order to improve and clearly specify the contents of the winning proposal. Under no circumstances shall the Bank change its requirements.

41. Contract Award

- 41.1. By issuing this RFP, the Bank is not committed to award a contract for all or part of the requirements.
- 41.2. The Bank reserves the right to award the contract for part of the requirements. Bidders shall indicate if they would not accept a contract for part of the requirements.
- 41.3. If the requirement is divided into lots, the Bank reserves the right to award the contract to a bidder to satisfy the entire requirement.
- 41.4. The Bank reserves the right to increase or decrease the volume of goods or services, usually not to exceed 20%, without any change in unit price or other terms and conditions.
42. **Best and Final Offer** - Following evaluation of proposals, the Bank may decide to obtain Best and Final Offers from qualified bidders whose proposals are substantially responsive with the requirements. If such a decision is made, the Bank shall notify bidders in writing of the process. The Bank may use e-auction for this process.
43. **Notification of Award** – Following a recommendation to award the contract, the Bank shall issue a notice of consideration for award to the successful bidder and regret letters to unsuccessful bidders.
44. **Debriefing** - Unsuccessful bidders may request debrief upon request to the Bank within seven (7) days from receipt of the regret letter.
45. **Contractual Relationship** - The contractual relationship shall be governed by the General and Specific Conditions and shall include the description of goods/technical specification/terms of reference, the successful bidder's technical and financial proposal. **No other terms and conditions put forward at any time by the bidder shall form part of the contract.**
46. **Performance Security**
- 46.1. If provided in the **RFP Data Sheet**, the successful bidder shall furnish the performance security within the period, amount and form stipulated in the **RFP Data Sheet**. The performance security shall be in the form of a bank guarantee from a bank located in a member country of the Bank and acceptable to the Bank.

46.2. The performance security shall be returned to the bidder as set out in the General and Specific Conditions.

46.3. Failure of the successful bidder to comply with the requirements of performance security shall constitute sufficient grounds for cancellation of the award to the bidder without any right of action against the Bank.

46.4. In lieu of bank guarantee, the Bank may retain 10% of the contract sum that shall be returned to the bidder as set out in the General and Specific Conditions.

47. Advance Payment –(Non Applicable)

47.1. If provided in the **RFP Data Sheet**, the Bank shall provide advance payment to the successful bidder, subject to a maximum amount not to exceed 30% of the contract sum. The advance payment request shall be accompanied by an advance payment guarantee from an insurance company or bank located in a member country of the Bank and acceptable to the Bank. The advance payment guarantee shall be in the form specified in the **RFP Data Sheet**.

47.2. For the purpose of receiving the advance payment, the bidder shall make an estimate of, and include in its proposal, the expenses that will be incurred during the first month beginning with the date of the Bank's notice to proceed or contract signature, whichever is earliest.

47.3. The advance payment shall be repaid to the Bank by deducting proportionate amounts from payments due to the successful bidder as set out in the General and Specific Conditions.

47.4. The advance payment guarantee shall be returned to the bidder as set out in the General and Specific Conditions.

48. Defects Liability Period and Retention Fee – If provided in the **RFP Data Sheet**, the Bank shall retain 10% of the contract sum until the end of the defects liability period. This is the pre-determined period after practical completion of the project when the successful bidder is responsible for making good any faults which appear and which are due to defective materials or work. The defects liability period is set out in the General and Specific Conditions. The Bank shall pay the successful bidder the retention fee as set out in the **RFP Data Sheet**.

FURTHER ASSISTANCE

49. Authorized Representative – Bidders shall provide the Bank with up to two authorized representatives. The Bank shall contact bidders through the authorized representative. The Bank shall assume that the representative is authorized to act on behalf of the bidder and bind the bidder to any response.

50. Assistance – For assistance on using AfDB e-Procurement portal, bidders shall refer to the user manual. Alternatively, bidders can contact Tender_RDNG@AFDB.ORG and quote the tender reference.

ANNEX I – RFP DATA SHEET

The numbering below refers to the appropriate numbering of the introduction	
§ 1	The goods and services to be provided are outlined in Annex II.
§ 1	<p>To qualify for award, bidders (including each partner in a joint venture or partnership, subcontractors) shall meet the following pass/fail qualification criteria:</p> <p>Eligibility of Bidders, Goods and Services: Interested Companies must originate from one of the Bank's member countries listed in Annex VII of the Request for Proposal.</p> <p>Eligibility Criteria: a bidder shall not be eligible if any of the situations listed in Annex VI apply.</p> <p>Financial Standing: An average turnover of at least N35, 000,000 (Thirty Five Million Naira) per annum for the last three years [2015, 2016, 2017 or latest].</p> <p>General and Specific Experience: a bidder shall have a minimum of [03 years] experience and successfully or substantially implemented as a prime contractor at least three projects of a similar nature and complexity (the contracts cited shall be at least 70% complete) in the last [03 years].</p> <p>Historical Contract Performance and Pending Litigation: a bidder shall demonstrate ability to successfully complete previous contracts and has no pending litigation to impede its ability to perform the contract.</p> <p>Conflict of Interest: a bidder shall have no actual or potential conflict of interest that would call into question its participation in the procurement process and award of contract.</p>
The numbering below refers to the appropriate numbering of the instructions to bidders	
§ 7	Request for clarification and/or request for change to the RFP shall be sent In writing: by electronic mail: Tenders_RDNG@AFDB.ORG; The request shall be received by the Bank no later than 6th June 2018
§ 8	<p>The Bank shall organize a site visit and pre-bid meeting: [YES]. [28th May 2018 at 10.00 hours at the Bank's premises located at 1521, Cadastral Zone AO, Off Memorial Close, Besides Silverbird Galleria, Central Business District, Abuja.</p> <p>The site visit and pre-bid meeting is a mandatory requirement:</p>
§ 10	The language of proposals and all correspondence is English
§ 20	Alternative proposals are accepted :NO
§ 24	The prices shall be expressed in (NGN – Nigerian Naira).
§ 25	<p>The Bank's requirement is divided into lots – NO</p> <p>Bidders can submit a proposal for one or multiple lots : NO</p>
§ 26	The minimum period of validity of proposals is Ninety (90) days from the deadline for submission of proposals.

§ 27	Bid security is required : NO
§ 28	The deadline for submission of proposals is [6thth June 2018 at 15:00 hours] .
§ 31	Proposals shall be hand delivered at the address indicated below
§ 32	Proposals shall be sent to the following address and the external envelope shall bear the following information: <p style="text-align: center;">African Development Bank, Nigeria Country Department, 1521 Cadastral Zone A0, Off Memorial Close, Beside Silverbird Galleria Central Business District, Abuja</p> <p style="text-align: center;">1. RFP – DO NOT OPEN UNTIL BID OPENING DAY Reference: ADB/RFP/RDNG/2018/003 – PROCUREMENT OF CLEANING AND JANITORIAL SERVICES FOR THE AFRICAN DEVELOPMENT BANK AT THE NIGERIA COUNTRY DEPARTMENT</p> <p style="text-align: center;">RFP Closing Date and Time: 6th June 2018 (15:00 hours Nigeria local time)</p>
§ 46	Performance security is required: (NO]
§ 47	Advance payment will be provided to the successful bidder: (N/A)
§ 48	The Bank shall retain 10% of the contract sum until the end of the defects liability period: (N/A)

ANNEX II

TERMS OF REFERENCE (TOR) PROVISION OF CLEANING SERVICES

1. The African Development Bank (the Bank) is a regional multilateral development bank supported by 80 nations from Africa, North and South America, Europe and Asia. Headquartered in Abidjan, Cote d' Ivoire, the Bank Group consists of three institutions and its mission is to promote economic and social development of the African Continent through loans, equity investments, and technical assistance.
2. The ADB's Country Office in Nigeria hereby invites companies to submit their proposal for the following service :
 - A. *Cleaning and Janitorial Services to the Nigeria Country Department Office (RDNG) of the ADB located at plot 1521 Cadastral Zone A0, Off Memorial Close, Central Business District in Abuja.*

The required services shall consist of cleaning and janitorial services for RDNG's premises (floors, walls, entrance road, parking, restrooms and all office equipment). The offer shall include

costs of labour, equipment and supplies needed to perform the services required under the contract which result from this procurement process.

A.2 SITE WHERE SERVICES ARE REQUIRED

The office premises to be cleaned is located at plot 1521 Cadastral Zone A0, Off Memorial Close, Central Business District in Abuja

A.3 GENERAL DESCRIPTIONS

A.3.1 General Description

1. The RDNG's office has been newly constructed on a plot of 7 638 m² and is a low-rise building of 6 story composed of a Ground, Four (4) office floors and 1 open terrace. The entrance to the yard is made of tagged road and parking slots done with interlock pavements. The construction involved several types of tiles (granite, vitrified porcelain tiles, ceramic tiles and interlock pavements for drive and walk ways.

The following quantities should be considered for preparation of the bid documents:
It should be noted following quantities for the services to be run:

➤ Cleaning

- Granite (lift lobbies, corridors and stair cases) : 1212m²
- Atrium granite : 377m²
- Vitrified porcelain tiles (general offices) :
- Ground Floor exterior circulation (ceramic tiles) : 625m²
- External curtain wall : 2086m²
- Area for Helipad : 177m²
- Interior parking, drive and walk ways (interlock pavements) : 2593m²
- Exterior parking (interlock pavements) : 1378m²
- Access road (asphalt) : 840m²

➤ Janitorial

- Soft landscaping : 2086 m²
 - Suspended garden (1st floor canopy) : 1060 m²
 - Several Flower pots
2. The equipment, materials and products proposed for use under this contract, shall respond to the norms and specific codes in force in the field.
 3. The contractor shall verify the entire document which constitutes the Request for Proposal. It shall, under no circumstances, claim errors, omissions or lack of probable concordance in the various documents to request for modifications of the constitutive elements of its offer.

A.3.2 The contractor's responsibilities

1. The Contractor agrees to provide the services in accordance with the requirements set forth in the Contract Documents. It shall choose the most suitable processes, methods and equipment to perform its services under this contract, at competitive costs. The contractor shall undertake to perform all the services hereunder in accordance with the highest standards of professional and ethical competence and integrity. Particular attention shall be granted to the rest rooms and conference rooms due to their extreme sensitivity.

2. Whenever the contractor is unable to respect a contractual stipulation, it shall notify the Bank in writing within a maximum of 5 days indicating its reasons. It shall also promptly provide the solutions.

A.4 DESCRIPTION OF THE SERVICES

A.4.1 General Descriptions

1. The contractor shall furnish all cleaning equipment required for the performance of this contract. Such equipment include shampoo machine and polisher, heavy duty wet and dry machine, vacuum cleaners, window cleaning systems, mopping systems, free standing ladders and other machines and equipment necessary to perform this contract. Maintenance and repair of all cleaning equipment will be the responsibility of the contractor. The contractor shall be responsible for obtaining and maintaining any permits or authorizations necessary to operate such equipment and as required by law or regulation. These services shall be carried out in a way that minimizes any nuisance and harmful effects to the environment.
2. The contractor's services may include, at the Bank's request, the supply and installation of equipment or hygienic accessories in the rest rooms.
3. During the execution of the services, the contractor shall contribute to the protection of the environment and materials and take the necessary measures for a good coexistence of its activities with any other activities of the Bank.
4. The contractor shall execute the services in a way that does not disturb the routines of the neighbors. Since the cleaning of the premises is a repetitive and routine task, the hours reserved to key tasks such as washing, movement of motorized or other special tools and materials, their use in sites with delicate access (conference room, special offices, etc.) shall be limited to specific dates and supervised.

A.4.2 Details of the cleaning and janitorial services

The contractor shall supply and install in the rest rooms, further to the Bank's request, hygienic equipment including, laundry, the maintenance of appliances and the supply of all accessories.

1. The contractor shall furnish the cleaning services described as follows:

A. All Areas Floored in Marble or other tiling:

- Dust floors (daily)
- Damp-mop floors (daily)
- Scrub/rinse floors (Weekly-Saturday)
- Scrub/rinse interior parking and drive and walk ways (Weekly-Saturday)
- Scrub/rinse access asphalt road and exterior parking (monthly)
- Squeegee floors (twice a week Tues day and Thursday)
- Spray/buff and polish floors to non-slippery finish (daily)
- Dust /clean desks, telephones, tables, files, windows, sills, etc (daily)
- Dust counter tops, partitions, ledges, mouldings, picture frames etc (daily)
- Dust lighting fixtures, ceiling vents (weekly- Saturday)
- Spot clean walls, partitions, columns and wood work to remove marks and stains (daily)
- Clean drinking water fountains/coolers (daily)
- Clean /polish bright/golden/black entrance door handles/bars/plates (daily)
- Clean upholstered furniture (weekly-Saturday)
- De-Wax granite floors (quarterly)
- Clean/vacuum upholstered furniture (quarterly)
- Clean waste receptacles (daily)

- Clean glass windows and doors inside and outside (monthly)
- Seal floor (monthly)
- Apply floor finish/buff/polish to non-slippery (quarterly)
- Dispose garbage/wastes (daily)
- Exterior cleaning of curtain wall (twice a year)

B . Toilet /Rest rooms:

- Clean sweep restroom floors (daily)
- Clean and disinfect toilets, urinals, basins, portions, wall and floor tiling and toilet fixtures (daily)
- Empty waste receptacles (daily)
- Damp mop rest room floor (daily)
- Refill soap, towel, and tissue dispensers (daily)
- Clean mirrors, dispensers, and fixtures (daily)
- Spray air freshener in toilet rooms (twice a day)
- Report malfunctioning to the Facilities Assistant for maintenance as and when occurred.

..... C Kitchen and pantries

- Clean sweep Kitchen floor (Daily)
- Clean kitchen fixtures (daily)
- Empty waste receptacles (daily)
- Damp mop kitchen floor (daily)

D. Vehicles (4 Toyota Land Cruisers, 1 Toyota Camry):

- Wash/clean external body, tyres, window, etc. (daily)
- Dust/clean carpet & seats (daily)
- Deep wet-shampoo or dry clean car seats (twice a year)

E. Plants

- Water/maintain the indoor and outdoor plants/floors (daily);
- Apply the necessary chemicals as and when needed.

2. The Contractor shall be entirely familiar with the premises to be cleaned, consistent in the execution of its tasks, know all the conditions of work and take into account their importance and peculiarities.

Furthermore, the contractor shall:

- i) Designate a Project Manager to serve as the contractor's representative on all matters relating to this contract;
- ii) Agree to respect all orders, policies and procedures issued by the Bank in the execution of the specific tasks;
- iii) Agree to conform to the changes which may occur daily only upon receipt of orders from the Bank's representative;
- iv) Agree to perform all additional tasks deemed fit under the contract, only upon receipt of a written request by the Bank's representative. The request shall be made well in advance to avoid any delays in the cleaning.

3. **The contractor shall ensure that the garbage/waste be disposed in appropriate manners and in bags of adequate quality, so that their handling and collection be done in acceptable hygienic conditions. The collection of garbage is at the contractor's expense.**

A.4.3 Other specification of cleaning and janitorial services

1. On several occasions (during events within the premises, conferences, movement of assets, relocation, etc.) the contractor may be required to supply cleaning services on time. These services may include simple dust cleaning, washing of the surfaces or disinfestations of sanitary items.
2. The contractor shall also take into account in its offer the cleaning of the areas, and incidents that may occur in these areas such as the cleaning of spilt coffee, water, etc.
3. The quality of all or part of the cleaning may not satisfy the Bank, despite all official warnings; in

such a case, the Bank may seek another company's services at the expenses of the contractor.

4. Furthermore, the costs incurred for the repair of all or part of the premises for causes attributable to the contractor, such as the breaking of objects and damages to assets and materials due to negligence on the part of its personnel shall entirely be borne by the Contractor.

A.4.4 Access to Bank's office premises

The contractor shall respect the conditions of access to the office premises of the Bank, whatever these conditions may be. These conditions shall be described to the contractor during its visit to the site. The Bank shall supply badges or other access cards to the personnel as per the list of the contractor. The personnel shall present their access badges to the security officers of the Bank/Building. The fraudulent use of these badges shall constitute a gross misconduct and shall be sanctioned. In case of loss of badges, the contractor shall reimburse the Bank the costs of printing new badges or access cards.

A.4.5 Adequacy of cleaning and janitorial materials and products

The contractor shall be required to provide and use its own cleaning equipment and supplies for all types of cleaning activities under this contract. In this regard, it is requested to state below the types and numbers/quantities of equipment and supplies to be used as required in this contract. The cleaning materials and the various tools shall be of professional type. They shall include vacuum cleaners, appliances for shampooing carpets, etc. The hygienic materials and products to be furnished shall be of best quality and shall have very weak impact on the environment.

A.4.6 Work plan

1. The contractor shall provide the Bank with a working plan and shall follow the plan for the daily, weekly quarterly and twice a year services. Any changes to this plan, shall be approved by the Bank in advance.
3. This working plan shall clearly show a detailed program of the services to be executed such as washing of the floors, cleaning of window sills, etc. The cleaning activities shall be executed within the hours mentioned in item no 6 below.
4. The contractor agrees to adapt its working hours to the needs of the Bank's by communicating where necessary new working plans. No complaint shall be made should a modification of working hours of the Bank's personnel occur whatever the nature or the frequency may be.
5. The contractor may propose to perform certain specific tasks (not listed to be done on Saturday) on Saturday or holidays but it shall be confirmed by the Representative of the Bank without the Bank incurring additional expenses.
6. The working hours are as follows:
 - Daily services
 - Monday to Friday: from 06:30 to 12:30 (Mornings);
 - Monday to Friday: from 14:00 to 17:30 (Afternoons);
 - Weekly services
 - Saturday and Sunday
 - Permanently for the cleaning of offices with confidential nature
 - Monday to Friday
 - from 07:00 to 12h00

- from 14:00 to 17:00
- Other services (monthly, quarterly, twice a year)
- As per program submitted by the contractor and approved by the Bank

7. The working hours may be modified in accordance with the needs of the Bank.

A.4.7 Increase or decrease in the volume of services

1. **The Bank shall have the right, in cases of technical, administrative or financial difficulties to increase or decrease the volume of the services up to 15% of the amount subscribed, without any impact on the price.**
2. For increase or decrease, the applicable price shall be the estimate submitted and approved. No complaints shall be made after signature and approval of contract.
3. The unanticipated but executed works without any orders or contrary to the orders of the Bank may be unacceptable and their costs may be borne by the contractor.

A.4.8 Facilities granted by the Bank

For the execution of the present contract, the Bank will give the contractor space for storing cleaning materials and products. The use of the said space shall be in conformity with the security rules in force at the Bank. The contractor shall be responsible for any damage resulting from non-respecting these rules.

A.4.9 Technical Reference Documents

The services shall be executed in conformity with the rules in force at the execution date.

A.5 TECHNICAL SPECIFICATIONS OF THE MATERIALS

1. The materials, products, accessories and appliances proposed by the contractor for the present contract shall conform to the norms in force, be approved by the concerned authorities, and be able to satisfy the demands of the Bank. The contractor shall furnish the technical specifications of the hygienic equipment of the rest rooms. The products and equipment mentioned above shall conform to the norms of international hygiene. The contractor shall be able to furnish justifications and information on the materials' origins (cleaning products) furniture, in the form of invoices, certificates or any other documents.
2. Quality control tests for the materials and products furnished may be made by the Bank or any other specialist appointed by the Bank to check whether these materials are in conformity with the norms. The approvals granted to these materials and products shall not prejudice the quality of the services rendered. If the materials and products do not conform to the norms, the contractor shall remedy within a specific deadline. In such a case, the expenses incurred for these tests shall be transmitted to the contractor without prejudice to any other actions of the Bank.
4. Before the beginning of the services, the contractor may be requested to supply samples of products or materials it will use for the execution of its services, for the Bank's approval. Once accepted, these models and samples shall be listed out and kept by the Bank for future reference during technical supervision of cleaning and janitorial services.
5. In any event, the replacement of accessories, material or product shall be agreed upon in writing before any order takes place.
6. The Bank shall be the only judge of the equivalence of two products or materials. Where there are disagreements, the contractor shall be responsible to provide the materials corresponding to the references on the list, prices being quoted based upon the specifications.

A.6 CONTROL & FOLLOW-UP OF SERVICES

A.6.1 Quality and control of furniture, accessories and services

1. Quality control shall be effected daily by the authorized personnel of the contractor. He/she shall present a detailed report to the Bank, of any event which has occurred or may occur in the execution of the contract.
2. Repair of degradations and damage
In cases of degradations or damages to Bank property due to wrong execution of services or inappropriate use of materials, products, accessories and appliances, the contractor shall, at its own expenses, re-perform the services, repair and restore the damaged property. It is the contractor's responsibility to acquire the necessary expertise for the satisfactory performance of its services.
3. Meetings
A monthly meeting shall take place between the contractor and the Bank to discuss about contract administration. The contractor shall be represented by skilled personnel who shall make the necessary decisions in a timely manner, during its weekly as well as any other meetings as requested by the Bank.
4. Service follow-up
The contractor shall have on site :
 - Daily and weekly service sheets ;
 - Monthly service sheets ;
 - Quarterly service sheets ;
 - Service sheets twice a year.

These sheets shall contain executed services and problems encountered at the technical and administrative levels as well as on the delivery of services within the specified deadlines. Particular attention shall be made to toilets.

A.6.2 Handing over

Following each cleaning and janitorial activity, the contractor shall :
Relieve the areas from all materials and products ;

- Repair, at its own costs, all damages which may have arose during the performance of its services.

ANNEX III – EVALUATION CRITERIA AND METHODOLOGY

- 1) A qualification (pass/fail) assessment will be carried out to determine whether proposals meet the qualification criteria. Proposals determined to meet the qualification criteria shall be considered for the next stage. Proposals not meeting the qualification criteria shall be rejected. The qualification (pass/fail) questionnaire is set out in Annex IV.
- 2) A two-stage process shall be adopted in evaluating proposals. Proposals shall be ranked according to technical score (Nt) and financial score (Nf) using the weights (T = the weight given to the technical proposal, 70% (F = the weight given to the financial proposal 30%) (T + f = 1).
- 3) The final score shall be calculated as follows:

$$\text{Final Score (NG)} = (\text{Nt} \times \text{T} \%) + (\text{Nf} \times \text{F} \%)$$

TECHNICAL EVALUATION

- 4) Bidders shall obtain a minimum of [70] points following evaluation of technical proposals (“Qualifying Technical Score”) to be considered for financial evaluation. Bidders obtaining less than the Qualifying Technical Score shall be rejected
- 5) The technical evaluation questionnaire is set out in Annex IV.
- 6) The bidder obtaining the Qualifying Technical Score shall be notified of the opening of financial proposals. The financial proposals shall be opened and checked for completeness and corrected for computational errors.

FINANCIAL EVALUATION

- 7) The financial proposals shall be evaluated in accordance with the formula below. The bidder or bidders with the lowest financial proposal (Fm) shall be given 100 points. The financial scores of the other bidders (F) shall be computed as follows:

$$\text{Nf (financial score)} = 100 \times \text{Fm} / \text{F}$$

(F = amount of financial proposal converted in the common currency).

FINAL RANKING

- 8) The bidder or bidders with the highest combined technical and financial score will be ranked first and eligible for award of the contract.

ANNEX IV – TECHNICAL PROPOSAL QUESTIONNAIRE

Appendix A

STATEMENT OF CONFORMITY

To: The African Development Bank
1521, Cadastral Zone AO, Off Memorial Close
Beside Silverbird Galleria,
Central Business District, Abuja

Dear Sir/Madam,

We, the undersigned, declare that:

- (a) We have examined the Request for Proposal (RFP) No **ADB/RFP/RDNG/2018/003** , **PROVISION OF CLEANING SERVICES** and have no reservation to the RFP including addendum issued;
- (b) We have read and understood the general and specific conditions and accept to be bound by the general and specific conditions;
- (c) We offer to provide the goods and services in conformity with the RFP;
- (d) We agree that any other terms or conditions or any general reservation that may be provided on any correspondence emanating from us in connection with the RFP shall not be applicable to any resulting contract;
- (e) Our proposal shall be valid for the period indicated in the RFP and it shall remain binding upon us and may be accepted at any time before the expiration of that period;
- (f) We, including any subcontractors or suppliers for any part of the contract, do not have any conflict of interest which will call into question our participation in the procurement process and award of contract;
- (g) We understand that the Bank's policy requires bidders and suppliers to observe the highest standard of ethics, as such we have not offered any gift to Bank staff;
- (h) We understand that if we withdraw our proposal after the deadline for submission, the Bank may decide to exclude us from future procurements;
- (i) We, including our subcontractors or suppliers for any part of the contract, have nationalities from member countries of the Bank;
- (j) Our firm, its affiliates or subsidiaries (including any subcontractors or suppliers for any part of the contract) has not been declared ineligible by the Bank;
- (k) We are not under sanction by the World Bank, Asian Development Bank, Inter-American Development Bank or European Bank for Reconstruction and Development.

We undertake that, in competing for (and, if the award is made to us, in executing) the contract, we will strictly observe the laws in force in our country of registration and the country where the contract is performed.

We understand that you are not bound to accept the most advantageous proposal or any other proposal that you may receive.

We confirm that the undersigned are authorized to commit the bidder(s) to the obligations contained in the RFP and the contract.

Name

In the capacity of

Signed

Duly authorized to sign this proposal for and on behalf of:

Dated on

BIDDER INFORMATION SHEET

1. Bidder's Legal Name:
2. In case of joint venture or any other form of partnership (JV), legal name of each party:
3. Bidder's actual or intended Country of Registration, Constitution or Incorporation:
4. Bidder's actual or intended Year of Registration, Constitution or Incorporation:
5. Bidder's legal address in Country of Registration, Constitution or Incorporation:
6. Bidder's Authorized Representative Information: Name: Address: Telephone/Fax numbers: Email Address:
7. Attached are copies of original documents of: <input type="checkbox"/> Articles of Incorporation or Registration of firm named and information on the capital structure. <input type="checkbox"/> In case of JV, letter of intent to form a legally enforceable JV including a draft agreement, or JV agreement <input type="checkbox"/> In case of government owned entity from the Bank's member country, documents establishing legal and financial autonomy and compliance with the principles of commercial law. <input type="checkbox"/> Organizational chart of the company and list of current staff

PARTY TO JOINT VENTURE INFORMATION SHEET

1. Bidder's Legal Name:
2. JV's Party legal name:
3. JV's Party Country of Registration, Constitution or Incorporation:
4. JV's Party Year of constitution or registration into a legally enforceable JV:
5. JV's Party Legal address in Country of Registration, Constitution or Incorporation:
6. JV's Party Authorized Representative Information: Name: Address: Telephone/Fax numbers: Email Address:
7. Attached are copies of original documents of: <ul style="list-style-type: none"> <input type="checkbox"/> Articles of Registration, Constitution or Incorporation of firm named and information on the capital structure. <input type="checkbox"/> A letter of intent to form a legally enforceable JV including a draft agreement, or JV agreement and power of attorney nominating an authorized representative of the JV <input type="checkbox"/> In case of government owned entity from the Bank's member country, documents establishing legal and financial autonomy and compliance with the principles of commercial law <input type="checkbox"/> Organizational chart of the company and list of current staff

LITIGATION HISTORY

Name of Bidder:

Reference: **ADB/RFP/RDNG/2018/003**

Bidders shall provide information on any history of litigation or arbitration resulting from contracts executed in the last [three years] or currently under execution. A separate sheet shall be used for each partner of a joint venture.

Non-Performing Contracts – contracts terminated in the past three (3) years for unsatisfactory performance or default			
<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Contract non-performance did not occur during the stipulated period			
<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Contract non-performance during the stipulated period			
Year	Outcome as Percent of Total Assets	Contract Identification	Total Contract Amount (current value, US\$ equivalent)
		Name of Purchaser: Address of Purchaser: Contract description: Contract award date: Termination date: Reason for termination:	
		Name of Purchaser: Address of Purchaser: Contract description: Contract award date: Termination date: Reason for termination:	
Pending Litigation			
<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> No pending litigation			
<input type="checkbox"/> Pending litigation			
Year	Outcome as Percent of Total Assets	Contract Identification	Total Contract Amount (current value, US\$ equivalent)
_____	_____	Name of Purchaser: Contract description: Address of Purchaser: Contract award date: Matter in dispute:	_____
_____	_____	Name of Purchaser: Contract description: Address of Purchaser: Contract award date: Matter in dispute:	_____

CONFLICT OF INTEREST DISCLOSURE FORM

Name of Bidder:

Reference: **ADB/RFP/RDNG/2018/003**

It is the Bank's policy to ensure fairness and integrity in its procurement process. All bidders (including affiliates, partners in joint venture, suppliers and subcontractors) are required to disclose any actual or potential conflict of interest. Bidders shall respond to the questions below and provide further information pertaining to any relationship/connection with the Bank.

	Bidders Response		Comments /Information provided
	Yes	No	
Are you connected to a person employed by the Bank who is involved in the procurement process? This could be a personal or business relationship.			
Have you been engaged in providing consulting services for the preparation or implementation of an assignment relating to the procurement?			
Are you an employee or stakeholder of the Bank?			
Has the Bank offered you a contract of employment in the last 12 months?			
Are you participating in more than one proposal in the procurement process?			
Have you hired any Bank staff involved in the preparation or implementation of the assignment relating to the procurement in the last 12 months?			

We hereby certify that: a) we have read and understood the contents of this disclosure form; and b) we have disclosed all actual or potential conflict of interest.

We understand that the Bank shall determine, in its sole discretion, whether any conflict of interest disclosed shall result in rejection of our proposal from the procurement process.

Name:

In the capacity of:

Signed:

Duly authorized to sign this proposal for and on behalf of:

Dated on:

TECHNICAL EVALUATION

1. TECHNICAL EVALUATION (100 POINTS) (weight = 70)

To be responsive, offers must contain all the information required in each envelope as described above. Responsive offers will be the subject of a technical analysis and will be assigned a technical score (Nt) according to the following criteria:

Description	Maximum Points	Marks
Methodology for implementation of cleaning services and management of the contract.	20	
Service Implementation, Supervision and Reporting (10 points)		
Provision of on-site Supervisor (5 points)		
Provision of On-site cleaning crew and implementation (5 points)		
Relevant experience of the company in similar assignment including:	20	
International Organizations/ large corporates (5 points)		
Similar environment, type of buildings, size and number of sites (5 points)		
List of current and previous assignments indicating name of client, period and duration of the contract, contact person and telephone. Five clients, each client will earn one point (10 points)		
Training Programs- The bidder should demonstrate that the proposed personnel possess the necessary training related to Basic Housekeeping and cleaning training (5 points)	10	
Customer care & Health and Safety training (5 points)		
Demonstrated possession of the necessary equipment for provision of cleaning services (provide an exhaustive list)	15	
Qualifications and level of competency of Supervisor to be assigned to the execution of the contract: 1. Certificate of good conduct 2. Curriculum Vitae 3. Possess Secondary Level education- minimum 4. Five years of Cleaning Service Experience 5. 6. Speaks English (Use format as described in Appendix C)	15	
Qualifications and level of competency of Cleaning crew to be assigned to the execution of the contract: 1. Certificate of good conduct. 2. Curriculum Vitae 3. Possess Secondary level education- minimum 4. Three years of Cleaning Service Experience	10	

5. Speaks English (Use format as described in Appendix C)		
Sustainable cleaning: The supplier demonstrated that they will provide cleaning services in a sustainable manner taking into consideration the environment, social and economic aspects Refer to the detailed evaluation matrix for sustainable cleaning*	10	
Total	100	

An offer will be declared technically qualified and will be considered for the financial analysis if it obtains a minimum score of seventy (70) points.

**APPENDIX (H):
FORMAT OF CURRICULUM VITAE (CV) FOR PROPOSED KEY STAFF**

(To be included in the Technical Proposal)

Proposed Position:

Name of Firm:

Name of Staff:

Profession:

National Identity number:

Certificate of good conduct:

Date of Birth:

Years with Firm:

Nationality:

Detailed Tasks Assigned:

Key Qualifications:

[Give an outline of key staff member's experience and training most pertinent to tasks assignment. Describe *degree of responsibility held* by each staff member on relevant previous assignments and give dates and locations. Use up to half a page.]

Education:

[Summarize college/university and other specialized education of each staff member, giving names of schools, dates attended and degrees obtained. Use up to a quarter page.]

Employment Record:

[Starting with present position, list in reverse order every employment held. List all positions held by each staff member since graduation, giving dates, names of employing organization, title of positions held and location of assignments. For experience in *last five years*, also give types of activities performed and client references, where appropriate. Use up to three-quarters of a page.]

Languages:

[Indicate proficiency in speaking, reading and writing of each language: excellent, good, fair, or poor.]

Certification:

I, the undersigned, certify that to the best of my knowledge and belief, these bio data correctly describe myself, my qualifications and my experience.

Date:

Signature of staff or authorized officer from the bidding firm

Day/Month/Year

SUMMARY OF PROPOSED KEY PERSONNEL

Qualifications and experience of key personnel proposed for administration and execution of the Contract.

Position	Name	Years of Experience	Qualification

LIST OF CURRENT AND PREVIOUS CLIENTS

Contracts performed as prime Contractor on services of a similar nature and volume over the **last three years**. Also list details of current clients.

Contract Name and Country	Name of Client and Contact Person	Type of Work Performed and Year of Completion	Value of Contract
Current client			
Previous clients			

Appendix K

**Major items of Contractor's Equipment proposed for carrying out the assignment.
List all information requested below.**

Item of Equipment	Description, make, and Age (years)	Condition (new, good, poor) and number available	Owned, leased (from whom or to be purchased (from whom)

2. FINANCIAL EVALUATION (weight =30%)

- a) Bidders obtaining the qualifying minimum technical score will be advised so, and it shall be notified to them (by email) the date and time of the opening of their financial envelope.
- b) The financial proposals will first be checked for completeness and corrected for computational errors.
- c) Detailed financial evaluation will then be carried out. The Bidder making the lowest financial proposal (F_m) shall be given 100 points.
- d) The financial scores of the other Bidders (F) shall be computed as follows:

$$N_f (\text{financial score}) = 100 \times F_m / F$$

(F = amount of financial proposal converted in the common currency).

5. Final Ranking

Proposals shall finally be ranked according to their combined technical (N_t) and financial (N_f) scores using the weights (T = the weight given to the technical proposal, $750f$ = the weight given to the financial proposal, $30T + f = 1$) indicated in the above:

$$\text{Final Score (NG)} = N_t \times T\% + N_f \times f\%$$

ANNEX V – FINANCIAL PROPOSAL QUESTIONNAIRE

Appendix A

BID SUBMISSION FORM

To: African Development Bank
1521, Cadastral Zone AO, Off Memorial Close,
Beside Silverbird Galleria
Central Business District, Abuja

Dear Sir/Madam,

We, the undersigned, declare that:

- (a) We have examined the Request for Proposal (RFP) No **ADB/RFP/RDNG/2018/003, Provision Of Cleaning Services** and have no reservation to the RFP including addendum issued;
- (b) We offer to provide the goods and services in the amount indicated in the Price Schedule form included in our proposal;
- (c) If provided in the RFP, the prices quoted shall remain fixed for the duration of the contract;
- (d) Our proposal shall be valid for the period indicated in the RFP and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

We understand that you are not bound to accept the most advantageous proposal or any other proposal that you may receive.

We confirm that the undersigned are authorized to commit the bidder(s) to the obligations contained in the RFP and the contract.

Name In the capacity of

Signed

Duly authorized to sign this proposal for and on behalf of:

Dated on

Appendix B

Bidders are expected to indicate all the statutory benefits payable to the Cleaning Personnel, the administration fee and the profit margin. The number of cleaning Personnel may be revised upwards or downwards depending on the number of sites. In such case the amount payable will change accordingly.

PRICE SCHEDULE FORM – to be sealed in the separate envelop “Financial bid”

CLEANING SERVICES FOR RDNG				
	PARTICULARS		<u>Before Tax (NGN)</u>	<u>After Tax (NGN)</u>
1.	Supervisor (per month)	1		
2.	Cleaning crew			
3.	Cleaning consumables, sanitary bins rubbish collection etc. and equipment (per month)			
4.	Furmigation (Per Quarter)			
	<u>Total amount per month</u>			
	<u>Amount for 12 months</u>			
	<u>Amount for Three years</u>			
	Grand Total			

Cleaning personnel

Break down of the individual cost per personnel (Office Premises)

	Description	Amount
1	Monthly Salary;	
2	Medical benefits;	
3	Insurance	
4	Provident fund	
5	Other benefits (uniforms	
6	Administrative costs	
7	Margin/Profit	
	Total monthly fee per month per Cleaning Personnel	

The Bank may require proof (Salary slips) indicating that personnel earn the actual amount indicated in the quote.

1. ANNEX VI – PRESIDENTIAL DIRECTIVE CONCERNING THE RULES FOR CORPORATE PROCUREMENT ACTIVITIES OF THE BANK

ELIGIBILITY

- 3.1 Goods, Services, Real Estate and Works procured by the Bank shall be produced in a member country and supplied by Contractors from a member country, as described in paragraphs 3.2 and 3.3, unless a waiver of Article 17(1)(d) of the Agreement establishing the Bank is granted by the Board of Directors.
- 3.2 The eligibility of a Bidder or Contractor on the basis of nationality shall be determined in accordance with the following rules:
- a) Natural Person: a Natural Person is eligible if he or she is a national of a member country of the Bank. Where a person has more than one nationality, such a person shall be eligible if the nationality indicated in his or her submission is that of a member country of the Bank.
- b) Business: a Business is eligible if it satisfies the following criteria:
- It has its registered office or has its principal place of business in a country that is a member of the Bank;
 - Its legal existence is recognized and is in accordance with the laws of a country that is a member of the Bank; and
 - The majority of its capital is held by nationals from a country that is a member of the Bank or, if the Business has no capital, more than half of the value of the member's contributions to the Business has been contributed by nationals from a country that is a member of the Bank.
- 3.3 In order to be eligible:

a) Goods to be procured must have a value of which more than half is attributable to production or to originating materials and inputs from one or more eligible member countries of the Bank;

b) Works must be performed where more than half of the value of the labour is supplied from one or more eligible member country of the Bank, and where the equipment and materials needed for carrying out the Works have a value of which more than half is attributable to production or to originating materials and inputs from one or more member countries of the Bank.

3.4 Any Natural Person or Business shall not normally be eligible at any stage of a competitive procurement process and contract execution if any of the following situations apply and have been declared or should have been declared by the Bidder:

a) The Natural Person or Business has become bankrupt, is insolvent or in the case of a Business is in the process of winding-up; is being administered by an administrator appointed by a competent court of law that has entered into an arrangement with creditors; has suspended business activities; or is in any analogous situation arising from a similar procedure provided for in the relevant national legislation or regulation;

b) The Natural Person or Business has not fulfilled obligations relating to the payment of social security contributions, pension fund premiums, payment of taxes or similar legal statutory payments under the law of the country in which the Natural Person or Business is established or where the contract is to be performed;

c) The Natural Person or Business has been convicted of a criminal offence relating to the conduct of its business or profession in the last 10 years;

d) The Natural Person or Business has been the subject of a judgment for professional misconduct, fraud, corruption, involvement in a criminal organization or any other illegal activity; or

e) The Natural Person or Business has been debarred or cross-debarred by the Bank on the basis of corrupt, fraudulent, collusive, coercive and obstructive practices.

3.5 The Natural Person or Business, or any of its affiliates, that has been engaged to provide Consulting Services for the preparation or implementation of an assignment shall be disqualified from subsequently providing Goods, Services, Real Estate or Works (other than a continuation of earlier Consulting Services) for the same assignment.

3.6 In addition to the foregoing paragraphs, Vendors of a particular country or goods and work materials manufactured in a particular country may be declared ineligible if:

a) as a matter of law or official regulation, the country where the contract is to be performed prohibits commercial relations with that particular country, provided that the Bank is satisfied that such exclusion does not preclude effective competition for the supply of Goods, Services, Real Estate and Works, or

b) by an act of compliance with a decision of the United Nations Security Council taken under Chapter VII of the Charter of the United Nations, the country where the contract is to be performed prohibits any import of Goods from, or payments to, that particular country or Vendor.

DEFINITIONS

Bank means the African Development Bank, the African Development Fund and the Nigerian Trust Fund collectively, or any of them individually, as the case may be.

Bidder means a Vendor that has responded to a solicitation document issued by the Bank.

Business means any incorporated or unincorporated organization recognized by the laws of a member country of the Bank that has the capacity of entering into contracts and of offering Goods, Services, real Estate and Works.

Contractor means a Vendor who has entered into a contract with the Bank for the provision of Goods, Services, Real Estate or Works.

Goods means tangible items, including assets and expendable items that are purchased, hired, leased or rented by the Bank. A 'Good' may include related Services, such as transportation, insurance, installation, commission, training and initial maintenance, provided that the value of those Services is less than the value of the Goods acquired.

Natural Person means an individual authorized by the laws of a member country of the Bank to offer Goods, Services, Real Estate and Works.

Real Estate, also known as real property, means land, buildings and premises that are purchased, built or leased by the Bank.

Services means all services except consulting services. For the purposes of this Directive "Consulting Services" refers to expert intellectual or advisory services.

Vendor means any Natural Person or Business that is in the business of selling or otherwise providing Goods, Services, Real Estate or Works.

Works means the construction, reconstruction, demolition, outfitting, repair or renovation of premises or related infrastructures. Such contracts may include related Services where the value of those Services does not exceed the value of the Works.

ANNEX VII - LIST OF MEMBER COUNTRIES OF THE BANK

REGIONAL COUNTRIES (*means location of existing or future Bank offices)			
1. Algeria*	2. Angola*	3. Benin	4. Botswana
5. Burkina Faso*	6. Burundi*	7. Cameroon*	8. Cape Verde
9. Central African Rep.	10. Chad*	11. Comoros	12. Congo
13. Côte d'Ivoire*	14. Democratic Rep of Congo*	15. Djibouti	16. Egypt*
17. Equatorial Guinea	18. Eritrea	19. Ethiopia*	20. Gabon*
21. Gambia	22. Ghana*	23. Guinea	24. Guinea Bissau
25. Kenya*	26. Lesotho	27. Liberia*	28. Libya
29. Madagascar*	30. Malawi*	31. Mali*	32. Mauritania
33. Mauritius	34. Morocco*	35. Mozambique*	36. Namibia
37. Niger	38. Nigeria*	39. Republic of South Africa*	40. Rwanda*
41. Sao Tome & Principe	42. Senegal*	43. Seychelles	44. Sierra Leone*
45. Somalia	46. South Sudan	47. Sudan*	48. Swaziland
49. Tanzania*	50. Togo	51. Tunisia*	52. Uganda*
53. Zambia*	54. Zimbabwe*		
NON REGIONAL COUNTRIES			
1. Argentina	2. Austria	3. Belgium	4. Brazil
5. Canada	6. China	7. Denmark	8. Finland
9. France	10. Germany	11. India	12. Italy
13. Japan	14. Korea	15. Kuwait	16. Luxembourg
17. Netherlands	18. Norway	19. Portugal	20. Saudi Arabia
21. Spain	22. Sweden	23. Switzerland	24. Turkey
25. United Kingdom	26. United States of America		

ANNEX VIII – GENERAL AND SPECIFIC CONDITIONS

1.0 Constitution of Contract

- 1.1 The submission of any bid shall constitute acceptance of the African Development Bank General Terms and Conditions for the Purchase of Works and Services, except to the extent they may be modified by special conditions attached to the Contract or Purchase Order (PO). These General Terms and Conditions are then an integral part of the Contract or PO to which they are attached.
- 1.2 No additional or inconsistent provisions and no variations in or modifications of that Contract or PO made by the Contractor shall be binding unless agreed to in writing by the African Development Bank (hereinafter called the “Bank” or AfDB).

2.0 Performance of Contract

- 2.1 The Contractor agrees to provide the works or services (hereinafter called the “Services”), as the case may be, required hereunder in accordance with the requirements set forth in the Contract or PO documents. The Contractor undertakes to perform the Services hereunder in accordance with the highest standards of professional competence and integrity in the Contractor’s industry, having due regard for the nature and purposes of the Bank as an international organization and to ensure that the employees assigned to perform any Services under the Contract or PO will conduct themselves in a manner consistent therewith. The Services will then be rendered in (1) an efficient, safe, courteous and businesslike manner; (2) in accordance with any specific instructions issued from time to time by the Bank’s designated Project Manager; and (3) to the extent consistent with the above as economically as sound business judgment warrants. The Contractor shall provide the services of qualified personnel through all stages of this Contract/PO. The Contractor shall promptly replace any member of the Contractor’s project team that the Bank considers unfit or otherwise unsatisfactory. The Contractor represents and warrants that it is in compliance with all the applicable laws of any jurisdiction in which the Services shall be performed.
- 2.2 The Contractor shall not assign or transfer any of its obligations under the Contract/PO. It shall be solely responsible for the performance of the Contract/PO in every respect. The Contractor shall indicate the Contract/PO number on all correspondence which shall be addressed to the Bank, unless otherwise stated. The Contractor shall immediately report to the Bank in writing any problems encountered which may jeopardize the performance of the Contract/PO.
- 2.3 The Contractor shall be responsible for obtaining and renewing at its own cost and in due time such approvals, consents, governmental and regulatory authorizations, licenses and permits as may be required or deemed necessary by the Bank to perform the Contract/PO.

3.0 Conflict of interest

- 3.1 The remuneration of the Contractor shall constitute the sole remuneration in connection with the Contract/PO. Contractor shall not accept for its benefit any trade commission, discount or similar payment in connection with activities pursuant to this Contract/PO or in the discharge of its obligations hereunder, and the Contractor shall use its best efforts to ensure that any subcontractors, as well as the personnel and agents of either of them, similarly shall not receive any such additional remuneration.
- 3.2 Contractor or the contractor’s employees, subcontractors and subcontractor’s employees shall, during the term of the Contract/PO strictly avoid carrying out any other assignments that may be in conflict with this assignment for the Bank.

4.0 Financial Liability, Immunities and Applicable Law

- 4.1 The financial liability of the Bank under this Contract/PO shall not exceed the total amount of the Contract/PO.
- 4.2 Nothing in the Contract/PO or relating thereto shall be construed as constituting a waiver of the privileges or immunities of the African Development Bank.
- 4.3 This Contract/PO is subject to the laws of England, unless otherwise specified in a specific provision of the Contract/PO.

5.0 Insurance

- 5.1 The Contractor shall procure and maintain during the entire period of performance of this Contract/PO, all adequate insurance required by law in the jurisdiction where the Services will be performed. Upon request of the Bank, the Contractor shall be able to furnish evidence of such insurance, or can be asked to take complementary coverage in order to meet the requirements of the present article.

6.0 Documents

- 6.1 The Contractor shall furnish all documents and technical information that the Bank may deem necessary for the performance of the Contract/PO. The Contractor shall, in the language requested, attach to each unit of the goods any information necessary for their maintenance and operation.
- 6.2 The Contract/PO Number must appear on all invoices, shipping documents, packing slips, packages and correspondence.

7.0 Changes

- 7.1 The Bank may, at any time by written order designated or indicated to be a change order, make changes to the Contract/PO or any part thereof.
- 7.2 If any such change increases or decreases the cost of and/or the time required for the performance of any part of the Contract/PO, an equitable adjustment shall be made in the Contract/PO price or time schedule or both, and the Contract/PO shall accordingly be amended. No change in, modification of, or revision to the Contract/PO shall be valid unless in writing and signed by an authorized representative of the Bank.
- 7.3 Prices indicated in the Contractor's bid shall, at all times, be deemed to be firm and not subject to revision. Works and services for the Bank are exempted from taxes and customs duties. If a Contractor is unable to invoice exclusive of taxes, he shall show these taxes and customs duties on a separate line in the invoice, and the payment will be made free and clear of these taxes and customs duties.

8.0 Payment and Claims

- 8.1 Payment will normally be made through check or bank transfer within 30 days after receipt and acceptance of the Services or from receipt of a correct signed invoice whichever is later. Invoices must be sent in duplicate (one original and one copy) at the following address:

**The Senior Director
African Development Bank Group
Nigeria Country Department
1521, Cadastral Zone AO,
Off Memorial Close,
Beside Silverbird Galleria
Central Business District, Abuja**

Appropriate documentation should accompany all invoices.

8.2 Irrespective of their nature, all claims of the contractual parties, other than warranty claims, arising from or in any way connected with the Contract/PO, shall be asserted within six (6) months after its termination.

9.0 Warranties

9.1 The Contractor warrants that the Services provided under this Contract/PO will conform to the specifications, or other descriptions furnished or specified by the Bank.

9.2 If the Contractor fails to comply with the above requirements, the Bank may after notice to the Contractor, take action at the Contractor expense which in the opinion of the Bank is necessary.

10.0 Safety

10.1 The Contractor shall ensure that itself and all Contractor personnel observe and comply with all applicable safety rules including those specified by the Contractor and the Bank and the Bank's fire, safety and security regulations. The Contractor shall ensure that any work areas assigned by the Bank to the Contractor are cleaned daily and remain free of hazards.

11.0 Suspension

11.1 The Bank may at any time suspend the performance of the Contract/PO or any part thereof, even for its convenience, by a written notice specifying the part to be suspended, the effective date and the anticipated period of suspension. The Bank shall not be responsible for the cost of the Contractor's further performance of the suspended part after the Contractor has been directed to suspend performance.

11.2 Suspension of the Contract/PO shall not prejudice or affect the accrued rights or claims and liabilities of either party to this Contract/PO.

12.0 Termination of Contract/PO

12.1 The Bank may, by written notice, without the authorization of a court or any other authorization and without prejudice to any other remedy, terminate the Contract/PO in whole or in part:

12.1.1 If the Contractor fails to perform any of its contractual obligations and does not immediately rectify such failure after receipt of a written notice by the Bank;

12.1.2 If the Contractor becomes insolvent or bankrupt or ceases paying its debts generally as they mature.

12.1.3 For convenience, without assigning any reason.

12.2 Termination of the Contract/PO in whole or in part by the Bank is not limited to a fundamental breach of Contract/PO and shall not prejudice or affect the accrued rights or claims and liabilities of either party to this Contract/PO.

12.3 If the Bank terminates the Contract/PO pursuant to paragraph 12.1 (i), the Bank may procure, upon such terms and in such manner as it may deem appropriate, services and works similar to those not delivered and the Contractor shall be liable for any excess costs or damage caused to the Bank by the Contractor's default. The Bank reserves the right to offset costs, incurred by it in relation to the termination of the Contract/PO, from any monies due. In case of partial termination of the Contract/PO, the Contractor shall continue performance of the Contract/PO to the extent not terminated.

12.4 If the Bank terminates the Contract/PO pursuant to paragraph 12.1 (iii) for convenience, the notice of such a termination shall state that termination is for the Bank's convenience, the extent to which the performance under the Contract/PO is terminated, and the effective termination date. The Bank will issue an equitable adjustment, not to exceed the total Contract/PO price, to compensate Contractor for: (i) the Contract/PO price for the Services accepted by Bank but not paid previously and adjusted for any savings,

(ii) the costs incurred in the performance in the work terminated, including initial and preparatory expenses; (iii) the cost of settling and paying other Contractors, subcontractors or lessors under terminated agreements properly chargeable to the terminated portion of the Contract/PO and not included in items (i) and (ii) hereof; and (iv) a reasonable profit on item (ii) above.

12.5 If the Contractor is found to have engaged in any corrupt or fraudulent practices in connection with the Contract/PO, the Bank may in its sole discretion do any or a combination of the following: (i) declare void or terminate this Contract; (ii) declare the Consultant ineligible to contract with the Bank or to enter into contracts financed by the Bank; and (iii) pursue legal proceedings against the Consultant. For purposes hereof,:

- "corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the procurement process or in Contract/PO execution.
- "fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a Contract/PO to the detriment of the Bank, and includes collusive practice among Bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Bank of the benefits of free and open competition.

13.0 Period of performance and Liquidated Damages

13.1 The period of performance of the Services shall be as stated on the front of the Contract/PO. The schedule for submitting deliverables shall be as stated either in the statement of works attached to this Contract/PO or in front of this Contract/PO. Deliverables must be completed within the said period.

13.2 If the Contractor fails to perform the Contract/PO or any part thereof within the specified period, the Bank may, without prejudice to any other remedy under the Contract/PO, deduct from the Contract/PO price, as liquidated damages, a sum equal to 0.5% of the Contract/PO value for each week of delay until actual performance, up to a maximum of 5% of the Contract/PO value.

14.0 Liability

14.1 The Contractor shall be liable for all damages arising from its action or that of its agents, of which he or its agents could be held liable under the applicable laws.

14.2 The Contractor shall bear the full financial consequences of any material damage or personal injuries, including death which, through its action or that of its agents, may be suffered by himself, its agents, the Bank or its agents or any third party.

14.3 The Contractor undertakes to indemnify and hold the Bank and its agents and principals harmless against all claims, suits and losses that are due to personal injury (including death) or property damage to the extent caused, or alleged by a claimant to have been caused, connection with the performance of the Services under this Contract/PO, by (i) improper or defective work performed by the Contractor; (ii) improper or defective machinery, materials, supplies, implements, equipment or appliances provided, installed or used by the Contractor; and (iii) negligent or wrongful acts or omissions of the Contractor.

15.0 Intellectual Property and Confidentiality

15.1 The Contractor agrees to indemnify and hold harmless the Bank, its officers, employees and agents against all claims, suits and losses that arise from patent, trademark and/or copyright infringement by the Contractor. The Contractor further agrees and indemnifies the Bank in any action against the Bank by the Contractor's employees seeking further compensation for claims covered by the Contractor's worker's compensation insurance. The obligation set out in this Article shall survive the expiration or termination of the Contract/PO.

15.2 The Contractor shall not, while performing the Contract/PO or at any time thereafter, use, or disclose in any manner prejudicial to or incompatible with the interests of the Bank any information of a restricted

or confidential nature that may come to its knowledge in connection with the performance of this Contract/PO. The Contractor shall not use the Bank's name or emblem without prior written authorization.

16.0 Dispute Settlement

- 16.1 The parties shall make every effort to resolve any disagreement or dispute arising between them under or in connection with this purchase order amicably by direct informal negotiation. The party asserting the existence of a disagreement or dispute shall, promptly upon becoming aware of such disagreement or dispute, notify the other party in writing (such writing being referred to herein as the "Notice of Dispute") specifying the nature of the disagreement or dispute, and shall also provide such other information about the disagreement or dispute as the other party may reasonably require.
- 16.2 If, forty-five (45) days after the date the Notice of Dispute has been given, the parties have been unable to amicably resolve the dispute or difference, either party may require that such dispute be settled by arbitration in accordance with the UNCITRAL Arbitration Rules as at present in force.
- 16.3 The arbitral tribunal shall comprise one arbitrator jointly chosen by the parties. However, where the parties are unable to reach an agreement within sixty (60) days of notification of the Conciliation Notice, the London Court of International Arbitration (LCIA) shall become the appointing authority.
- 16.4 The arbitration shall take place in, Pretoria, South Africa and shall be in the English language.
- 16.5 The resulting award shall be final and binding on the parties and shall be in lieu of any other remedy.
- 16.6 Nothing contained in this Contract shall be construed as or constitute a waiver, renunciation or other modification of any privileges, immunities and exemptions accorded to the Bank under the Agreement Establishing the African Development Bank, international conventions or any other applicable law.
- 16.7 The provision of this article shall remain in force after the termination of this contract.

17.0 Governing law

- 17.1 This Agreement shall be governed by, enforced and construed in accordance with the laws of England.

18.0 Force Majeure

- 18.1 "Force Majeure" means any event or condition which (a) wholly or partially delays or prevents a party from performing any of its obligations under the Contract/PO, (b) is unforeseeable and unavoidable, (c) is beyond the reasonable control of such party, and (d) occurs without the fault or negligence of such party.
- 18.2 The party affected by such Force Majeure shall give prompt written notice to the other party of the nature and probable duration of such Force Majeure, and of the extent of its effects on such party's performance of its obligations hereunder.
- 18.3 During the continuance of such Force Majeure, the obligations of the affected party shall be suspended to the extent necessitated by such Force Majeure.
- 18.4 In the event of Force Majeure which delays performance of the Contract/PO or any part thereof by more than thirty (30) days, either party shall have the right, by notice to the other party, to terminate the PO.

19.0 Severability

- 19.1 If any provision of the Contract/PO is held to be invalid or unenforceable, the remainder of the Contract/PO will remain in full force and effect, and such provision will be deemed to be amended to the minimum extent necessary to render it enforceable.

20.0 Copyrights, database and design rights

The deliverable report(s) and other creative work of the Contractor called for by this Contract/PO, including all written, graphic, audio, visual and other materials, contributions, applicable work product and production elements contained therein, whether on paper, disk, tape, digital file or any other media, (the "Deliverable Work") is being specially commissioned as work made for hire in accordance with the applicable copyright, data protection and design laws of the country governing the Contract/PO originated. The Bank is the proprietor of the Deliverable Work from the time of its creation and owns all right, title and interest therein throughout the world including, without limitation, copyrights and all related rights. To the extent that it is determined that the Deliverable Work does not qualify as a work made for hire within the meaning of the applicable copyright, data protection and design laws of the country governing the Contract/PO, then the Contractor hereby irrevocably transfers and assigns to the Bank all of its right, title and interest, throughout the world and in perpetuity, in and to the Deliverable Work, including without limitation all of its right, title and interest in copyright and related rights free of any claim by the Contractor or any other person

ANNEX IX– DRAFT CONTRACT SAMPLE (will be fine-tuned after negotiations)

ADB/CTR/RDNG/2018/003

FOR

CLEANING AND JANITORIAL SERVICES

BETWEEN

**THE AFRICAN DEVELOPMENT BANK
NIGERIA COUNTRY DEPARTMENT**

AND

THE CONTRACTOR

This Contract is entered into & between the Nigeria Country Department of the African Development Bank (hereinafter referred to as the "Bank"), having its offices at 1521, Cadastral Zone AO, Off Memorial Close, Besides Silverbird Galleria, Central Business District, Abuja, of the one part and _____ (hereinafter referred to as "the Contractor"), having its principal office in& whose address is: _____ on the second part.

WHEREAS the Bank desires to engage a contractor to perform and provide certain Services as set out in this Contract;

WHEREAS, the Contractor represents that it has the necessary capacity and knowledge and is prepared to perform and provide such Services;

NOW, THEREFORE, the Parties hereto mutually agree as follows:

ARTICLE I: SCOPE OF SERVICES

- 1.1. The services to be performed by the Company under this Contract (hereinafter called the "Services") are described in Annex 1 herein, which forms an integral part of this contract.
- 1.2. Notwithstanding Article XV hereof, the Bank shall be entitled to modify the scope of Services as described in Annex 1 provided however, that no such modification shall change the essential nature or purpose of the Services. If, as a consequence of such modification, the scope of the Services is significantly changed, the Contract Amount (as defined in Section 8.1 hereof) and/or the Contract period may be adjusted upon mutual agreement by the Bank and the Company.

ARTICLE II: COMMENCEMENT AND DURATION

The services to be performed under this Contract shall commence on the 16th January 2014 and endure for an initial period of one year. This contract may be modified or extended pursuant to the provisions of Articles XV and XVI respectively.

ARTICLE III: DUTIES OF THE COMPANY

- 3.1. The Company shall perform the Services with all due care, diligence and efficiency, in accordance with the highest standards of professional competence and skill, and shall, in performing the Services, accept, promptly act upon, and comply with, such instructions and directions as may be issued by the Bank from time to time.

- 3.2. The Company shall report regularly to the Bank and seek guidance and direction there from on all matters relating to this Contract and the performance of the Services hereunder.
- 3.3.1 The Company shall provide adequate number of trained personnel and ensure that their personnel selected for work under this contract, are qualified to perform the specified job task.
- 3.4 The identity of the selected employees will be made known to the Bank and these employees shall be reliable individuals who will perform effectively in the implementation of this contract, and conform to a high standard of moral and ethical conduct.
- 3.5 The Company shall ensure that adequate records are being kept of daily activities and that all incidents are properly documented. Such records will be available for the Bank's perusal upon request.
- 3.5.1 The Company shall perform the Services to the satisfaction of the Bank and shall submit where necessary satisfactory and complete incident report(s) arising from any loss, damage, theft or other activity relating to the Company's services.
- 3.7.1 Except as otherwise agreed by the Bank in writing, the Company and any entity in which the Company has a professional participation or interest shall be disqualified from supplying any further goods, performing any additional work or service to the Bank arising from, related to or resulting from the within Services.

**ARTICLE IV:
REPRESENTATIONS, WARRANTIES AND COVENANTS**

- 4.1.1. The Company represents and warrants that it possesses the requisite experience, qualifications, competence and skills to perform the Services hereunder and to carry out all of its duties and responsibilities set out in this Contract and that all information given concerning such experience, qualifications, competence and skills is accurate.
- 4.1.2. The Company represents and warrants that it is in compliance with all the applicable laws and regulations in force at its place of incorporation. The Company covenants that during the term of this Contract it shall abide by, and take all measures necessary to enable it to be in compliance with, all applicable laws and regulations in force in any place where the Services are to be wholly or partially performed.
- 4.1.3. The Company confirms that it has been fully informed of the relevant documents and plans for the performance of the duties contemplated herein and that it has carefully inspected the entire premises and obtained from the Bank any additional information required.

- 4.2. The Company represents and warrants to the Bank that: (i) the execution and delivery by the Company of this Contract, the consummation of the transactions contemplated hereby and the performance by the Company of this Contract will not violate, conflict with or result in the breach of any of the terms and conditions of, or otherwise give any other contracting party the right to terminate, any contract, agreement, license, franchise, commitment or binding arrangement to which the Company is a party and which would otherwise be material to the performance by the Company of its obligations hereunder; and (ii) the Company possesses and will maintain all required licenses, and permits in respect of, or otherwise possesses and will maintain good and valid title to, all the intellectual and other property and equipment necessary for the performance of its obligations hereunder. The foregoing representations and warranties of the Company shall survive the termination of this Contract.

**ARTICLE V:
DUTIES OF THE BANK**

- 5.1 Except as otherwise provided, the Bank shall provide the necessary facilities at the Premises to enable the Company's employees to carry out the Services. Such facilities and equipment shall include, without limitation, adequate shelter, heating, lighting, power, toilet and storage facilities
- 5.2 The Bank will from time to time notify the Company of the existence and location of all materials at the Premises which may be hazardous and the Bank will ensure that those parts of the Premises which the Company's employees may visit will constitute a safe place of work.
- 5.3 The Bank will notify the Company of any dishonest, wrongful, delictual or negligent acts or omissions of the Company's employees or agents in connection with the Services as soon as possible after the Bank becomes aware of them. In the event of any theft, damage or loss of Bank property, the Bank shall notify the Company within 30 days of the incident by the Bank or within 30 days of the discovery of said incident, whichever is later.
- 5.4 The Bank shall cooperate and provide such information as may be necessary in order to assist the Company in any investigation of any incident related to the theft, loss or damage to the Bank's property or those of its employees.

**ARTICLE VI:
INSURANCE**

- 6.1 The Bank shall without prejudice to the obligations, liability and responsibility of the Company relating to the insurance cover, procure and maintain General Liability Insurance, Property Insurance and Asset All Risk Insurance for its personnel, building, property and operations.

- 6.2 The Bank shall not under any circumstances be held responsible for equipment or property belonging to the Company or its employees that are stored on the Bank's premises. It shall be the Company's duty to secure the appropriate insurance and take every measure for the protection of such items.
- 6.3 The Company shall be responsible for medical insurance coverage for its employees performing the Services hereunder in accordance with relevant industry norms and standards.**
- 6.4 The Company shall maintain Professional Liability Coverage and Public Liability Insurance covering such risks/incidents as the Bank shall require dedicated to compensating the Bank in an amount of not less than five times the current monthly invoice for the services herein in the event of any loss or damage arising out of any negligent error or omission or willful misconduct on the Company's part in carrying out the Services or performing its other obligations under this Contract.
- 6.5 Confirmation of the existence and validity of the Professional & Liability Insurance cover mentioned above shall be submitted to the Bank prior to the execution of this Contract and said policies shall remain in full force and effect throughout the duration of this Contract. Failure on the part of the Company to comply with this provision shall subject this Contract to termination by the Bank upon fifteen (15) days written notice to the Company or to the withholding of any payments due to the Contractor herein for services rendered under this Contract.
- 6.6 Proof of payment of all premiums due hereunder shall be forwarded to the Bank annually or as and when due. The terms of the insurance policies shall be consented to by the Bank and no modifications of said terms may be effected by the Company without the written express approval of the Bank. Should the insurance policies above be terminated or not be renewed for any reason the Bank shall have the option to terminate the contract forthwith if the Company fails to present an alternative policy within a reasonable time.

**ARTICLE VII:
RELATIONSHIP OF THE PARTIES,
LIABILITY & INDEMNIFICATION**

- 7.1 The Company shall be liable for damages incurred by the Bank to the extent it arises from any negligent error or omission or willful misconduct on the Company's part in carrying out the Services or performing its other obligations under this Contract.
- 7.2 Notwithstanding anything to the contrary herein, in no event shall the Company's liability (whether based on any action or claim in contract, tort, or otherwise) to the Bank or its affiliates arising out of or relating to any Services exceed five times (5x) the monthly invoice / fees payable to the Company for such Services or the amount of any monetary settlement by the Company's Insurers whichever is greater. This clause shall apply to the fullest extent permitted by applicable law.

- 7.3 Nothing contained in this Contract shall be construed as establishing or creating any relationship between the Bank and the Company other than that of independent contractor. Employees of the Company assigned to the Bank for the performance of the duties herein shall remain the Company's employees and may not, under any circumstances or to any degree claim the status of Bank staff members.
- 7.4 Accordingly, the parties hereby agree and undertake to indemnify and hold each other harmless for any action, losses, liabilities, costs, claims, damages and expenses ("Losses") (including, without limitation, reasonable attorney's fees) which the other party may incur to the extent arising out of, or otherwise in respect of any negligent act or omission or willful misconduct of one party. The parties shall indemnify each other against all third-party claims arising out of or in respect of any negligent act or omission or willful misconduct of the other party.
- 7.5 The provisions set out in this Article shall survive the expiration or termination of this Contract.

**ARTICLE VIII:
COMPANY'S INABILITY TO PERFORM SERVICES**

If, at any time and for whatever reason, in the opinion of the Bank the Company is unable to perform or to complete the performance of the Services in a manner satisfactory to the Bank, the Bank may, at its option, either terminate this Contract forthwith upon thirty (30) days' notice or demand that the Company take appropriate remedial steps to cure the defect, failing which if the defect is not cured within a reasonable time, the Contract may be terminated by the Bank on fifteen (15) days' notice.

**ARTICLE IX:
PAYMENT FOR THE SERVICES**

- 9.1 The Bank shall, subject to satisfactory performance of the Services, pay to the Company the amounts specified in Annex II to this Contract (hereinafter collectively referred to as the "Contract Amount"), which Annex II forms an integral part hereof.
- 9.2 Payment of the Contract Amount shall be in accordance with the modalities specified in Annex II to this Contract.

**ARTICLE X:
COPYRIGHT, CONFIDENTIALITY
AND OWNERSHIP**

- 10.1 The Company shall not at any time without written authorization from the Bank, communicate to any person or entity any Confidential Information disclosed to it for the purpose of performing the Services or obtained by it in the course of performing the Services.
- 10.2 The Company shall not at any time without written authorization from the Bank, communicate to any person or entity any Confidential Information disclosed to it for the purpose of performing the Services or obtained by it in the course of performing the Services, or make any public statements concerning this Contract. All Confidential Information shall be treated as confidential by the Company and the Company's Associates or employees and remain the property of the Bank. The Company shall not be entitled to use or copy such Confidential Information for any purpose not related to this Contract. For purposes hereof, "Confidential Information" refers to all documents, statistics, reports, data or other information whether in written, oral or other tangible form provided, or made available to, or created, obtained, compiled or prepared by the Company in respect of, in connection with or by virtue of this Contract.
- 10.3 The obligations of the Company under Section 10.1 of this Contract will not be deemed to have been breached to the extent that Confidential Information: (a) is disclosed by the Company to the Company's employees solely in order to comply with obligations, or exercise rights, under this Contract; or (b) is in the public domain other than due to a breach of Section 10.1. Where the Company discloses Confidential Information to another person pursuant to clause (a) above, the Company will (a) notify the receiving person that the information is Confidential Information and (b) not provide the Confidential Information unless the receiving person agrees to comply with the terms and conditions set forth in Section 10.1. In every instance, the Company shall notify the Bank (a) of such disclosure to the Company's employee's prior to making such disclosure, and (b) promptly of any breach of its confidentiality obligations when it has learnt of such a breach.
- 10.4 The Company shall not publish or cause or permit to be published, without the prior written approval of the Bank, the existence of this Contract nor any conclusions or recommendations nor part thereof formulated in the course of or as a result of the performance of the Services.
- 10.5 The Company shall exercise sufficient control over any Confidential Information in order to preserve the confidential nature thereof, and to safeguard the Confidential Information from theft and/or access by unauthorised personnel and third parties and to ensure that Confidential Information is not used in an unauthorised manner.
- 10.6 The provisions of this Article shall survive the expiration or the termination of this Contract.

**ARTICLE XI:
ASSIGNMENT AND SUBCONTRACTING**

- 11.1 The Company shall not assign, transfer or make any other disposition of any of its rights or obligations under this Contract, in whole or in part, except with the prior written consent of the Bank.
- 11.2 The Company shall not subcontract the whole or any part of the Services to any person or entity except with the prior written consent of the Bank given in respect of the particular person or entity.
- 11.3 Notwithstanding any such consent given by the Bank pursuant to Sections 10.1, or 10.2 above, the Company hereby guarantees full compliance by each of the Company's Associates with the terms of this Contract and the prompt performance by each of them of the subcontracted parts of the Services. The Company further represents and warrants that it shall be fully responsible as primary obligor to the Bank regarding the manner and standard of performance of the Services.

**ARTICLE XII:
FORCE MAJEURE**

- 12.1 "Force Majeure" means any event or condition which (a) wholly or partially delays or prevents a party from performing any of its obligations under this Contract, (b) is unforeseeable and unavoidable, (c) is beyond the reasonable control of such party, and (d) occurs without the fault or negligence of such party.
- 12.2 The party affected by such Force Majeure shall use reasonable efforts to mitigate the effect of a force majeure event and shall give prompt written notice to the other party of the nature and probable duration of such Force Majeure, and of the extent of its effects on such party's performance of its obligations hereunder.
- 12.3 During the continuance of such Force Majeure, the obligations of the affected party shall be suspended to the extent necessitated by such Force Majeure.
- 12.4 In the event of Force Majeure which delays performance of this Contract or any part thereof by more than thirty (30) days, either party shall have the right, by notice to the other party, to terminate this Contract. This Article does not excuse the Bank's obligations to pay for services performed and expenses incurred.

**ARTICLE XIII:
FRAUD AND CORRUPTION**

- 13.1 The Company represents and warrants that no employee of the Bank involved in the award of this Contract, has received, or will receive, directly or indirectly, any benefit or advantage from the Company, or any of the Company's Associates, resulting from the award of this Contract or its performance.
- 13.2 If the Company or any of the Company's Associates is found to have engaged in any corrupt or fraudulent practice in connection with this Contract, the Bank may, in its sole discretion, do any or a combination of the following: (i) declare void or terminate this Contract without liability for payment of the Contract Amount or any part thereof; (ii) declare the Company ineligible to contract with the Bank or to enter into contracts financed by the Bank; and (iii) pursue legal proceedings against the Company. For purposes hereof, "corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of an individual in the procurement process or in contract execution, and "fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a contract, or collusive practice among bidders prior to or after bid submission.

ARTICLE XIV: TERMINATION

- 14.1 The Bank may terminate this Contract at any time without advance notice in the event the Company engages in misconduct. For purposes hereof, "misconduct" means conduct that is unlawful or improper, and that the Bank determines in its discretion, reflects seriously and adversely on the Bank.
- 14.2 The Bank may terminate this Contract at any time without advance notice in the event the Company engages in corrupt or fraudulent practice as defined in section 12.2 above.
- 14.3 The Bank may terminate this Contract upon thirty (30) days written notice of termination to the Company if the Company becomes insolvent or bankrupt.
- 14.4 The Bank may, upon giving not less than fifteen (15) days' notice in writing to the Company after giving a reasonable opportunity to cure any default, terminate this Contract if the Bank determines that the Company has failed to perform satisfactorily the Services herein or to otherwise comply with any of its obligations under this Contract.
- 14.5 The Bank may, at its option and in its sole discretion, terminate this Contract when it is in the interest of or the convenience of the Bank to do so, provided, that the Company shall in such event be given prior notice of not less than thirty (30) days of such termination.

- 14.6 The Company may terminate this Contract if the Bank has, within a period of thirty (30) days after the due date, failed to pay any amount due there under in respect of which no dispute has arisen and after having served the Bank with thirty (30) days written notice of the nonpayment.
- 14.7 The Company may terminate this Contract upon thirty (30) days written notice of termination to the Bank if the Bank becomes insolvent or bankrupt.
- 14.8 The Bank and the Company may terminate this Contract by mutual agreement in writing.
- 14.9 Upon termination of this Contract, the Company shall: (a) take immediate steps to end the performance of the Services in a prompt and orderly manner while mitigating any losses and (b) promptly return all Bank property and equipment provided
- 14.10 If this Contract is terminated under this Article XIII, Article XI or Article VII the Bank shall be liable only for payment, in accordance with the payment provisions of this Contract, for the part of the Services actually performed and expenses reasonably incurred prior to the effective date of termination.

**ARTICLE XV:
DISPUTE SETTLEMENT**

- 15.1 The parties shall make every effort to resolve any disagreement or dispute arising between them under or in connection with this Contract amicably by direct informal negotiation. The party asserting the existence of a disagreement or dispute shall, promptly upon becoming aware of such disagreement or dispute, notify the other party in writing (such writing being referred to herein as the "Notice of Dispute") specifying the nature of the disagreement or dispute, and shall also provide such other information about the disagreement or dispute as the other party may reasonably require.
- 15.2 If, forty-five (45) days after the date the Notice of Dispute has been given, the parties have been unable to amicably resolve the dispute or disagreement, either party may initiate arbitration proceedings in accordance with the UNCITRAL Arbitration Rules as at present in force.
- 15.3 The arbitral tribunal shall consist of one (1) arbitrator who shall be selected by agreement of the parties. If, sixty (60) days after the date of the Notice of Dispute, the parties are unable to agree on the sole arbitrator, the London Court of International Arbitration ("LCIA") shall act as the appointing authority.
- 15.4 The seat of arbitration shall be London, England.
- 15.5 The language to be used in the arbitral proceedings shall be English.

- 15.6 The resulting award shall be final and binding on the parties and shall be in lieu of any other remedy. Nothing contained in this Contract shall be construed as or constitute a waiver, renunciation or other modification of any privileges, immunities and exemptions accorded to the Bank under the Agreement Establishing the African Development Bank, international conventions or any other applicable law. Accordingly, the Bank, its property, other assets, income, operations and transactions are exempt from all taxation and custom duties; the Bank is exempt from any obligation to pay, withhold or collect any taxes or duties. The Company hereby authorizes the Bank to deduct any taxes, duties and /or other similar charges or imposts included by the Contractor on any invoice submitted by virtue of this Agreement or other agreements, any of its Appendices or any amendment thereof before paying such invoice without cost to the Bank.
- 15.7 The provisions of this Article shall survive the termination of this Contract.

**ARTICLE XVI:
MODIFICATION OR AMENDMENT**

Subject to Section 1.2 hereof, no changes, modifications or amendments shall be made to this Contract except as may be mutually agreed upon in writing by both parties hereto.

**ARTICLE XVII:
EFFECTIVE DATE, EXPIRY AND RENEWALS**

- 17.1 This Contract shall enter into force on the Effective Date (which shall be the date of last signature by the parties).
- 17.2 Unless terminated under Article VII, XI, XII or XIII hereof or unless otherwise indicated in writing by the Bank, this Contract shall expire one year after its due execution except for those provisions expressly stated to survive the termination of this Contract. This contract may be renewed by the Bank upon the same terms and conditions (save the provisions dealing with the Contract amount) by giving to the Company 30 days' notice prior to the expiry date of the contract.
- 17.3 If the company proposes to change the contract amount during the renewal period, then at least thirty (30) days' notice must be provided to the Bank prior to the expiration of the Contract. Until agreement is reached and a new Contract is signed, the within contract amount shall apply. In the event agreement cannot be reached on the contract amount, then the Contract shall be terminated by either party serving the other with ten (10) days' notice of intention to cancel the Contract due to a failure to agree on a Contract amount.

**ARTICLE XVIII:
NOTICES**

18.1 All notices or requests required or permitted to be given or made shall in the case of the Bank be addressed or made to such officer duly authorized by it in writing to receive or act upon the same.

18.2 Any notice or request to be given or made under this Contract shall be in writing and have been duly made or given when delivered by hand, or by certified mail or by facsimile to the party to the following address, or such other address as any of the parties may have notified to the other party in writing.

IN WITNESS WHEREOF, the duly authorized representatives of the Parties hereto have executed this Contract.

**For the:
CONTRACTOR**

.....

.....

Date:

Place:.....

**For the:
AFRICAN DEVELOPMENT BANK**

.....

.....

Date:

Place:.....

Annex x: PERFORMANCE EVALUATION OF SERVICE PROVIDER

SERVICE PROVIDER	
PURPOSE OF CONTRACT	
REFERENCE OF CONTRACT	
EFFECTIVENESS DATE	
EXPIRY DATE	
EVALUATION PERIOD	
OVERALL EVALUATION RATING	
TOTAL MARK	
OVERALL RATING IN %	
PERFORMANCE LEVEL	
EVALUATED BY	
APPROVED BY	
ENDORSED BY CGSP.2	

EVALUATION CRITERIA	COEFFICIENT (1-3)	RATING (1-10)	TOTAL (Coef. x Rating)	COMMENT
I. CAPACITY OF SERVICE PROVIDER				
1. QUALITY OF CONTRACT SUPERVISION				
2. COMPLIANCE WITH REGULATIONS				
3. COMPLIANCE WITH TIME LINES				
4. SUPPLY				
5. HUMAN RESOURCES				
6. TECHNICAL RESOURCES				
7. MATERIAL RESOURCES				
8. APPROPRIATE MEASURES PROPOSED				

9. PROACTIVE HANDLING OF PROBLEMS				
10. PLANNING				
11. COMPLIANCE WITH LOCAL LAWS				
12. COMPLIANCE OF SERVICES				
13. IDENTIFICATION OF SERVICE PROVIDER (uniform, badge, etc.)				
14. MANAGERIAL EFFECTIVENESS				
15. COST CONTROL				
16. COMPLIANCE WITH STANDARDS				
17. UPDATE CAPACITY OF INSTALLED SYSTEM				
18. FLEXIBLE HOURS				
19. COMPLIANCE WITH CONTRACT CLAUSES				
20. COMPLIANCE WITH TOR/ TECHNICAL SPECIFICATIONS				
21. RESPECT FOR ENVIRONMENT				
22. INNOVATION OF SERVICES				
23. SKILLS TRANSFER, TRAINING				
II. STAFF				
1. AVAILABILITY OF CONTACT PERSON				
2. NAME OF CONTACT PERSON (INTERFACE)				
3. PERFORMANCE, QUALIFICATION, COMPETENCE OF WORKER				
4. PUNCTUALITY				
5. PROFESSIONALISM				
6. ADJUSTMENT CAPACITY				
7. RESPONSIVENESS				
8. COMPLIANCE WITH INSTRUCTIONS				

9. CONFIDENTIALITY				
10. TIMELINESS				
11. RESPECT FOR WORK ENVIRONMENT				
12. QUALITY OF COLLABORATION				
13. MASTERY OF WORKING SOFTWARE				
14. CONDUCT / BEHAVIOUR				
15. WORKING LANGUAGE				
III. SERVICES				
1. QUALITY OF SERVICE				
2. AVAILABILITY OF SERVICE				
3. CLEANLINESS				
4. QUANTITY				
5. VARIETY				

ANNEX XI: CODE OF CONDUCT FOR THE BANK'S SERVICE PROVIDERS, SUPPLIERS AND CONTRACTORS

The purpose of this Code of Conduct (the "Code") is to outline the key principles of conduct expected from all suppliers, service providers, contractors ("You", "Your") awarded a contract with the Bank ("Us", "We", "Our").

You and Us agree to respect the spirit of the code. You are aware that any violation of the Code may be considered as poor performance of Your contract that could result in actions being invoked against You, including termination of the contract without notice and/or without compensation at Your own risk and expense.

In the performance of Your obligations under the contract, You commit to observing the highest ethical and professional standards and maintain the highest standards of integrity and utmost discretion in all matters relating to Our staff, business and activities. You should be aware that it is our policy that Our suppliers do not offer gift of any value to Our staff.

The principles in the Code also apply to Your suppliers, subcontractors, employees and any other third party ("They", "Them") with whom You assign any part of the contract. It is Your responsibility to ensure that the Code is communicated to Them and They comply with the principles and spirit of the Code.

Our expectation

You will:

1) Act in good faith by:

- a. Conducting Your business in accordance with the highest ethical and professional standards;
- b. Executing the contracts to the industry customs and practices in which you operate;
- c. Complying fully with the terms and conditions of Your contract, during the contract period and after its conclusion;
- d. Refraining from any action that may represent reputational risk to Us, for example, by paying your subcontractors assigned to Our contract on time, by complying with all applicable laws in your country of origin and where the contract is performed;
- e. Not offering any gift of any value to Our staff.

2) Fulfil an advisory and partnership role by:

- a. Providing expert advice, when required, on implementation and provision of the goods, services and/or works under the contract;
- b.

3) Maintain Confidentiality and Security of Our Information by:

- a. Taking appropriate steps to safeguard and maintain confidentiality of Our confidential information, including maintaining it in confidence and in a secure location and not disclosing it to third parties (not assigned to the contract) without Our prior written consent, during the contract period and after its conclusion;
- b. Not using Our name and logo for any purpose without Our prior written consent.

4) Take appropriate steps to manage any of conflict of interest by:

- a. Disclosing to Us any situation that may appear as a conflict of interest;
- b. Disclosing to Us any interest that Our staff or agents may have in Your business or any other economic ties with You;
- c. Not offering employment or employ any of Our staff directly involved in the procurement process resulting in the contract, during the life of the contract or within one year after its conclusion.

5) Demonstrate transparency by:

- a. Implementing an open book approach;
- b. Providing any information and/or documentation We require, in a timely manner, relating to the contract;
- c. Place at Our disposal any accounting or financial information upon request;
- d. Fully cooperate and provide assistance in any investigation (including audits or investigation relating to possible corruption practices) relating to the contract that We commission or conduct.

6) Ensure the probity and integrity of staff working on Our contracts by:

- a. Employing staff who meet minimum vetting requirements in relation to criminal convictions, security clearance and educational achievements;
- b. Employing staff with regard to honesty, morality and integrity;
- c. Employing staff who have the qualification and experience, as specified by Us, to undertake the work under the contract;
- d. Replacing any staff, as soon as possible, who We deem unsuitable to carry out the services under the contract;
- e. Ensuring that Your staff, whilst on Our premises, are aware of Our Code of Conduct for Our staff and conduct themselves in the same manner as Our staff are expected to conduct themselves.

7) Not partake in corruption and fraudulent practices by:

- a. Not accepting from a legal entity or natural person, any gift, favor or compensation that could influence the impartial performance of Your duties under the contracts;
- b. Not offering any gift, favor, compensation or any other inducement that could influence the actions of any person or entity, including Us, Our services and staff;
- c. Not acting or misrepresenting the facts deliberately or recklessly or attempt to induce Us in error in order to gain any form of advantage;
- d. Not colluding with two or more persons in order to achieve an improper purpose, to influence improperly the actions of any other person or entity,

including Us, Our services and staff;

- e. Not obstructing Our investigation into bribery, fraudulent or collusive activities by not destroying, altering or deliberately concealing evidence, and not make false statements to investigators or prosecutors;
- f. Not threatening, harassing or intimidating a person with the intention to prevent him or her from sharing information relating to an investigation or wilfully obstruct Us to exercise Our right of review.

8) Submit to Audit by:

- a. Permitting Us to inspect Your accounts and records relating to the performance of the contract and have them audited by auditors appointed by Us.

9) Comply strictly with all relevant laws, in your country of registration and the country where the contract is performed by:

- a. Complying with all applicable laws and regulations relating to the protection of the environment;
- b. Undertaking initiatives to promote greater environmental responsibility;
- c. Complying with all applicable labour laws and regulations in particular those pertaining to minimum wages and working hours;
- d. Ensuring that you pay taxes and social security contributions as required by applicable laws and regulations;
- e. Complying with all applicable laws and regulations that provide for humane conditions of work, protection of occupational health and safety;
- f. Continuously seeking to improve the workplace conditions of Your employees.

10) Endeavour to improve services and deliver value for money in the contract by:

- a. Actively seeking to optimise service delivery under the contract through savings and efficient cost management through the life of the contract;
- b. Proactively pursuing continuous improvement of services to reduce waste and improve efficiency across Our organization;
- c. Notifying Us of any savings and cost management under the contract and your continuous improvement plan;
- d. Supporting Our “Green Bank” initiatives.