Request for Proposal – Quality and Price

Provision of Cleaning, Hygiene and Landscaping Services to The African Development Bank, Southern Africa Regional Development And Business Delivery Office (RDGS)

REF: ADB/RFP/RDGS/2022/0109

Southern Africa Regional Office

June 2022
SUMMARY DESCRIPTION

PART I – SELECTION PROCEDURES AND REQUIREMENTS

Section 1: Letter of Invitation
This Section is a letter from the Bank addressed to potential bidders inviting them to submit a proposal for the assignment. The letter includes references to the selection method and applicable guidelines or policies of the Bank that govern the selection and award process.

Section 2: Instructions to Bidders
This Section provides information to help potential bidders prepare their proposals. Information is also provided on the submission, opening and evaluation of proposals, contract negotiation and award of contract.

Section 3: RFP Data Sheet
“RFP Data” contains information specific to the current selection and corresponds to the clauses in “Instructions to Bidders” that call for selection-specific information to be added.

Section 4: Terms of Reference
This Section describes the scope of services, objectives, goals, specific tasks required to implement the assignment, and relevant background information; provides details on the required qualifications of the key experts.

Section 5: Evaluation Criteria and Methodology
This Section provides information on the evaluation of submissions.

Section 6: Technical Proposal Questionnaire
This Section includes the technical proposal forms that are to be completed by potential bidders and submitted in accordance with the requirements of Section 2.

Section 7: Financial Proposal Questionnaire
This Section includes the financial forms that are to be completed by potential bidders, including bidders’ costing of their technical proposal, which are to be submitted in accordance with the requirements of Section 2.

Section 8: Eligibility Requirements
This Section contains information on the Bank’s eligibility criteria and list of member countries.

PART II – CONDITIONS OF CONTRACT

Section 9: This Section includes the General Conditions of the Bank that shall not be modified and the Special Contract Conditions.
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SECTION I – LETTER OF INVITATION

Dear Sir/Madam,

1. The African Development Bank (the “Bank”) invites proposals for the provision of goods and services as described in this Request for Proposal (RFP). To qualify for award, a bidder shall meet the qualification criteria set out in the Section 3.

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 Section 2. The Bank’s requirement is set out in Section 4.

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 Bank began its operations from its headquarters, in Abidjan, Côte d’Ivoire on July 1, 1966. For purposes of its operations the Bank also maintains field offices in certain of its RMCs.

6. 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 (Section 6) and Financial Proposal Questionnaire (Section 7) in accordance with the Instructions to Bidders (Section 2), RFP Data Sheet (Section 3), Description of Goods/Technical Specification/Terms of Reference (Section 4), Eligibility Criteria (Section 8) and General and Specific Conditions (Section 9). The Bank shall evaluate proposals in accordance with the evaluation criteria and methodology (Section 5). The Bank is not bound by any other terms and conditions unless agreed in writing by the Bank.

7. A successful bidder interested in doing business with the Bank shall register at: https://eprocurement.afdb.org/sap/bc/webdynpro.sap/zsup_reg_submit


9. We look forward to receiving your proposal and thank you for your interest in doing business with the Bank.

_________________________________
Division Manager
Corporate Procurement Division
SECTION 2 - 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 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 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) 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 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 correspondence 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 to determine 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 bidders’ property in connection with such demonstration.

19. **Sustainable Procurement (SP)** – the Bank is committed to managing its business and executing contracts in an environmentally and socially responsible manner. Bidders should set out how they will deliver the contract in a sustainable manner. The Bank’s SP guideline is available on its website.

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 labour, 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, the signed Bid-Securing Declaration form or 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 delivered to 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:
      a) the RFP reference;
      b) the mention “Technical Proposal” or “Financial Proposal” as the case may be; and
      c) 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 12.00 hrs. and from 14.00 hrs. to 18.00 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 the instructions set out in this section 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 its 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 its 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, 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, cancel the procurement process and/or reject all proposals at any time prior to contract award, without incurring any liability to bidders.

AWARD OF CONTRACT

40. Award Methodology
The Bank shall evaluate proposals in accordance with the evaluation criteria and methodology and may discuss proposals with bidders.

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 a contract for all or 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 a 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 within seven (7) days from receipt of the regret letter.

45. Award Protest Procedure – The Bank has a complaint procedure as set out in the Presidential Directive. An unsuccessful bidder wishing to make a complaint must inform the Bank within seven (7) days of notification of the Bank’s contract award decision.

46. 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.
47. Performance Security
47.1. 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.
47.2. The performance security shall be returned to the bidder as set out in the General and Specific Conditions.
47.3. 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.
47.4. 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.

48. Advance Payment
48.1. 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.
48.2. 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.
48.3. The advance payment shall be repaid to the Bank by deducting proportionate amounts from payments due to the bidder as set out in the General and Specific Conditions.
48.4. The advance payment guarantee shall be returned to the bidder as set out in the General and Specific Conditions.

49. 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
50. 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.

51. Assistance – For assistance on using AfDB e-Procurement portal, bidders shall refer to the user manual. Alternatively, bidders can contact Tenders_RDGS@AFDB.ORG and quote the tender reference.
# SECTION 3 – RFP DATA SHEET

<table>
<thead>
<tr>
<th>The numbering below refers to the appropriate numbering of the introduction</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>§ 1</strong></td>
<td>The goods and services to be provided for the African Development Bank Southern Africa Regional Office in Pretoria and as outlined in Section 4.</td>
</tr>
<tr>
<td><strong>§ 1</strong></td>
<td>To qualify for award, bidders (including each partner in a joint venture or partnership, subcontractors) shall meet the following pass/fail qualification criteria:</td>
</tr>
</tbody>
</table>

**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.

**Eligibility Criteria:** a bidder shall not normally be eligible if any of the situations in the Presidential Directive concerning the rules for corporate procurement activities of the Bank apply.

**Financial Standing:** An average turnover of at least ZAR 15,000,000 (Fifteen million Rand) per annum for the last three years [2019, 2020, 2021]. A bidder shall demonstrate current soundness of financial position and its long-term profitability.

**General and Specific Experience:** a bidder shall have a minimum of five (5) years' experience and successfully or substantially implemented as a prime contractor at least 2 projects of a similar nature and complexity (the contracts cited shall be at least 70% complete) in the last seven (7) years. The bidder must be registered with National Contract Cleaners Association.

**Historical Contract Performance and Pending Litigation:** a bidder shall demonstrate the ability to successfully complete previous contracts and has no pending litigation to impede its ability to perform the contract.

**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.

<table>
<thead>
<tr>
<th>The numbering below refers to the appropriate numbering of the instructions to bidders</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>§ 7</strong></td>
<td>Request for clarification and/or request for change to the RFP shall be sent in writing: (i) by electronic mail: <a href="mailto:Tenders_RDGS@AFDB.ORG">Tenders_RDGS@AFDB.ORG</a>. The request shall be received by the Bank no later than 21 June 2022 1500hrs</td>
</tr>
<tr>
<td><strong>§ 8</strong></td>
<td>The Bank shall organize a pre-bid conference: [YES]. The conference will be held on 15th June 2022 at 10:00Hrs local time, 339 Witch-Hazel Avenue, Centurion, Block B, main meeting room Questions for the site visit and pre-bid meeting shall be submitted to <a href="mailto:Tenders_RDGS@AFDB.ORG">Tenders_RDGS@AFDB.ORG</a> on or before 14th June 2022. The pre-bid conference is a mandatory requirement: [YES]</td>
</tr>
<tr>
<td><strong>§ 10</strong></td>
<td>The language of proposals and all correspondence is: ENGLISH</td>
</tr>
<tr>
<td><strong>§ 20</strong></td>
<td>Alternative proposals are accepted: [NO]</td>
</tr>
<tr>
<td>§ 24</td>
<td>The prices shall be expressed in <strong>SOUTH AFRICA RAND</strong></td>
</tr>
<tr>
<td>§ 25</td>
<td>The Bank’s requirement is divided into lots [NO]</td>
</tr>
<tr>
<td>§ 26</td>
<td>The minimum period of validity of proposals is <strong>one hundred and eighty (180) days</strong>, from the deadline for submission of proposals.</td>
</tr>
<tr>
<td>§ 27</td>
<td>Bid security is required [NO]</td>
</tr>
</tbody>
</table>
| § 27.1 | If a Bid-Securing declaration form is required: YES  
Bidders are required to complete the bid-securing declaration form to secure their proposal. Any proposal not supported by a bid-securing declaration will be automatically disqualified. Bidders should use the bid-securing declaration form in Section 6. |
| § 28 | The deadline for submission of proposals is **29th June 2022, 15:00Hrs local time** |
| § 31 | Proposals shall be submitted electronically via the AfDB e-Procurement portal at [NO]. |
| § 32 | Proposals shall be submitted by mail, courier or hand delivery: [YES]  
**Bidders Shall submit one original and four copies of Technical Proposal and Financial Proposal.**  
In addition, bidders are also required to submit a flash disk containing the Technical proposal **ONLY**. **Please don’t include the financial proposal in the flash disk.**  
Proposals shall be sent to the following address and the external envelope shall bear the following information:  
**African Development Bank Group**  
**Regional Development and Business Development Office, RDGS**  
**339 Witch Hazel Ave, Eco Park 1, Centurion, Gauteng**  
**RFP – DO NOT OPEN UNTIL BID OPENING DAY**  
**Reference: ADB/RFP/RDGS/2022/0109 – Provision of Cleaning, Hygiene and Landscaping Services for the African Development Bank South Africa Regional Office - RDGS**  
**RFP Closing Date and Time: 29th June 2022, 15:00Hrs local time** |
| § 47 | Performance security is required: [NO] |
| § 48 | Advance payment will be provided to the successful bidder: [N/A]. |
| § 49 | The Bank shall retain 10% of the contract sum until the end of the defect’s liability period: [N/A] |
SECTION 4 – DESCRIPTION OF GOODS / TECHNICAL SPECIFICATION / TERMS OF REFERENCE

1.0 OVERVIEW OF THE SOUTHERN AFRICA REGIONAL DEVELOPMENT AND BUSINESS DELIVERY OFFICE (RDGS) IN PRETORIA

1.1 The African Development Bank Regional Offices in South Africa occupies six (6) blocks located on plot No 339-Witch Hazel Avenue occupying a total of (39.000Sqm). The scope of the assignment involves the provision of cleaning, hygiene and landscaping services in respect to internal and external areas of the office buildings (including rest rooms/ablutions), tree pruning, provision of water for all offices and meeting rooms, provision of tea/coffee for three executive offices and selected meetings held in any of the six blocks and the maintenance of internal roads, grounds and gardening services for the Bank’s premises.

1.2 The Contractor will be responsible for office cleaning, tea/coffee preparation services, gardening and tree pruning services, maintenance of irrigation systems, cleaning of rest rooms/ablutions, distribution of bottled water in all offices and meeting rooms, serving of refreshments in the executive offices and selected meetings. It is to be noted that the Bank will provide the tea/coffee making facilities/equipment, the bottled water and the refreshments, with the Contractor’s role being to distribute these to the Executive offices as well as to Bank staff and guests as and when required.

1.3 The contractor will also be required to provide staff for any moving of offices, office furniture & equipment, documents, and personal effects from one office to another, as and when required.

1.4 The Cleaning services are to be provided continuously for five (5) days per week. The Contractor will carry out quarterly deep cleaning of all meeting rooms and monthly deep cleaning of ablution facilities. The services to be provided by the contractor include the supply, installation, service/repair and re-fill of hygiene equipment in line with the provisions of the Health and safety standards, with special attention being given to covid-19 requirements. The physical hygiene equipment to be supplied and/or maintained by the Contractor include dispensers for hand sanitizers, toilet seats wipes, hand blowers, paper towel dispensers, urinal and toilet auto sanitizers, toilet roll dispensers, air freshener dispensers for ablution facilities, Liquid hand soap dispensers for bathrooms, and sanitary/dust bins and bin liners as well as suitable high quality toiletries for the three Executive offices. Where the above equipment is already installed in the Bank premises, the Contractor will be required to maintain these to Bank’s standard, and the Contractor will replace any faulty equipment upon obtaining written approval from the Bank after submitting a quotation.

1.5 The Contractor will be required to refill all dispensers to ensure Bank staff/visitors have uninterrupted access to the hygiene facilities, including covid-19 sanitizing dispensers.

1.6 The Bank intends to award a long-term contract with the selected cleaning company for an initial period of one (one) year, and thereafter, renewable automatically on annual basis, upon satisfactory performance, up to a maximum of duration of 05 (five) years. The Bank will carry out a performance evaluation of the Contractor at least twice per year at an interval of six months.
3.0 SERVICE REQUIREMENTS

3.1 Office Space
The general cleaning of the Bank’s office space includes staff offices, meeting rooms, Information Technology (IT) rooms, corridors and reception area, storage and public information areas, plant rooms (i.e. Generator, UPS, Transformer, diesel storage room etc), all six basement parking bays, spaces and all other areas of the six blocks of the Bank premises. It is to be noted that for the meantime (and at least for the next eighteen months), the offices in two of the Blocks (C and D) will not be utilized as these blocks are currently not being used. The contractor should factor this into their proposal.

Except for some variations in the number of offices, meeting rooms and plant rooms located in each block, the six blocks are practically identical, with one basement car park, two office floors (with meeting rooms) and a loft with a few number of offices. Floor layout plans have been provided to assist the bidder to get a better understanding of the space configuration of each of the blocks. Further to that, the bidders will be taken on a tour of the six blocks during the pre-bid meeting and site visit, which is a mandatory requirement of this tender.

The Contractor should ensure that only staff trained and experienced in the cleaning of electrical equipment are to be permitted to clean the Plant rooms (i.e. Generator, UPS, Transformer, diesel storage room etc.). Proof of such training and experience should be provided to the Bank before commencement of the contract.

(a) Floors: Sweeping, mopping and washing floor surfaces including ceramic tile surfaces, polishing of wooden floors and ceramic tiles, and cleaning of carpets and mats;
(b) Partition Walls: Cleaning office partitions and fittings, glass surfaces, boards, doors and ledges, external surfaces of ducts and vents, including removal of cobwebs, dust and other natural debris;
(c) Windows: Cleaning internal and external window surfaces, ledges and window sills;
(d) Waste Collection: emptying paper waste baskets and receptacles, collecting and disposing of trash and litter from offices (and replacing bin liners when dirty), meeting rooms, kitchenettes and ablution facilities;
(e) Blinds: Dusting and cleaning of window blinds to ensure they remain in good condition. The Contractor must pay particular attention not to damage the blinds during cleaning.
(f) Curtains: The Contractor is to wash curtains and ensure they are clean and dust-free at all times. The curtains should be washed at least once a year.

3.2 Office Items
The general cleaning of office items including all movable items within the Bank’s office space.

(a) Furniture: Dusting, cleaning and arranging office furniture, desks, chairs, shelves, cabinets, mats and upholstery;
(b) Equipment: Dusting and cleaning exterior photocopy machines, printers, racks, paper shredders, computers and any other office equipment; The Contractor will also be required to regularly clean elevator doors and touch panels/buttons, in line with Bank’s Covid-19 protocols.
(c) Fixtures: Dusting, cleaning and setting office fixtures, picture frames, mirrors, stands, and displays, washing of all the Bank’s Office Flags, whenever required;
3.3 Washrooms, Closets and Kitchens:
The general cleaning of washrooms, closets and kitchens within the Bank’s office space, covering: all three private toilets in the executive offices, all male toilets, all female toilets, all disabled toilets, including basins and urinal areas for male toilets. The Contractor is to visit the premises and count the number of washrooms, closets and kitchens within the Bank premises, and bid for the actual number of toilets counted. It is to be noted that for the meantime (and at least for the one and half years), the toilets in two of the Blocks (c and D) will not be utilized as these blocks are currently not being used.

(a) Walls: Cleaning walls and wall tiles, including removing of cobwebs, dust and other natural debris;
(b) Floors: Sweeping, mopping and washing floor surfaces including ceramic tile surfaces.
(c) Countertops: Cleaning and sanitizing countertops, sinks, hand driers, soap and paper dispensers including cabinet interiors etc; the Contractor will also be required to wipe dust from laptops and laptop screens in offices, as well as TV screens in meeting rooms.
(d) Fittings: Cleaning, dusting, sanitizing and polishing all washroom fittings and metal items such as faucets and handles, mirrors and all glass surfaces, light fixtures, air vents;
(e) Kitchen Work: Collecting and cleaning and setting up of kitchen utensils, provision of refreshments for Executive offices and selected meeting rooms, (i.e. tea, coffee, hot water) and beverage refilling; Cleaning fridges and microwaves.
(f) External Window Cleaning: The contractor shall carry out cleaning of all external windows cleaning twice a year. This cleaning includes windows located at elevated levels. It is to be emphasized that the Contractor will be required to provide appropriate equipment and safe methods of cleaning windows at elevated positions.

3.4 Schedule, Materials and Staffing:
The Contractor shall indicate the range of general and detailed cleaning, gardening, tree pruning activities to be undertaken daily, weekly, monthly or quarterly and will provide a schedule indicating the proposed dates of each of the activities.

The Contractor shall in all instances be responsible for the provision of:

(a) Apparatus: All tools and equipment necessary for cleaning, washing and sanitizing, including vacuum cleaners, floor scrubbing, polishing and suction equipment, carpet shampooing and extraction machines, dish washing equipment and towels for use in the kitchens, and all general cleaning and maintenance accessories; The Bank will not be responsible for the maintenance of the Contractor's equipment, and all equipment that breaks down or malfunctions is to be quickly replaced by the Contractor, at no additional cost to the Bank.

(b) Hygiene Equipment: Supply, install service and replenish all relevant toilet equipment and consumables including, toilet rolls (two ply), air fresheners, sanitary bins (and suitable bin liners) - all this should go to consumables and high quality toiletries for the three Executive offices etc.

(c) Consumables: Any complementary products required for carrying out the services such as detergents, disinfectants, cleaning sprays, polishing materials and fragrances; The contractor will be expected to keep a good quantity of stock for all
consumables within the premises of the Bank, with regular replenishment of any items utilised.

(d) **Replenishment:** Replenishing and refilling toiletries and other consumable washroom items.

(e) **Staff:** Adequate and well-trained and experienced staff to cover the indicated scope of services. An indicative number of staff to be provided for this contract is given in Table 1 of this RFP. The actual number of staff, as well as the quantities of consumables to be used each month, could be revised after the site visit and pre-bid meeting.

(g) **Gardening** – The Bank premises have garden flowers, and various plants that need regular watering, weeding, grass trimming and fertilisation as well as pruning from time to time. The trees dotted around the premises also need trimming to ensure they remain in good condition and do not obstruct security cameras, grow over the perimeter walls or lean towards the office buildings. Any trees that grow in any area of the premises where they are not required or where they pose risk of damaging Bank property are to be cut by the Contractor upon consultation with the Bank. Any leaves that fall from the trees are to be removed, using hand-held fuel-powered blowers, early every morning before Bank staff arrive on the premises.

(h) All equipment required to for executing this contract is to be provided by the Contractor, and is to remain the property of the Contractor, who will replace any damaged or faulty equipment at no cost to the Bank. The Contractor is also required to maintain the flowers planted in the centre of the courtyards of each of the six office Blocks (i.e. Blocks A, B, C, D, E and F).

1. **Maintain lawn, trees/shrubs and flowers**
2. Cut grass/lawn to length according to ground conditions.
3. Trim edges of all grass to same length as the cut.
4. Apply lawn manure to feed the lawn.
5. Trim new growths for hedges.
6. Remove and dispose all cuttings and litter to dumping sites.
7. Remove all large weeds including weeds growing among paved areas.
8. Hoe small weeds in beds including paved areas.
10. Water lawn trees/shrubs and flowers where applicable.
11. Sweep all areas clear including car parks and path ways.
12. Remove all garbage to designated dumping areas.

(g) **Fumigation** - In order to control pests, rodents and other undesirable elements from the Bank premises (e.g. rats, ants, snakes, lizards etc), the office premises and gardens should be fumigated quarterly. The Bank expects the Contractor to ensure that Bank premises are kept free of the pests, rodents and all other undesirable elements throughout the year.

1. Treatment of termites/cockroaches, flies, ants, mosquito, bees, rats and snakes.
2. Chemicals used should not leave stains on property (Files, floors, walls and furniture).
3. The fumigation must be guaranteed for three months.
4. Service providers should be qualified and be able to demonstrate to the Bank that the chemicals used for treatment of the above are environmentally friendly. Fumigation must be done on a quarterly basis.

(i) Irrigation - The Contractor is to maintain and repair the existing irrigation network, and ensure that it is fully functional at all times.

(j) Moving Offices - The contractor will also be required to assist staff for any relocation, and the movement of office equipment, documents, and personal effects from one office to another, as and when required.

3.5 Contractor’s Work Schedule
The Contractor is required to perform the services described above on the hours and days according to the itemized list set forth below: The contractor is free to propose an adjusted schedule aimed at ensuring that Bank premises are kept in an excellent condition at all times, in line with the best practice standards in the cleaning industry in order to maintain the international status of the African Development Bank. The adjusted cleaning schedule is to come at no additional cost to the Bank

3.5.1 Daily
- Vacuum cleaning of floor carpets and mats;
- Sweeping and mopping of wooden and ceramic floors;
- Dusting, damp wiping and polishing furniture and fixtures;
- Emptying and cleaning waste bins for offices and meeting rooms;
- Upkeep and maintenance of kitchens and replenishment of consumables;
- Collecting, cleaning and setting of utensils, hot water and replenishing/refilling beverages and bottled water;
- Preparing boardrooms or meeting rooms for meetings;
- Preparation of tea, coffee, refreshments, hot and cold water as required;
- Serving refreshments (e.g. finger foods and snacks) in meetings as and when required;
- Responding to any accidental spillages or similar problems in all offices and common areas;
- Completely clean interior of all lifts including Indicator boards and lift door tracks.

3.5.2 Weekly
- Cleaning accessible interior and exterior of window and door surfaces;
- Cleaning and removing of cobwebs from all walls and ceilings;
- Cleaning of the office walls and partitions;
- Dusting and cleaning of window blinds
- Clean all microwaves and fridges installed in the Bank’s kitchens
- Dusting of Plants if need be

3.5.3 Quarterly
- Deep clean all toilets
- Deep cleaning of carpets and mats (to be done on weekends)
- Deep cleaning of meeting room and office curtains (only on weekends)
- Deep cleaning of couches and sofas.
3.5.4 **Semi-Annually:** External cleaning of window façade and high-rise areas of the building not easily accessible. For this high-rise cleaning, the Contractor should provide proper equipment that ensures the safety of both Contractor’s staff and bank staff and assets.

3.5.5 **Working Hours:**

**Monday to Friday from 07h00 to 16h00.** The Contractor should however be aware that the removal of leaves and other debris from Bank premises is to be done very early in the morning, such that no noisy blowers are to be used near the offices when Bank staff are working from the offices, during the hours of 8.00am to 5.00pm.

3.6.2 **Installation of hand sanitizers (On request)**
The contractor may be requested to supply and install additional hand sanitizers and other items of hygiene from time to time.

3.6.3 **Covid-19 requirements**
The Contractor is expected to abide by the Bank’s covid-19 protocols at all times.

### 4.0 Personnel Requirements

The Contractor shall designate a Project Manager to serve as the contractor’s representative on all matters relating to this contract.

The Contractor shall also provide staff comprising of at least one (1) supervisor and enough cleaning crew, tea/coffee making staff (including one staff dedicated to serving refreshment to the Executive offices and) and gardeners whose names, titles and responsibilities shall be communicated to the Bank prior to their commencement of work. The indicative number of staff to be provided by the Contractor is shown in Table 1.

The Staff responsible for serving tea/coffee/refreshments in the Executive offices and meeting rooms are required to have catering experience and should be in excellent health condition, since they will be required to handle food items.

Further to the above requirements, all staff provided by the Contractor are required to have valid Covid-19 vaccination certificates, and the Bank will not permit any unvaccinated worker to work within its premises. Copies of Covid-19 vaccination certificates are to be included in the Contractor’s proposal. Further to that, all employees provided by the Contractor are to have certificates of good conduct/Police clearances.

All staff provided by the Contractor are to wear suitable uniform, provided by the Contractor, for identification purposes at all times. The staff are also expected to be well behaved and to observe Bank rules for hygiene, health, safety and security requirements at all times. Any employee who does not behave in the expected manner is to be immediately removed from the Bank premises and replaced with another person of similar or better qualifications.

The Roles and Functions of the staff to be assigned is as follows:

**4.1 Supervisor**

**Roles and Functions**

- Maintaining the set standards;
- Making and implementing the work plans;
- Management of staff, detergents, machines and accessories;
- Motivating the cleaning crew in the area of work;
- Advising on the replenishment and control of materials;
- Enforcing the health and safety measures;
- Customer care in the respective area.
- Replenishment of paper, water dispensers,
- Reporting of any breakages and faults found in the normal course of work.
- Attend and take minutes of monthly meetings.
- Facilitating good work relationships between the Contractor and the Bank and its guests/visitors;

Minimum Qualifications:
- Certificate of good conduct including Covid-19 Certificate
  - Possess minimum First Degree
  - Seven years of cleaning services experience
  - Must be able to communicate in English

4.2 Cleaning Crew, Gardeners and Tea Making Staff

Duties and Responsibilities:
Performing the laid down tasks;

Maintaining the set standards and keeping a conducive environment in the workplace;
Exercising company health and safety measures

- Minimum Qualifications
  - Minimum Education: Secondary School education (Matric) certificate
  - Certificate of Good Conduct (or Police Clearance).
  - All staff from the Contractor must have a covid-19 vaccination certificate
  - Three (3) years of continuous service
  - The Project Manager/Account Manager must have a minimum of Bachelors degree
  - Supervisor(s), together with the Bank’s Facility Manager will ensure that the listed tasks are performed to the satisfaction of the Bank.

Calculation table – Guidance only
For the purposes of coming up with the costs of providing all the services requested by the Bank, the Contractor is to clearly itemize the costs and indicate the breakdown of all the costs so that the Bank can clearly see how the final cost has been arrived at. The table below provides a list of some of the staff that the contractor is expected to provide, as well as the numbers.

The Contractor is to include an annual cost escalation to cover for inflation and statutory wage increases over the five-year period of the contract Once the contract has been signed, no additional cost increases will be allowed unless the scope of the contract increases by more than 20%. In such a case, the Contractor will be required to provide the Bank with a proposed pro-rated fee increase that takes into account the additional staff numbers over and above the 20% increase.

For the purposes of arriving at the cost of services required under this contract, the Contractor is to use a staff compliment of 160 for the Bank, and the quoted amounts should be able to cater for increases of staff by 20%, up to a maximum of 192 without any additional cost to the Bank.

Table 1: Staff Breakdown
For the purposes of submitting a proposal, the following are the number of staff required to carry out the work.
## LOCATION

<table>
<thead>
<tr>
<th>LOCATION</th>
<th>Total area to be cleaned per day</th>
<th>Number of cleaners (@1600 sqm per cleaner)</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>6500sqm</td>
<td>4</td>
<td>Effectively two cleaners per floor</td>
</tr>
<tr>
<td>B</td>
<td>6500sqm</td>
<td>4</td>
<td>Effectively two cleaners per floor</td>
</tr>
<tr>
<td>C, D &amp; E</td>
<td>7650sqm</td>
<td>3 cleaners for the three blocks</td>
<td>These blocks are not used so cleaning should be done twice a week.</td>
</tr>
<tr>
<td>F</td>
<td>6500sqm</td>
<td>4</td>
<td>Effectively two cleaners per floor</td>
</tr>
</tbody>
</table>

### External Compounds

- External gardens like interior courtyards
- 3 cleaners
- Tree pruning, tree trimming, maintenance of flowers, lawn mowing, blowing among others

### Executive Offices and Meeting rooms

- Making of tea for the executive Management
- 1 cleaner
- The staff is expected to make tea for the executive management and executive meeting rooms

### All Areas

- Management of all Crew
- 1 cleaner
- To manage staff and coordinate activities between the Bank and the staff

### TOTAL NUMBER OF STAFF

- 20 cleaners
- Among the 15 cleaners, one cleaner should be available to provide tea for adhoc meetings.

### Table 2: Breakdown of Consumables

<table>
<thead>
<tr>
<th>Consumables list - Indication only per month</th>
<th>Equipment Available</th>
<th>Quantity</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Toilet seats Sanitizers gels</td>
<td>Sanitizer dispenser</td>
<td>36</td>
<td>As and when required</td>
</tr>
<tr>
<td>She -bins</td>
<td>none</td>
<td>19 – to be supplied</td>
<td>weekly</td>
</tr>
<tr>
<td>Air Fresheners Refill</td>
<td>Automatic Air fresheners</td>
<td>23</td>
<td>As and when required</td>
</tr>
<tr>
<td>Two ply tissue paper</td>
<td>Tissue holders</td>
<td>16 bales</td>
<td>As and when required</td>
</tr>
<tr>
<td>Hand Towels</td>
<td>Pull-over hand dispensers</td>
<td>23</td>
<td>As and when required</td>
</tr>
<tr>
<td>Hand soap refills</td>
<td>Soap Dispensers</td>
<td>23</td>
<td>As and when required</td>
</tr>
<tr>
<td>Sanitizer Gels</td>
<td>Sanitizer dispenser</td>
<td>57</td>
<td>As and when required</td>
</tr>
<tr>
<td>Urinal Fresheners</td>
<td>none</td>
<td>16 – to be provided</td>
<td>As and when required</td>
</tr>
</tbody>
</table>

It is to be noted that the actual quantity of consumables will be agreed upon after the Site meeting and Site visit.

NB: The above list is only for guidance purposes. The contractor shall provide a comprehensive list of consumables used each month, which will be paid for by the Bank.

The cleaning detergents should be environmentally friendly as indicated in section 6.0
Storage facilities granted by the Bank

For the execution of the present contract, the Bank will give the contractor space for storing cleaning materials and consumable 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 loss or damage resulting from failure to respect these rules.

6.0. SUSTAINABLE CLEANING REQUIREMENTS

The Contractor is expected to provide cleaning services in a sustainable manner that will allow the Bank to achieve value for money and generate benefits not only to the organization, but also to society whilst minimizing damage to the environment.

6.1 Economy

All Bank Service providers are expected to examine the possibility of reducing cost and ensuring that value for money is extended to the Bank. For example, the Service Provider may use equipment that does not consume a lot of electricity such as vacuum cleaners, floor cleaning machines etc.

In view of the need for sustainable operations, the Cleaning Contractor is therefore expected to:

- Source raw materials from local suppliers where possible.
- Use products with energy saving potential.
- Use durable equipment that have a long-life span.
- Reduce operational costs and increase productivity, through the efficient use of resources, and the reduction of waste reduction for all products and processes in relation to the cleaning of Bank premises.
- Support the Bank in finding sustainable means of providing cleaning services.

6.2 Environment.

When possible, the Contractor is expected to use “green” and environmentally friendly cleaning products and green cleaning techniques. Appropriate work instructions and cleaning plans for the buildings should be put in place and staff should be trained on cleaning techniques, handling of chemicals and waste. Monitoring and reporting plans on performance, training and chemical use should be documented.

The Cleaning Contractor is expected to be compliant with the following:

1. Compliance with the South Africa local regulations and governing authority requirements with regards to the use of plastic for packaging and collection and transport of rubbish.
2. Compliance with the national requirements regarding collection, transport, and disposal of hazardous materials.
3. Ensuring the use of packaging that does not cause damage to the environment and are recyclable.
4. Equipment used in the building, for materials, moving and handling, have minimum carbon footprint.
5. Products are delivered with clear dosing instructions to avoid over-application by the user.

6.3 Social

The social aspect relates to the staff employed by the service provider. The Contractor is requested to indicate to what extent they are compliant, as regards to the following:
• Compliance with all laws related to wages and working hours.
• Workers compensations must be guaranteed in accordance to national applicable laws and regulations.
• Compliance with local laws and customs when establishing standardized ethical and moral conducts.
• Payment of statutory benefits on behalf of staff to relevant authorities.
• Employing staff from the local communities.
• Elimination of all forms of forced or compulsory labor.
• Abolition of child labor i.e. protecting a child from performing any type of work that can interfere in his/her education or that can be hazardous to the child’s health or physical, mental, spiritual, moral or social development.
• Compliance with the local Occupational Health and Safety Guidelines
• Freedom of Association and right to collective bargaining: Workers free association and open communication with management regarding working conditions must be recognized without fear of harassment or any type of reprisal.

6.4 Occupational health and safety policy
The Cleaning Contractor should have in place, an occupational health and safety policy taking into account the following:
• First aid and accident arrangements,
• Occupational health and safety training for staff,
• Regular equipment maintenance, and
• A process for reporting hazards and accidents.
• Use of protective equipment (i.e. PPE) such as clothing, boots, gloves for staff depending on the nature of the job they do.

7 INSURANCE REQUIREMENTS
7.1 The selected service provider shall assume all responsibility for its actions and those of anyone else working for it while engaged in or traveling to or from any activity connected with this contract. The service provider shall subscribe to adequate insurance coverage to protect it from any property damage or bodily injury claims arising from their execution of this contract.

7.2 Evidence of the insurance coverage shall be provided in the form of a certificate, which shall be submitted no later than ten (10) days after receipt of notice of intent to award contract.

8 LIVE PRESENTATIONS
Prior to signing the contract, the Bank may request a prospective bidder to make a live presentation to clarify aspects of their submission and also participate in a question-and-answer session. The purpose of this would be to evaluate the service providers' capabilities as specified in this Terms of Reference. The presentation must be made by one or more of the personnel who will manage or supervise the contract performance upon award to the bidder.

9 SITE VISITS AND REFERENCE CHECKS
The Bank may undertake site visits to any prospective bidder’s office in order to validate the information provided in the RFP response. The Bank also reserves the right to contact references provided by the bidders in order to validate information provided in the RFP response.

10 DISASTER RECOVERY
The Bank requires that contractors take measures to ensure their capability of continuing to provide services in accordance with the requirements of any contract in the event that the
contractor’s normal place of business is threatened or devastated by a disaster, labor dispute or other unforeseen circumstances. Bidders should provide details of the current disaster recovery and business continuity program they may have in place and how this would ensure continuous provision of the required services if contract is awarded.

11 PERFORMANCE EVALUATION

The Bank will conduct periodic performance evaluations of the selected bidder(s) on a bi-annual basis according to the criteria determined by the performance evaluation sheet (Annex 10) which may also be modified by the Bank as and when necessary. The bidder will be provided with a report of these periodic evaluations. Faults detected will be immediately reported in writing to the attention of the service provider, as well as opportunities for improvement in order to meet the standards required by the Bank. In the event of continuous sub-standard performance, the Bank may proceed with termination of the contract.
SECTION 5 – EVALUATION CRITERIA AND METHODOLOGY

1) A qualification (pass/fail) assessment will be carried out to determine whether proposals meet the eligibility and qualification criteria. Proposals determined to meet the eligibility and qualification criteria shall be considered for the next stage. Proposals not meeting the eligibility and qualification criteria shall be rejected. The qualification (pass/fail) questionnaire is set out in Section 6.

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:

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

TECHNICAL EVALUATION

Technical Evaluation (100 points) (minimum [70] points)

4) Bidders shall obtain a minimum of Seventy (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) Each responsive proposal shall be attributed a technical score:

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Max Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Proposed methodology for implementation of cleaning services and management of the contract</td>
<td>15</td>
</tr>
<tr>
<td>- Service implementation, supervision and reporting (10 points)</td>
<td></td>
</tr>
<tr>
<td>- Provision of On-Site supervisor(s) and cleaning crew, gardener and Tea Attendants (05 points)</td>
<td>15</td>
</tr>
<tr>
<td>2. Relevant experience of the company, in similar assignment including:</td>
<td>20</td>
</tr>
<tr>
<td>- International Organizations/ Large Corporate Companies (05 points).</td>
<td></td>
</tr>
<tr>
<td>- Similar environment, type of buildings, size and number of sites (05 points)</td>
<td>20</td>
</tr>
<tr>
<td>- List of current and previous and similar assignments indicating name of client, period and duration of the contract, contact person and telephone number. Five clients, each client will earn two points (10 points)</td>
<td>20</td>
</tr>
<tr>
<td>4 Qualifications and level of competency of Supervisor to be assigned to the execution of the contract:</td>
<td>20</td>
</tr>
<tr>
<td>- Certificate of good conduct including Covid-19 Certificate(02 points)</td>
<td></td>
</tr>
<tr>
<td>- Curriculum Vitae (04 points)</td>
<td></td>
</tr>
<tr>
<td>- Possess minimum Secondary level education (Matric) a Diploma is Desirable (04 points)</td>
<td>20</td>
</tr>
<tr>
<td>- Seven years of cleaning services experience (06 points)</td>
<td></td>
</tr>
<tr>
<td>- Ability to communicate in and understand English (04 points)</td>
<td></td>
</tr>
<tr>
<td>(Use format as described in Appendix 6G-2)</td>
<td></td>
</tr>
</tbody>
</table>
5 Qualifications and level of competency of Cleaning Crew and gardeners to be assigned to the execution of the contract:
   - Certificate of good conduct (i.e. Police clearance) and covid-19 vaccination certificates (04 points)
   - Relevant CV for cleaners (2 points) for gardeners (2 points) (04 points)
   - Possess minimum Secondary level education (04 points)
   - Three years of cleaning services experience for cleaners (04 points)
   - Three years’ experience in the maintenance of gardens for the gardeners (4 points)
   - The bidder should demonstrate that the proposed personnel possess the necessary training related to basic housekeeping and cleaning (05 points)
   - Ability to communicate in and understand English (05 points)

   (Use format as described in Appendix 6G-2)

6 Project Management
   - Proposed Account Manager/ Project Manager and/or key contact person(s), considering qualifications:
   - at least a Bachelor degree (03 points)
   - and experience of five years minimum (04 points)
   - Training plan of Bidders’ proposed staff (03 points)

7 Sustainable Procurement (Refer to detailed sustainable procurement evaluation under appendix 6H)

<p>| | |</p>
<table>
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<tbody>
<tr>
<td>5</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>100points</td>
</tr>
</tbody>
</table>

6) The bidders obtaining the Qualifying Technical Score of Seventy (70) points 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:

\[
N_f \text{ (financial score)} = 100 \times \frac{F_m}{F}
\]

\(F = \text{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.

**AWARD OF CONTRACT**

9) The Bank will sign the contract with the bidder who attained the highest combined technical and financial score and with whom satisfactory price, terms and contract conditions have been agreed.
**POST-QUALIFICATION**

10) Prior to award of the contract, the Bank may undertake site visit to any prospective bidder’s office and carry out due diligence exercise, which may include, but need not be limited to, all or any combination of the following:

- Verification of accuracy, correctness and authenticity of information provided by the Bidder;
- Validation of extent of compliance to the RFP requirements and evaluation criteria based on the findings of the evaluation team;
- Inquiry and reference checking with Government entities with jurisdiction on the Bidder, or with previous clients, or any other entity that may have done business with the Bidder;
- Reference checking with previous clients on the performance on on-going or completed contracts, including physical inspections of previous works, as deemed necessary;
- Physical inspection of the Bidder’s offices, branches or other places where business transpires, with or without notice to the Bidder;
- Other means that the Bank may deem appropriate, at any stage within the selection process, prior to awarding the contract.

11) Prospective bidders should be ready to facilitate an on-site visit at the Client place with meetings with key stakeholders of the project.

12) The selected Bidder will be required to provide an insurance certificate for professional liability of the bidder.
STATEMENT OF CONFORMITY

To: The African Development Bank
Southern Africa Regional Development and Business delivery office (RDGS)
339 Witch-Hazel avenue,
Centurion, Gauteng 0157

Dear Sir/Madam,

We, the undersigned, declare that:

(a) We have examined the Request for Proposal (RFP) No ADB/RFP/RDGS/2022/0109 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;

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 ___________________________

Signature _______________________
Email ___________________________

Duly authorized to sign this proposal for and on behalf of: ___________________________
Dated on _________________________ Official Stamp
## 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:
   - Articles of Incorporation or Registration of firm named and information on the capital structure.
   - In case of JV, letter of intent to form a legally enforceable JV including a draft agreement, or JV agreement
   - 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.
   - 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:
   - Articles of Registration, Constitution or Incorporation of firm named and information on the capital structure.
   - 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
   - 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
   - Organizational chart of the company and list of current staff
QUALIFICATION (PASS/FAIL) ASSESSMENT

Bidders shall complete all sections in the questionnaire in sufficient detail and provide evidence and supporting documentation to demonstrate compliance. Bidders shall meet each criterion by the deadline for submission of proposals.

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<tr>
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STATEMENT OF CONFORMITY AND BID SUBMISSION FORM

A person or persons duly authorized to bind the bidder to the price and contract has completed and signed the statement of conformity and bid submission form in the format provided.

A power of attorney shall be attached, if applicable.

The bidder shall sign and return the documents in the format provided for a PASS.

ELIGIBILITY CRITERIA

The bidder is from a member country of the Bank.
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If yes, provide evidence, such as, articles of incorporation or registration of firm, memorandum of association (if available), information on the capital structure and legal status of the bidder.

The goods and services offered are produced in a member country of the Bank.

If yes, provide evidence, such as, operating license, information on origin of goods and services.

**The bidder, goods and services offered shall meet the eligibility criteria on the basis of nationality for a PASS.**

The bidder has become bankrupt, is insolvent or is in the process of winding-up; is being administered 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.
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- The bidder 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 bidder is established or where the contract is to be performed.

- The bidder has been convicted of a criminal offence relating to the conduct of its business or profession in the last ten (10) years?

- The bidder has been subject of a judgment for professional misconduct, fraud, corruption, involvement in a criminal organization or any other illegal activity.

- The bidder has been debarred or cross-debarred by the Bank on the basis of corrupt, fraudulent, collusive, coercive and obstructive practices.

- The bidder has been evaluated as having provided unsatisfactory
### PASS/FAIL CRITERIA

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- performance under a previous contract with the Bank within the last 3 years.
- The bidder, or any of its affiliates, has not been engaged to provide consulting services for the preparation or implementation of the procurement.

**The bidder shall not be subject to any of the situations above for a PASS**

<table>
<thead>
<tr>
<th><strong>JV (if applicable)</strong></th>
<th>N/A</th>
<th>Existing or intended JV must meet requirement</th>
<th>Must meet requirement</th>
<th>N/A</th>
</tr>
</thead>
</table>
- The bidder has included a JV agreement, or letter of intent to form a legally enforceable JV including a draft agreement.
- The bidder has nominated an authorized representative of the JV who has the authority to conduct all business for and on behalf of all partners and enter into the contract.
- Provide contact details of authorized representative of the JV and power of attorney signed by a legally authorized representative of the JV.
## PASS/FAIL CRITERIA

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The bidder shall provide a JV agreement or letter of intent to form a legally enforceable JV and draft agreement, contact details of the authorized representative of the JV and power attorney for a PASS.

## FINANCIAL STANDING

The bidder has a minimum turnover of at least ZAR 15,000,000 annually, for the last three years [2019, 2020, 2021 or latest].

- Must meet requirement
- Existing or intended JV must meet requirement
- Must meet at least 20% of the requirement
- Must meet 40% of the requirement

The bidder can demonstrate sound financial performance.

- Must meet requirement
- Existing or intended JV must meet requirement
- Must meet requirement
- N/A

If yes, provide evidence, such as audited balance sheets (including notes and income statements), copies of financial statements or other documents to demonstrate financial performance for the past three years [2019, 2020, 2021 or the latest].

If the laws of the bidders' country of establishment do not require audits, bidders may submit their balance sheets certified by a registered...
<table>
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<tr>
<td>accountant and supported by copies of tax returns for the past three years [2019, 2020, 2021 or the latest].</td>
<td>Must meet requirement</td>
<td>Existing or intended JV must meet requirement</td>
<td>Must meet requirement</td>
</tr>
<tr>
<td>The bidder can demonstrate access to and availability of financial resources to meet the overall cash flow requirements for the contract and its current work commitments.</td>
<td>Must meet requirement</td>
<td>Existing or intended JV must meet requirement</td>
<td>Must meet requirement</td>
</tr>
<tr>
<td>If yes, provide evidence, such as, liquid assets, unencumbered real assets, lines of credit and other financial means, other than contractual advance payments or other documents to demonstrate financial resources.</td>
<td>Must meet requirement</td>
<td>Existing or intended JV must meet requirement</td>
<td>Must meet requirement</td>
</tr>
</tbody>
</table>

**The bidder shall demonstrate current soundness of its financial position and its long-term profitability for a PASS.**

**GENERAL AND SPECIFIC EXPERIENCE**

<table>
<thead>
<tr>
<th>See below</th>
</tr>
</thead>
</table>

The bidder has been in business for the past five (5) years.

<p>| Must meet requirement | Existing or intended JV must meet requirement | Must meet requirement | N/A |</p>
<table>
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<tr>
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If yes, provide evidence, such as, information on the bidder’s company (description, including a short history, business plan, services offered, organizational chart, number of staff and list of current staff, number of years in business).

The bidder has experience in at least [Five (5)] similar contracts as a prime contractor within the last [five (5)] years, which have been successfully or substantially completed (the contract shall be at least 70% completed). The similarity shall be based on the physical size, complexity, methods/technology or other characteristics as described in the RFP.

If yes, provide description of similar contracts undertaken as a prime contractor (including name of customer) in the last 7 years.

Must meet requirement

Existing or intended JV must meet requirement

Must meet requirement

Must meet requirement for one specialism
PASS/FAIL CRITERIA

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</table>

- Proposed staff have COVID-19 Vaccination Certificates
- The Bidder is Registered with National Contract Cleaners Association

The bidder must have been in business for the last five (5) years and has the experience and capability to provide the goods and services required for a PASS.

HISTORICAL CONTRACT PERFORMANCE AND PENDING LITIGATION

- Must meet requirement
- Existing or intended JV must meet requirement
- Must meet requirement
- N/A

- The bidder has had a contract(s) terminated in the last three (3) years for unsatisfactory performance or default.
- Bidders shall complete the litigation history form.
- The bidder is involved in litigation that represents more than 50% percent of the bidder’s net worth.
- Bidders shall complete the litigation history form.
<table>
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The bidder shall demonstrate ability to successfully complete previous contracts and has no pending litigation to impede its ability to perform the contract for a PASS.

|                                                        | Must meet requirement                                                                          | Existing or intended JV must meet requirement | Must meet requirement | |
|                                                        |                                                                                               |                                              |                           | |
| The bidder attended the site visit and pre-bid meeting. |                                                                                               |                                              |                           | |

The bidder shall have attended a pre-bid meeting and a site visit for an award of contract for a PASS.

| CONFLICT OF INTEREST                                   | Must meet requirement                                                                          | Existing or intended JV must meet requirement | Must meet requirement | N/A |
|                                                    |                                                                                               |                                              |                           |     |
| The bidder has declared any actual or potential conflict of interest in the conflict of interest declaration form. |                                                                                               |                                              |                           |     |

The bidder shall have no actual or potential conflict of interest to call into question its participation in the procurement process and award of contract for a PASS.

A bidder shall PASS all above criteria to be considered for the next stage.

Remarks (Accept/Reject for the next stage)
**LITIGATION HISTORY**

Name of Bidder: [Name]

RFP Reference: ADB/RFP/RDGS/2022/0109

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

- ☐ Contract non-performance did not occur during the stipulated period
- ☐ Contract non-performance during the stipulated period

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<thead>
<tr>
<th>Year</th>
<th>Outcome as Percent of Total Assets</th>
<th>Contract Identification</th>
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<tr>
<td></td>
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<td>Name of Purchaser:</td>
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<td>Address of Purchaser:</td>
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<td>Contract description:</td>
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<td>Contract award date:</td>
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<td>Termination date:</td>
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<td>Reason for termination:</td>
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<th>Year</th>
<th>Outcome as Percent of Total Assets</th>
<th>Contract Identification</th>
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<td>Address of Purchaser:</td>
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<td>Contract description:</td>
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<td>Contract award date:</td>
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<tr>
<td></td>
<td></td>
<td>Termination date:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Reason for termination:</td>
</tr>
</tbody>
</table>

### Pending Litigation

- ☐ No pending litigation
- ☐ Pending litigation

<table>
<thead>
<tr>
<th>Year</th>
<th>Outcome as Percent of Total Assets</th>
<th>Contract Identification</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Name of Purchaser:</td>
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<tr>
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<td>Address of Purchaser:</td>
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<tr>
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<td></td>
<td>Contract description:</td>
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<td>Contract award date:</td>
</tr>
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<td></td>
<td></td>
<td>Matter in dispute:</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Year</th>
<th>Outcome as Percent of Total Assets</th>
<th>Contract Identification</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Name of Purchaser:</td>
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<tr>
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<td>Address of Purchaser:</td>
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<tr>
<td></td>
<td></td>
<td>Contract description:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Contract award date:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Matter in dispute:</td>
</tr>
</tbody>
</table>
**CONFLICT OF INTEREST DISCLOSURE FORM**

<table>
<thead>
<tr>
<th>Name of Bidder:</th>
<th>RFP Reference:</th>
</tr>
</thead>
</table>

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.

<table>
<thead>
<tr>
<th>Bidders Response</th>
<th>Comments /Information provided</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>No</td>
</tr>
</tbody>
</table>

- **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?**
- **Have you held a position in government in the last 3 years?** For example, a ministerial position
- **Has a member of your family held a position in government in the last three years?** This includes your spouse, parent, brother, sister or child.
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.

<table>
<thead>
<tr>
<th>Name:</th>
<th>In the capacity of:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Signed:</td>
<td>Duly authorized to sign this proposal for and on behalf of:</td>
</tr>
<tr>
<td>Dated on:</td>
<td></td>
</tr>
</tbody>
</table>

Reference: ADB/RFP/RDGS/2022/0109
Provision of Cleaning, Hygiene and Landscaping Services to the African Development Bank, Southern Africa Regional Development and Business Delivery Office
PROPOSAL / METHODOLOGY / DESCRIPTION OF THE APPROACH / SOLUTION

In this section, the Bidder should provide a comprehensive description of how it will provide the required Services in accordance with the Terms of Reference (TOR) included in this RFP. Information provided must be sufficient to convey to the Bank that the bidder has an understanding of the challenges in performing the required Services and that it has an approach, methodology and work plan to overcome those challenges.

All submissions must be written in English. The Proposals prepared by the Bidder and all correspondence and documents relating to the Proposal exchanged by the Bidder and the Bank shall be written in the English language. Any printed literature furnished by the Bidder written in another language shall be accompanied by English translation of its pertinent passages in which case, for purposes of interpretation of the Proposal, the English translation shall govern. Proposals should be organized in the order in which the requirements are presented in the RFP. All pages of the proposal should be numbered. Each copy of the proposal should be bound in a single volume where practical. All documentation submitted with the proposal should be bound in that single volume.

1. Technical Proposal (Technical Envelope)

(a) In respect of article 6 of the Letter of Invitation, the bidder must submit the following documents:
- A statement of conformity (using format as described in Appendix 6A)
- Power of attorney, if applicable

(b) Proposed solution. This section should demonstrate the Bidder’s responsiveness to the Terms of Reference (TOR) by identifying the specific components proposed, addressing the requirements, as specified, point by point; and should also include any other value-adding services that were not indicated in the TOR but that the bidder may wish to offer the Bank.

(c) Details of the proposed methodology, including but not limited to:
- bidder’s facilities, equipment, resources;
- partnerships/networks, that may benefit the Bank;
- handling/processing of request for cleaning;
- reporting;
- cleaning advisory services;
- suggestions of current tools used to enhance monitoring and reporting standards;
- procedures to be used to meet the Bank’s service requirements at minimum costs.
(d) **Implementation Plan:** The service provider shall describe the plan to transition the account should they receive award of the contract. Please include:

- a project plan outlining the timeline for transition and successful assumption of all responsibilities, resource requirements, critical path and any other critical item for implementation
- action items indicating party responsible for implementation [i.e., Bidder or the Bank];
- resource requirements and any other critical item for implementation;
- period required to commence services.

(e) **Experience and past performance:** bidder should provide at least three attestations duly signed by the companies for which the bidder provided similar services. The document should include signatory name, telephone and fax numbers.

(f) **Management Plan:** bidder must provide a comprehensive and complete written general management approach towards the project that clearly provides a practical approach and includes the following:

i. **Customer Service:** Bidder shall describe its customer service plan including the response to unsatisfactory performance, ability to handle queries or deal with emergencies at all times, i.e. 24 hours per day;

ii. **Quality Assurance and Control including (complaint management process, quality control systems and procedures proposed, etc.);** and

iii. **Details of disaster recovery program for continuous service on the contract**

(g) **Qualification of Proposed personnel,** professional experience and educational qualifications for this project (use format as described in Appendix 6G-2).

i. **Bidders should provide detailed information on the proposed supervisor(s), attaching his/her curriculum vitae, setting out his/her:**
   - Suitability for the assignment;
   - Relevant skills and experience;
   - Outline the precise role the lead person will play;

ii. **Training plan:** Describe the proposed training plan. On-going training provided by the company (especially as regard to development of core competencies and soft skills) for its staff.

2. **Financial Proposal (Financial envelope)**

The financial proposal will include:

- a bid submission form, fully completed and signed (using format as described in Appendix 7A)
- a general table summarizing pricing (Appendix 7B)

3. **Currencies of Bid**

The Bidders are to submit their prices in South Africa Rand. However, for the purpose of evaluation, the Bank will convert all bid prices into the Bank’s Unit of Account by using the Bank’s monthly moving average rate for the applicable month (deadline for submission of quotations). The currency that shall be used to convert all bid prices expressed in various currencies into a single currency is: **UA (Unit of Accounts).**
SUMMARY OF PROPOSED KEY PERSONNEL

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

<table>
<thead>
<tr>
<th>Position</th>
<th>Name</th>
<th>Years of Experience</th>
<th>Qualification</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</table>
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
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.

<table>
<thead>
<tr>
<th>Contract Name and Country</th>
<th>Name of Client and Contact Person</th>
<th>Type of Work Performed and Year of Completion</th>
<th>Value of Contract</th>
</tr>
</thead>
<tbody>
<tr>
<td>Current clients</td>
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<td>Previous clients</td>
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</tbody>
</table>
**Major items of Contractor’s Equipment proposed for carrying out the assignment.**

List all information requested below.

<table>
<thead>
<tr>
<th>Item of Equipment</th>
<th>Description, make, and Age (years)</th>
<th>Condition (new, good, poor) and number available</th>
<th>Owned, leased (from whom or to be purchased from whom)</th>
</tr>
</thead>
<tbody>
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</table>
DETAILED EVALUATION FOR SUSTAINABLE CRITERIA (100 Points) (weight = 5% of the Technical Evaluation)

Service providers are expected to observe the possibility of reducing cost and ensuring that value for money is extended to the Bank. They are also expected to recognize the need to protect the environment and that social aspects concerning its staff members are respected. Service providers are required to indicated the level of engagement and compliance with the terms of reference in relation to sustainability and demonstrate their current status.

The provider is requested to indicate the level of engagement and compliance with the terms of reference in relation to sustainability and demonstrate their current status on the following criteria.

1. **Economy**
   The Service Provider is requested to indicate how they will assist the Bank in finding more sustainable means in undertaking cleaning services, so as to obtain value for money and economic efficiency. The provider is requested to indicate to what extent they are compliant, as regards to the following:

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Yes /No</th>
<th>Points</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sourcing of raw materials from local suppliers.</td>
<td></td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>Use of consuming products with energy saving potential.</td>
<td></td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>Use of durable equipment that have long life span.</td>
<td></td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>Cost reduction and increased productivity arising from efficient use of resources, reduction of waste, and in existing products and processes in relation to cleaning.</td>
<td></td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>Support the Bank in finding more sustainable means of production and in designing more sustainable ways as regards to cleaning</td>
<td></td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>Cleaning method(s) that uses less water.</td>
<td></td>
<td>4</td>
<td></td>
</tr>
</tbody>
</table>

2. **Environment.**
   When possible the Service Provider is expected to the use green cleaning products and green cleaning techniques, appropriate work instructions and cleaning plans for the buildings, provide training for staff on cleaning techniques and the handling of chemicals and waste, and have in place monitoring and reporting plans on performance, training and use of chemicals.

   The provider is requested to indicate to what extent they are compliant, as regards to the following:
Criteria | Yes /No | Points | Score
---|---|---|---
Compliance with the National Environment Management Council (NEMC) requirement in regards to use of plastic for packaging and collection and transport of rubbish. |  | 4 | 
Compliance with the NEMC requirements regarding collection, transport, and disposal of hazardous materials. |  | 4 | 
Packaging of consumables does not contain PVC or other chlorinated plastics. |  | 4 | 
Packaging material are separable and at least 80% of the packaging (by weight) consists of material that are readily available. |  | 4 | 
Cardboard packaging consist of at least 80% recyclable material. |  | 4 | 
Equipment used in the building, for materials, moving and handling, have minimum carbon footprint. |  | 4 | 
Products are delivered with clear dosing instructions to avoid over-application by the use. |  | 4 | 
Non-use of sprays containing propellants. |  | 4 | 
Products are supplied as concentrates requiring dilution before use, except for trigger sprays which may be supplied containing ready-to-use products, provided they are part of a product range where reuse of trigger sprays with concentrated refills is intended. |  | 4 | 

3. Social

The social aspect relates to the staff employed by the service provider. The provider is requested to indicate to what extent they are compliant, as regards to the following:

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Yes /No</th>
<th>Points</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employing staff from the local communities.</td>
<td></td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>Compliance with all laws related to wages and working hours. Workers compensations must be guaranteed in accordance to national applicable laws and regulations.</td>
<td></td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>Compliance with local laws and customs when establishing standardized ethical and moral conducts.</td>
<td></td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>Equal remuneration to all staff regardless of their ethnicity, background, sex etc.</td>
<td></td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>Payment of statutory benefits on behalf of staff to relevant authorities.</td>
<td></td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>Staffs’ free association and open communication with management regarding working conditions must be recognized without fear of harassment or any type of reprisal.</td>
<td></td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>Elimination of all forms of forced or compulsory labor.</td>
<td></td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>Abolition of child labor i.e. protecting a child from performing any type of work that can interfere in</td>
<td></td>
<td>4</td>
<td></td>
</tr>
</tbody>
</table>
his/her education or that can be hazardous to the child’s health or physical, mental, spiritual, moral or social development.

<table>
<thead>
<tr>
<th>Have in place, an occupational health and safety policy</th>
</tr>
</thead>
<tbody>
<tr>
<td>• First aid and accident arrangements,</td>
</tr>
<tr>
<td>• Occupational health and safety training for staff,</td>
</tr>
<tr>
<td>• Regular equipment maintenance,</td>
</tr>
<tr>
<td>• A process for reporting hazards and accidents.</td>
</tr>
<tr>
<td>• Use of protective gears e.g. clothing, boots,</td>
</tr>
<tr>
<td>gloves for staff, depending on the nature of the</td>
</tr>
<tr>
<td>nature of the job they do.</td>
</tr>
</tbody>
</table>

| Total | 100 |

Total points 100. This part will constitute only 5% of the total evaluation score of the Bidder.
SECTION 7 – FINANCIAL PROPOSAL QUESTIONNAIRE
To the **African Development Bank**
**Regional Development and Business Delivery Office**
339, Witch-hazel Avenue, Ecopark 1,
Centurion, 0157, Gauteng

**South Africa**

Dear Sir/Madam,

We, the undersigned, declare that:

(a) We have examined the Request for Proposal (RFP) No ADB/RFP/RDGS/2021/0109 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 __________________

Signature __________________________

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

Dated on __________________________

Official Stamp __________________________

---

**Appendix 7A**

**BID SUBMISSION FORM**

Reference: ADB/RFP/RDGS/2022/0109
Appendix 7B

PRICE SCHEDULE FORM

Bidders are expected to indicate all the statutory benefits payable to the facilities services management personnel, the administration fee and the profit margin. The number of agents may be revised upwards or downwards. In such case the amount payable will change accordingly.

<table>
<thead>
<tr>
<th>Service Required</th>
<th>Qty</th>
<th>Monthly cost</th>
<th>Annual cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cleaning Crew</td>
<td>15</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Supervisor</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Gardeners</td>
<td>3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tea/Coffee making staff</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Management Fee as a % of the staff</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

OPERATIONAL COSTS

| Gardening                          |     |              |             |
| Fumigation                         |     |              |             |
| Irrigation                         |     |              |             |
| Sanitary bins collection           |     |              |             |

| Consumables                        |     |              |             |
| Total cost per month               |     |              |             |
| Amount for Year 1                  |     |              |             |
| Amount for Year 2                  |     |              |             |
| Amount for Year 3                  |     |              |             |
| Amount for Year 4                  |     |              |             |
| Amount for Year 5                  |     |              |             |
Please indicate the breakdown of the salary paid to the cleaning services personnel including but not limited to the items indicated below.

<table>
<thead>
<tr>
<th>ITEM</th>
<th>UNIT</th>
<th>Amount (ZAR)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Supervisor</strong></td>
<td>1</td>
<td></td>
</tr>
<tr>
<td><strong>BASIC SALARY</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>PENSION (insert %)</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>MEDICAL (insert %)</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>OTHER STATUTORY REQUIREMENTS (insert %)</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>PAYE (TAX) (insert %)</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>GROSS SALARY</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>PROVIDERS MARGIN BASED ON STAFF SALARIES</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>GRAND TOTAL</strong></td>
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SECTION 8 – PRESIDENTIAL DIRECTIVE CONCERNING THE RULES
FOR CORPORATE PROCUREMENT ACTIVITIES OF THE BANK

ARTICLE 3: 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:
   o It has its registered office or has its principal place of business in a country that is a member of the Bank;
   o Its legal existence is recognized and is in accordance with the laws of a country that is a member of the Bank; and
   o The majority of its capital is held by nationals from a Member Country of the Bank or, if the Business has no capital, more than half of the value of the members contributions to the Business has been contributed by nationals from a Member Country 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 A 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;

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;

f) The Natural Person or Business has been evaluated as having provided unsatisfactory performance under a previous contract with the Bank within the last 3 years.

3.5 A 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, commissioning, 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.
## LIST OF MEMBER COUNTRIES OF THE BANK

### REGIONAL COUNTRIES

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### NON REGIONAL COUNTRIES

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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:

Financial Control Department,  
African Development Bank  
Southern Africa Business Delivery Office  
339 Witch Hazel Avenue  
Ecopark Pretoria South Africa

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 of 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
Provision of Cleaning, Hygiene and Landscaping Services to the African Development Bank, Southern Africa Regional Development and Business Delivery Office

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, London, UK 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
SECTION 9 – CONTRACT AGREEMENT

DRAFT CONTRACT

PROVISION OF CLEANING SERVICES FOR THE SOUTHERN AFRICA REGIONAL OFFICE
No ADB/CTR/RDGS/2022/0109

THIS SERVICE CONTRACT (hereinafter called the "Contract") is entered into by and between

The AFRICAN DEVELOPMENT SOUTHERN AFRICA REGIONAL OFFICE (hereinafter called the "Bank"), an international financial institution having its office on 339 Witch-Hazel Ave , Centurion on one part, and ………………………, …………………………………….., formed and existing under the laws of …………………. (hereinafter called the "Contractor"), whose address is …………………….., of the other part.

And

………………………………… (hereinafter referred to as the Contractor) whose head office is situated at …………………………………………

WHEREAS:

(i) As previously pointed out that:

The Bank invited the Contractor to bid for the provision of cleaning Services and has accepted a bid by the Contractor for the supply of the these services on a non-exclusive basis, pursuant to the terms and conditions contained in this Agreement; and

(ii) The Supplier represents and warrants that it possesses the competence and resources to supply and perform the Services (as defined below).

(iii) The Supplier agrees to provide the Services according to the timeline set out in each relevant document in South Africa, after receiving a formal request from the Bank.

NOW THIS AGREEMENT WITNESSES AS FOLLOWS:

ARTICLE 1 - CONTRACT DOCUMENTS

The following documents (hereinafter referred to as “Contract Documents”), shall be deemed to form, and be read and construed as integral part of this Agreement, viz.:

Annex 1: Terms of Reference;
Annex 2: Contractor’s Technical Proposal;
Annex 3: Price Schedule;
Annex 4: General Terms and Conditions for the Purchase of Goods, Works and Services;
Annex 5: Code of Conduct for Supplier;
Annex 6: Supplier Performance Evaluation.

All documents forming the Contract Documents are intended to be correlative, complementary, and mutually explanatory.
ARTICLE 2 - INTERPRETATION

2.1 The following words and expressions shall have the meanings hereby assigned to them:

‘Agreement’ means this contract for the provision of the Services;

‘Contractor’ means the legal firm whose proposal has been selected by the Bank and the legal successors in title of such person, but not any assignee of such person;

‘Bank’ means the African Development Bank named as above for whom the Contractor has agreed to provide the Services in accordance with the conditions herein of this Agreement;

‘Services’ means the provision of cleaning services pursuant to the conditions herein of this Agreement.

“Term” the term of this Agreement pursuant to Clause 2

“Termination Date” the date of termination of this Agreement (howsoever determined)

“Subcontractor” means any person, private or government entity, or a combination of the above, including his or its legal successors or permitted assigns, to whom any part of the Goods to be supplied or execution of any part of the Related Services is subcontracted by the Supplier.

2.2 The Parties agree that words and abbreviations, not specifically defined herein above, but which have well known technical or trade meanings, are used in this Contract in accordance with such recognized meanings.

ARTICLE 3 - SCOPE OF SERVICES

3.1 The services to be performed by ……………………………. under this Agreement (hereinafter called the “Services”) are described in the terms of reference attached hereto as Annex 1 (hereinafter called the “Terms of Reference”) and forming an integral part hereof.

3.2 Notwithstanding Article 3 hereof, the Bank shall be entitled to modify the Terms of Reference 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 Agreement Amount (as defined in Section 6.1 hereof) may be adjusted by the Bank.

3.3 The Services shall be provided in a fit and proper manner in keeping with the standards of the Industry and the terms of this Agreement.

ARTICLE 4 - PROVISION OF CLEANING SERVICES

4.1 The Contractor shall provide the Services set out in Annex 1 as required by the Bank in accordance with the conditions herein of this Agreement.

4.2 Scope of Work

The Contractor shall provide staff comprising of one supervisor and ten cleaning crew whose names, titles and responsibilities shall be communicated to the Bank prior to their
commencement of work at the Bank’s premises. Roles and Functions of staff to be assigned shall be as follows:

4.3 Supervisor
- Maintaining the set standards;
- Making and implementing the work plans;
- Management of staff, detergents, machines and accessories;
- Motivating the cleaning crew in the area of work;
- Advising on the replenishment and control of materials;
- Enforcing the health and safety measures;
- Customer care in the respective area.
- Replenishment of paper, water dispensers,
- Reporting of any breakages and faults found in the normal course of work.
- Attend and take minutes of monthly meetings.

4.4 Cleaning Crew
4.2.1.1 Performing the laid down tasks;
4.2.1.2 Maintaining the set standards and keeping a conducive environment in the workplace;
4.2.1.3 Facilitating good work relationships between the Contractor and the Bank and its guests/visitors;
4.2.1.4Exercising company health and safety measures.

4.5 Minimum Qualifications for all staff including the supervisors
- Minimum Education Level - Form 4.
- Possess a Certificate of Good Conduct
- Possess a Food Handler’s Certificate, renewable every six months (for staff handling tea services)
- The Contractor’s Project Manager, together with the Bank’s Contract Technical Representative (COTR) will ensure that the following tasks are performed and monitored for Southern Africa Regional Office Pretoria and most of the important aspects will include the following on the list;

4.6 Office Space
The general cleaning of the Bank’s office space, including staff offices, meeting rooms, corridors and reception area, storage and public information areas, corners and edges, and the entire office building premises will cover:
(a) Floors: Sweeping, mopping and washing floor surfaces including ceramic tile surfaces, carpets and mats;
(b) Partition Walls: Cleaning partitions and fittings, glass surfaces, baseboards, doors and ledges, external surfaces of ducts and vents, including removal of cobwebs, dust and other natural debris;
(c) Windows: Cleaning internal and external window surfaces, ledges and sills;
(d) Waste Collection: emptying paper waste baskets and receptacles, collecting and disposing of trash and litter;
(e) Blinds: Dusting and cleaning of window blinds will be carried out every three months;

4.7 Office Items
The general cleaning of office items including all movable items within the Bank’s office space;
(a) Furniture: Dusting, cleaning and arranging office furniture, desks, chairs, shelves, cabinets, mats and upholstery;
4.8 Washrooms, Closets and Kitchens:
The general cleaning of washrooms, closets and kitchens within the Bank’s office space, covering:

(a) **Walls**: Cleaning walls and wall tiles, including removing of cobwebs, dust and other natural debris;
(b) **Floors**: Sweeping, mopping and washing floor surfaces including ceramic tile surfaces.
(c) **Countertops**: Cleaning and sanitizing countertops, sinks, hand driers, soap and paper dispensers including cabinet interiors;
(d) **Fittings**: Cleaning, dusting, sanitizing and polishing all washroom fittings and metal items such as faucets and handles, mirrors and all glass surfaces, light fixtures, air vents;
(e) **Kitchen Work**: Collecting and cleaning and setting utensils, provision of refreshments, tea, coffee, hot water and beverage refilling;
(f) **Garden Services**, daily cleaning and maintenance of flowers/plants within the surroundings including watering, fertilizing, and pest control.

4.9 Schedule, Materials and Staffing:
The Contractor shall indicate the range of general and detailed cleaning activities to be undertaken daily, weekly, monthly or quarterly and will provide a schedule indicating the proposed dates of the activities. The Contractor shall in all instances be responsible for provision of:

(a) **Apparatus**: All tools and equipment necessary for cleaning, washing and sanitizing including; vacuum cleaners, floor scrubbing, polishing and suction equipment, carpet shampooing and extraction machines, and all general cleaning and maintenance accessories;
(b) **Hygiene Equipment**: Supply, install, service and replenish of all relevant toilet equipment
(c) **Consumables**: Any complementary products required for carrying out the services such as detergents, disinfectants, cleaning sprays, polishing materials and fragrances;
(d) **Replenishment**: Replenishing and refilling toiletries and other consumable washroom items.
(e) **Staff**: Adequate staff to cover the indicated scope of services, preferably;
   - One (1) Supervisor/Cleaner
   - (17) Cleaners for offices including one (4) person for tea/coffee preparation and 3 Gardener services.

4.10 Contractor’s Work Schedule
The Contractor is required to perform the services hereinabove on the hours and days according to the itemized list set forth below:

4.10.1 Daily
- Vacuum cleaning floor carpets and mats;
- Sweeping and mopping ceramic floors;
- Dusting, damp wiping and polishing furniture and fixtures;
- Emptying and cleaning desk waste bins;
• Upkeep and maintenance of kitchens and replenishment of consumables;
• Collecting, cleaning and setting utensils, hot water and replenishing/refilling beverages;
• Preparing boardrooms or meeting rooms for meetings;
• Preparation of tea, coffee, refreshments, hot and cold water as required;
• Responding to any accidental spillages or similar problems in all office prestigious areas.
• Insecticides and pesticides for flowers should be applied when needed.

4.10.2 Weekly
• Cleaning accessible interior and exterior of window and door surfaces;
• Cleaning and removing of cobwebs on walls;
• Sporting of the walls;

4.10.4 Quarterly
• Dusting and cleaning of Window blinds;
• Shampooing of carpets and mats.

4.10.5 Working Hours:
Monday to Friday from 07h00 to 16h00

4.11 Contractor's Key Personnel
4.11.1 The Contractor shall assign a supervisor and two (2) cleaning crews to provide cleaning services at the Bank’s premises (names of the personnel plus their resume to be provided in Annex C). The Supervisor and Crew should be permanently stationed at the Banks’ offices unless otherwise communicated to the Bank.

4.11.2 During the first ninety (90) days of performance, the Contractor shall make no substitutions of key personnel unless the substitution is necessitated by illness, death, or termination of employment. The Contractor shall notify the Bank immediately of the need for substitution.

4.11.3 The Contractor shall provide a detailed explanation of the circumstances necessitating the proposed substitutions, complete resumes for the proposed substitutes, and any additional information requested by the Bank. Proposed substitutes should have comparable qualifications to those of the persons being replaced. The Bank will notify the Contractor within fifteen (15) calendar days after receipt of all required information of whether the proposed substitutes are satisfactory.

4.11.4 The Contractor shall have a mechanism to deliver cleaning services tools and consumables to the Banks offices while ensuring that Supervisor and the Cleaning Crew are not absent from the Banks premises.

4.12 Standards of Performance
4.12.1 The Contractor 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.

4.12.2 The Contractor, by signing the Contract, covenants that neither itself nor any of its employees or agents has any public or private interest, direct or indirect, nor shall acquire directly or indirectly any such interest which does not nor may conflict in any manner with the performance of the Contractor's obligations under this contract. The Contractor also agrees to excuse or else disqualify itself from any business or other arrangement which conflicts with the Contractor's performance under this Contract.
4.12.3 Without limiting the responsibility of the Contractor for the proper conduct of the workers and the protection of the concerned premises, the conduct of the workers shall be guided by a set of standard written rules as agreed upon between the Bank and the Contractor, and such other special written instructions as may be agreed upon between the Bank and the Contractor from time to time.

4.12.4 The Contractor shall provide the proper supervision for each worker assigned to duty. The specific number of workers, their principal post, and hours of duty shall be mutually agreed upon between the parties.

4.12.5 The Contractor shall comply with all laws, ordinances, rules, regulations and lawful orders of any public authority bearing on the performance of the Services. If the Contractor observes that the Services required under this Contract are no more in accordance with applicable laws, statutes, codes, rules and regulations or with environmental, technical or safety standards, it shall promptly notify the Bank thereof in writing and take the appropriate measures. At the same time, if the Bank discovers that the Contractor does not comply with the laws, the Bank will give notice of this to the Contractor who shall immediately take the appropriate steps.

4.13 Indemnification

4.13.1 Nothing contained in this Contract shall be construed as establishing or creating any relationship between the Bank and the Contractor other than that of independent contractor. Accordingly, the Contractor hereby agrees that the Bank shall accept no liability in contract or in tort or any responsibility for the acts, omissions, errors or negligence of the Contractor, or the Contractors Associates.

4.13.2 The Contractor hereby undertakes that it will indemnify and hold harmless the Bank from and against any action and all losses, liabilities, costs, claims, damages and expenses (“Losses”) (including, without limitation reasonable attorney’s fees) which the Bank may incur in relation to, arising out of, or otherwise in respect of any act, omission, error or negligence of the Contractor or any of the Contractor’s Associates including without limitation all third party claims, and the Contractor will reimburse the Bank for all costs, charges and expenses which the Bank may pay or incur in connection with investigating, disputing or defending against any such action or Losses. The Contractor shall indemnify the Bank against all third-party claims of infringement of patent, trademark, intellectual property or industrial design rights arising from the performance of the Services of the Contractor and any of the Contractor’s associates.

4.13.3 The provisions set out in the Article shall survive the expiration or termination of the Contract.

ARTICLE 5 - COMMENCEMENT AND DURATION

The Contractor shall commence the Services on ................. and shall carry out the Services for an initial period of one (01) year, renewable automatically, subject to satisfactory performance on annual basis for four (04) years, on the same terms and conditions up to a maximum duration of five (05) years, within the schedules and time limits established under the Terms of Reference (attached hereto as Annex 1), unless notice of termination by either party of three (03) months before the expiry of the contract period.

ARTICLE 6 – AMOUNT AND PAYMENT TERMS

6.1 The Total Contract Price shall cover all expenses incurred by the Contractor including, charges for overhead and profit and to the cost of the remuneration and all other compensation of the Contractor’s personnel, including insurance premiums and social charges including the cost of transport of the Contractor’s personnel in connection with this Contract.

6.2 The currency of payment shall be the South African Rand.
6.3 The Bank shall, subject to satisfactory performance of the Services, pay to the Contractor the amounts as set out in the Payment Terms and Conditions (Annex 3 of this Contract), which forms an integral part of this Contract. It is agreed that such payment terms shall be reviewed by the parties in good faith with effect from each anniversary of the commencement of this Agreement, or more frequently if required. The parties hereto recognize that the actual amount payable is subject to adjustment depending on the actual number of cleaning agents deployed and the duration of deployment.

6.4 The Contractor shall maintain its unit prices throughout the term of the contract; however, prices may change as a result of the Government announcing increase of minimum wage. Unless there is a proof of an increase on a specific indicator, which has an impact on the contractual prices (e.g. social contribution percentage, allowances enforced by the law, etc.), no changes will be applied to the unit rates. If the statutory change of price will happen the parties shall determine the revised prices taking into account the statutory changes, subject to the caps to be agreed by both parties which shall consist of the fixed unit price for each type of service or personnel multiply by the number effectively retained by the Bank.

6.5 The Bank may withhold any payment to the Contractor or, on account of subsequently discovered evidence, nullify the whole or part of any payment approval theretofore given, to such an extent as may be necessary to protect the Bank from loss under this Contract on account of:

1) the Contractor's failure to perform the Services, or to make adequate progress in the performance, except for failure arising out of Force Majeure;
2) the Contractor's failure to correct and remedy defective and/or unsatisfactory Service, when such failure has been drawn to its attention by the Bank;
3) the Contractor's failure to submit on time the reports required hereunder; or
4) the existence of damage claims against the Contractor presented by the Bank, or of reasonable evidence indicating the probable basis on which damage claims may be presented by the Bank.
5) the withholding by the Bank of any payment shall not affect the Contractor's obligation to continue performance under this Contract. No interest shall accrue on payments eventually withheld by the Bank in application of this paragraph.

6.6 Each payment shall be made by the Bank on the basis of an invoice submitted by the Contractor in one (1) original and one (1) copy. Each invoice shall contain the Bank contract number as well as detailed banking instructions - the name and address of the Contractor's bank, account number.

6.7 Payments shall be made promptly by the Bank and in any case, no later than thirty (30) days after submission of an invoice or request for payment by the Supplier, and for which there are no disputes relating to the invoice to the following Contractor account:

....................................
....................................
....................................

ARTICLE 7 - TAXES AND DUTIES
The Supplier acknowledges that in accordance with Article 57 of the Agreement Establishing the African Development Bank (“Specific Agreement”), the Bank, its property, other assets, income and its operations and transactions are exempt from all taxation and customs duties; and the Bank is exempt from any obligation to pay, withhold or collect any taxes or duties. Accordingly, the Supplier hereby authorizes the Bank to deduct any taxes, duties and/or other similar charges or imposts included by the Supplier on any invoice submitted by virtue of this Agreement or other agreements, any of its Annexes or any amendment thereof before paying such invoice without cost to the Bank.
ARTICLE 8: REPRESENTATIONS, WARRANTIES AND COVENANTS

8.1 The Bank 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.

8.2 The Bank represents and warrants that it is in compliance with all the applicable laws and regulations in force at its place of incorporation. The Bank 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 laws and regulations in force in any place where the Services are to be wholly or partially performed.

8.3 The Bank represents and warrants to the Bank that: (i) the execution and delivery by the Bank of this Contract, the consummation of the transactions contemplated hereby and the performance by the Bank 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 Bank is a party and which would otherwise be material to the performance by the Bank of its obligations hereunder; and (ii) the Bank 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 necessary for the performance of its obligations hereunder. The foregoing representations and warranties of the Bank shall survive the termination of this Contract.

ARTICLE 9 - ASSIGNMENT AND SUBCONTRACTING

9.1 The Contractor 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.

9.2 The Contractor shall not subcontract for 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.

9.3 Notwithstanding any such consent given by the Bank pursuant to Sections 9.1, or 9.2 above, the Contractor hereby guarantees full compliance by each of the Contractor’s Associates with the terms of this Contract and the prompt performance by each of them of the subcontracted parts of the Services. The Contractor 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.

9.4 Notwithstanding the approval by the Bank of (i) the assignment by the Contractor, in whole or in part, of this Contract; or (ii) the subcontracting of this Contract to a third party by the Contractor, such approval in each such case shall be without prejudice to the Contractor’s obligations and liabilities hereunder.

9.5 However, it should be understood, that no third party shall be a subcontractor or perform work on the basis of this Contract unless incorporated as a business in one of the Bank’s member countries.

ARTICLE 10 - PERFORMANCE OF THE CONTRACT

10.1 The Contractor shall perform the Contract to the highest professional standards. The Contractor shall have sole responsibility for complying with any legal obligations incumbent on him, notably those resulting from employment, tax and social legislation.

10.2 The Contractor shall have sole responsibility for taking the necessary steps to obtain any permit or license required for performance of the Contract under the laws and regulations in force at the place where the tasks assigned to him are to be executed.
10.3 Any reference made to the Contractor’s staff in the Contract shall relate exclusively to individuals involved in the performance of the Contract.

10.4 The Contractor must ensure that any staff performing the Contract has the professional qualifications and experience required for the execution of the tasks assigned to him.

10.5 The Contractor shall have sole responsibility for the staff who executes the tasks assigned to him.

10.6 The Contractor shall make provision for the following employment or service relationships with his staff: the Bank may not under any circumstances be considered to be the staff's employer and the said staff shall undertake not to invoke in respect of the Bank any right arising from the contractual relationship between the Bank and the Contractor.

10.7 In the event of disruption resulting from the action of a member of the Contractor's staff working on Bank premises or in the event of the expertise of a member of the Contractor's staff failing to correspond to the profile required by the Contract, the Contractor shall replace him without delay. The Bank shall have the right to request the replacement of any such member of staff, stating its reasons for so doing. Replacement staff must have the necessary qualifications and be capable of performing the Contract under the same contractual conditions. The Contractor shall be responsible for any delay in the execution of the tasks assigned to him resulting from the replacement of staff in accordance with this Article.

10.8 Should any unforeseen event, action or omission directly or indirectly hamper execution of the tasks, either partially or totally, the Contractor shall immediately and on his own initiative record it and report it to the Bank. The report shall include a description of the problem and an indication of the date on which it started and of the remedial action taken by the Contractor to ensure full compliance with his obligations under the Contract. In such event the Contractor shall give priority to solving the problem rather than determining liability.

ARTICLE 11 - RELATIONSHIP OF THE PARTIES, INDEMNIFICATION

11.1 Nothing contained in this Contract shall be construed as establishing or creating any relationship between the Contractor and the Bank other than that of independent contractor. Accordingly, the Bank hereby agrees that the Bank shall accept no liability in contract or in tort or any responsibility for the acts, omissions, errors or negligence of the Bank, or the Banks Associates.

11.2 The Bank hereby undertakes that it will indemnify and hold harmless the Bank from and against any action and all losses, liabilities, costs, claims, damages and expenses (“Losses”) (including, without limitation, reasonable attorney’s fees) which the Bank may incur in relation to, arising out of, or otherwise in respect of any act, omission, error or negligence of the Bank or any of the Bank’s Associates including without limitation all third party claims, and the Bank will reimburse the Bank for all costs, charges and expenses which the Bank may pay or incur in connection with investigating, disputing or defending against any such action or Losses. The Bank shall indemnify the Bank against all third-party claims of infringement of patent, trademark, intellectual property or industrial design rights arising from the performance of the Services by the Bank and any of the Bank’s Associates.

11.3 The provisions set out in this Article shall survive the expiration or termination of this Contract.
ARTICLE 12 - CONFLICT OF INTERESTS

12.1 The Contractor shall take all necessary measures to prevent any situation that could compromise the impartial and objective performance of the Contract. Such conflict of interests could arise in particular as a result of economic interest or shared interest. Any conflict of interests which could arise during performance of the Contract must be notified to the Bank in writing without delay. In the event of such conflict, the Contractor shall immediately take all necessary steps to resolve it.

12.2 The Bank reserves the right to verify that such measures are adequate and may require additional measures to be taken, if necessary, within a time limit which it shall set. The Contractor shall ensure that his staff is not placed in a situation which could give rise to conflict of interests. Without prejudice to Article 10 the Contractor shall replace, immediately and without compensation from the Bank, any member of his staff exposed to such a situation.

ARTICLE 13 - DATA PROTECTION

13.1 Contractor shall not damage, disclose, alter, lose or destroy any information or data of the Bank for any reason unless specifically instructed to do so in writing by the Bank. Nor shall Contractor use any such information or data for any purpose other than that for which it has been specifically authorized. Contractor shall maintain appropriate security measures to prevent unauthorized use, disclosure, destruction or loss of any Exchange information or data.

13.2 In the event of loss of any Bank data or records where such loss is due to the intentional act or omission or negligence of the Contractor or any of its subcontractors or agents, the Contractor shall be responsible for recreating such lost data in the manner and on the schedule set by the Bank. The Contractor shall ensure that all data is backed up and recoverable by the Contractor. Contractor shall use its best efforts to assure that at no time shall any actions undertaken by the Contractor under this Contract (or any failures to act when Contractor has a duty to act) damage or create any vulnerabilities in data bases, systems, platforms and/or applications with which the Contractor is working hereunder.

ARTICLE 14 - EVALUATION OF THE CONTRACT

14.1 This Agreement will be evaluated every six months. The quality of delivery of services will be assessed using performance criteria on which the Supplier agrees (Annex 6). Faults detected will be immediately reported in writing to the attention of the Supplier, as well as opportunities for improvement in order to meet the standards and market quality.

14.2 The results below those expected by the Bank and the failure to obtain the minimum required score for each criterion expose the Supplier to sanctions ranging from formal termination of the Agreement.

ARTICLE 15 - CONTRACTOR’S INABILITY TO PERFORM SERVICES

15.1 If, at any time and for whatever reason, in the opinion of the Bank the Contractor 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, or extend the time within which the Services are to be performed. Any additional costs or expenses to the Bank arising from such extension shall be borne by the Contractor.

15.2 The Bank may at any time suspend the performance of the Contract 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.

15.3 Suspension of the Contract shall not prejudice or affect the accrued rights or claims and liabilities of either Party to this Contract.
ARTICLE 16 - DISPUTE RESOLUTION
16.1 The parties shall make every effort to resolve any disagreement or dispute arising between them under or in connection with the Agreement 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) calendar 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.

16.3 The arbitral tribunal shall consist of one (1) arbitrator who shall be selected by agreement of the parties. If, sixty (60) calendar 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.

16.4 The seat, or legal place, of arbitration shall be London, England. The language to be used in the arbitral proceedings shall be English.

16.5 The resulting award shall be final and binding on the parties and shall be in lieu of any other remedy.

16.6 Notwithstanding the provisions of the UNCITRAL Arbitration Rules, the arbitral tribunal shall not be authorized to take or provide, and the parties shall not be authorized to seek from any judicial authority, any interim measures of protection or pre-award relief against the other party.

16.7 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.

16.8 The provisions of this Article shall survive the termination of the Agreement.

ARTICLE 17 - COPYRIGHT, CONFIDENTIALITY AND OWNERSHIP
17.1 The Contractor 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 Contractor and the Contractor’s Associates and remain the property of the Bank. The Contractor and the Contractor’s Associates 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 Contractor in respect of, in connection with or by virtue of this Contract.

17.2 The Contractor 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 unauthorized personnel and third parties and to ensure that Confidential Information is not used in an unauthorized manner.
17.3 The obligations of the Contractor under Section 17.1 of this Contract will not be deemed to have been breached to the extent that Confidential Information: (a) is disclosed by the Contractor to the Contractor's Associates 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 17.1. Where the Contractor discloses Confidential Information to another person pursuant to clause (a) above, the Contractor 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 17.1. In every instance, the Contractor shall notify the Bank (a) of such disclosure to the Contractor’s Associates prior to making such disclosure, and (b) promptly of any breach of its confidentiality obligations when it has learnt of such a breach.

17.4 The Contractor 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.

17.5 All proprietary and intellectual property rights in all documents, reports, statistics, data and other information provided, made available to, or created, obtained, compiled or prepared by, the Contractor in the course of carrying out the Services shall be vested in and become the property of the Bank. All such documents, reports, statistics, data and any other information shall, upon the completion of Services or termination of this Contract, be promptly returned to the Bank. Such materials shall be sorted and indexed by the Contractor in a manner acceptable to the Bank prior to delivery to the Bank.

17.6 The Contractor further agrees to include the contents of this Article in all subcontracts and consulting agreements entered into by the Contractor for the performance of Services under this Contract.

17.7 The provisions of this Article shall survive the expiration or the termination of this Contract.

ARTICLE 18 - FORCE MAJEURE

18.1 Neither party to this Agreement shall be responsible for any delay or failure to perform its obligations under the Agreement if the delay or failure is attributable to force majeure.

18.2 If a Force Majeure situation arises, the Supplier shall promptly notify the Bank in writing of such condition and the cause thereof. Unless otherwise directed by the Bank in writing, the Supplier shall continue to perform its obligations under the Agreement as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

18.3 In the event of force majeure which delays performance of the whole or any part of this Agreement for more than sixty (60) days, either party shall have the right, by notice in writing to the other party, to terminate the Agreement.

18.4 For purposes of this Article, an event of force majeure shall mean an unforeseen and unavoidable event beyond the reasonable control and contemplation of the party invoking the existence of such event.

ARTICLE 19 - FRAUD AND CORRUPTION

19.1 The Supplier represents that no employee of the Bank involved in the award of this Agreement, has received, or will receive, directly or indirectly, any kind of benefit or advantage from the Supplier, its agents or affiliates, resulting from the award of this Agreement or its implementation.

19.2 If the Supplier is found to have engaged in corrupt or fraudulent practices in connection with this Agreement, the Bank may at its discretion, do any one or combination of the following: (i) void or terminate the Agreement; ii) declare the Supplier ineligible to contract with the Bank
19.3 For the purposes of the Agreement:
   a) “corrupt practice” means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution, and includes, inter alia, bribery and extortion or coercion which involve threats of injury to person, property or reputation; and
   b) “Fraudulent practice” means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the Bank, and includes collusive practices among bidders, or between bidders and Bank staff (prior to or after bid submission) designed to establish bid prices at artificial, non-competitive levels.

19.4 The Bank reserves the right, where the Supplier has been found by a national or international entity to have engaged in corrupt or fraudulent practice, to declare that the Supplier is ineligible, for a stated period of time, to be awarded a Bank contract.

19.5 The Supplier agrees that the Bank may at its discretion require that, in contracts financed by the Bank, a provision be included requiring the Supplier and its contractors to permit the Bank to inspect their accounts and records relating to the performance of the Agreement and to have them audited by auditors appointed by the Bank.

19.6 Any communications between the Supplier and the Bank related to matters of alleged fraud or corruption shall be made in writing.

ARTICLE 20 - TERMINATION

20.1 The Bank may terminate this Contract at any time without advance notice in the event the Contractor 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.

20.2 The Bank may, upon giving not less than three months (90) days' notice in writing to the Contractor, terminate this Contract if the Bank determines that the Contractor has failed to perform satisfactorily the Services or to otherwise comply with any of its obligations under this Contract.

20.3 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 Contractor shall in such event be given prior notice of not less than [two months] 60 days of such termination.

20.4 The Bank may at any time terminate the Agreement by giving thirty (30) days written notice to the Supplier if the Supplier becomes bankrupt or otherwise insolvent. In such event, termination will be without compensation to the Supplier, provided that such termination will not prejudice or affect any right of action or remedy that has accrued or will accrue thereafter to the Bank.

20.5 The Contractor may terminate this Contract if the Bank has, within a period of forty-five (45) days after the due date, failed to pay any amount due to it in respect of which no dispute has arisen.

20.6 The Bank and the Contractor may terminate this Contract by mutual agreement in writing.

20.7 Upon termination of this Contract, the Contractor shall: (a) take immediate steps to end the performance of the Services in a prompt and orderly manner, mitigating any losses and keeping further expenditures to a minimum; and (b) promptly return all Bank equipment and, in accordance with Section 17.4 hereof, all documents, reports, statistics, data and other
information provided, or made available to, or created, obtained, compiled or prepared by, the Contractor in the course of carrying out the Services.

20.8 If this Contract is terminated under this Article 21, Article 15 or 19, 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 21 - LIQUIDATED DAMAGES
Should the Contractor fail to perform his obligations under the Contract within the time limits set by the Contract, then, without prejudice to all its other remedies under the Contract or to the Bank's right to terminate the Contract, the Bank may deduct from payment due to Contractor, the amount of service not performed or poorly performed.

ARTICLE 22 - DISASTER RECOVERY
If the contractor, at any time during the performance of this contract, is determined by the Bank (at its sole discretion) to provide services essential or critical to the Bank, then upon such notice to the contractor by the Bank Contracting Officer; the contractor shall take immediate and effective measures to ensure the availability or use of back-up or redundant services and/or system(s) support to deal with such emergency, and to ensure uninterrupted support of the services or system(s) support under the contract so identified.

ARTICLE 23 - MODIFICATION OR AMENDMENT
Subject to Section II 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 24 - GOVERNING LANGUAGE
24.1 The Agreement as well as all correspondence and documents relating to the Agreement exchanged by the Supplier and the Bank shall be written in English. Supporting documents and printed literature that are part of the Agreement may be in another language provided they are accompanied by an accurate translation of the relevant passages in the language specified in English, in which case, for purposes of interpretation of the Agreement, this translation shall govern.

24.2 The Contractor shall bear all costs of translation to the governing language and all risks of the accuracy of such translation.

ARTICLE 25 – NOTICES
25.1 All notices or requests required or permitted to be given or made shall in the case of the Bank be addressed or made to the Deputy Director General, South Africa Regional Office, or such officer duly authorized by it in writing to receive or act upon the same.

25.2 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.
ARTICLE 26 - GOVERNING LAW
This Agreement shall be governed by and construed in accordance with the laws of England.

ARTICLE 27 - SEVERABILITY
The invalidity, unenforceability or illegality of any provision (or part of a provision) of this Contract shall in no way affect the validity, enforceability or legality of any of its other provisions.

ARTICLE 29 - COUNTERPARTS
This Contract may be executed in any number of counterparts and by the parties hereto in separate counterparts, each of which when so executed and delivered shall be deemed an original, but all such counterparts together shall constitute one and the same instrument.

IN WITNESS WHEREOF, the parties hereto have caused this Contract to be duly executed on the respective dates specified below.

Signed for and behalf of
Signed for and behalf of
African Development Bank

Name: ........................................
Title: ........................................
Date: ........................................
# SECTION 10 – PERFORMANCE EVALUATION OF SERVICE PROVIDER

## PERFORMANCE EVALUATION OF SERVICE CONTRACT PROVIDERS

<table>
<thead>
<tr>
<th>SERVICE PROVIDER</th>
<th>PURPOSE OF CONTRACT</th>
<th>CONTRACT REFERENCE</th>
<th>DATE OF EFFECTIVENESS</th>
<th>EXPIRATION DATE</th>
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<tbody>
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<table>
<thead>
<tr>
<th>EVALUATION PERIOD</th>
<th>TOTAL MAXIMUM POINTS</th>
<th>OVERALL EVALUATION SCORE</th>
<th>OVERALL SCORE IN %</th>
<th>PERFORMANCE LEVEL</th>
<th>EVALUATED BY</th>
<th>APPROVED BY</th>
<th>CERTIFIED BY CGSP.2</th>
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**Very Good**: 90% and above  
**Good**: 80% to 89%  
**Satisfactory**: 70% to 79%  
**Poor**: 50% to 69%  
**Unsatisfactory**: 50% and below

<table>
<thead>
<tr>
<th>EVALUATION CRITERIA</th>
<th>COEFFICIENT (1-3)</th>
<th>RATING (1-10)</th>
<th>TOTAL SCORED</th>
<th>Maximum Possible Score</th>
<th>COMMENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>I. PROVIDER’S CAPACITY</td>
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<tr>
<td>1. CONTRACT SUPERVISION QUALITY</td>
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<tr>
<td>2. COMPLIANCE WITH RULES</td>
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<tr>
<td>3. COMPLIANCE WITH TIMEFRAMES</td>
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<tr>
<td>4. SUPPLY</td>
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<tr>
<td>5. HUMAN RESOURCES</td>
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<td>6. TECHNICAL RESOURCES</td>
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<td>7. MATERIAL RESOURCES</td>
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<td>8. APPROPRIATE MEASURES PROPOSED</td>
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<tr>
<td>9. ANTICIPATION AND PROACTIVE HANDLING OF PROBLEMS</td>
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<tr>
<td>10. PLANNING</td>
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<tr>
<td>11. COMPLIANCE WITH LOCAL LAWS</td>
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<tr>
<td>12. COMPLIANCE OF SERVICES</td>
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<tr>
<td>13. IDENTIFICATION OF SERVICE PROVIDER’S STAFF (uniform, badge etc)</td>
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<tr>
<td>14. MANAGEMENT EFFECTIVENESS</td>
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<td>15. COST CONTROL</td>
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<td>16. COMPLIANCE WITH STANDARDS</td>
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<tr>
<td>17.</td>
<td>CAPACITY TO UPDATE SYSTEM INSTALLED</td>
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<tr>
<td>18.</td>
<td>TIME FLEXIBILITY</td>
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<td>19.</td>
<td>COMPLIANCE WITH CONTRACT CLAUSES</td>
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<tr>
<td>20.</td>
<td>COMPLIANCE WITH TOR/TECHNICAL SPECIFICATIONS</td>
<td></td>
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<tr>
<td>21.</td>
<td>RESPECT FOR THE ENVIRONMENT</td>
<td></td>
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<tr>
<td>22.</td>
<td>INNOVATION OF SERVICES</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>23.</td>
<td>SKILLS TRANSFER, TRAINING</td>
<td></td>
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</tbody>
</table>

**II. STAFF**

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
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<tbody>
<tr>
<td>1.</td>
<td>AVAILABILITY OF CONTACT PERSON</td>
</tr>
<tr>
<td>2.</td>
<td>NAME OF CONTACT PERSON</td>
</tr>
<tr>
<td>3.</td>
<td>PERFORMANCE, QUALIFICATION, COMPETENCE OF STAFF</td>
</tr>
<tr>
<td>4.</td>
<td>PUNCTUALITY</td>
</tr>
<tr>
<td>5.</td>
<td>PROFESSIONALISM</td>
</tr>
<tr>
<td>6.</td>
<td>CAPACITY TO ADAPT</td>
</tr>
<tr>
<td>7.</td>
<td>RESPONSIVENESS</td>
</tr>
<tr>
<td>8.</td>
<td>COMPLIANCE WITH INSTRUCTIONS</td>
</tr>
<tr>
<td>9.</td>
<td>CONFIDENTIALITY</td>
</tr>
<tr>
<td>10.</td>
<td>TIMELINESS</td>
</tr>
<tr>
<td>11.</td>
<td>RESPECT OF THE WORK ENVIRONMENT</td>
</tr>
<tr>
<td>12.</td>
<td>QUALITY OF COLLABORATION</td>
</tr>
<tr>
<td>13.</td>
<td>UNDERSTANDING OF WORK SOFTWARE</td>
</tr>
<tr>
<td>14.</td>
<td>CONDUCT/BEHAVIOR</td>
</tr>
<tr>
<td>15.</td>
<td>WORKING LANGUAGE</td>
</tr>
</tbody>
</table>

**III. SERVICES**

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td>1.</td>
<td>QUALITY OF SERVICE</td>
</tr>
<tr>
<td>2.</td>
<td>AVAILABILITY OF SERVICE</td>
</tr>
<tr>
<td>3.</td>
<td>CLEANLINESS</td>
</tr>
<tr>
<td>4.</td>
<td>QUANTITY</td>
</tr>
<tr>
<td>5.</td>
<td>VARIETY</td>
</tr>
</tbody>
</table>

**ANNEX V: 360 DEGREES EVALUATION FORM**

**FEEDBACK FROM SUPPLIER**
### Provision of Cleaning, Hygiene and Landscaping Services to the African Development Bank, Southern Africa Regional Development and Business Delivery Office

#### Table of Evaluation

| NAME OF SERVICE PROVIDER |  |
|----------------------------|  |
| CONTRACT TITLE            |  |
| CONTRACT REFERENCE        |  |
| START DATE                |  |
| EXPIRY DATE               |  |

**EVALUATION PERIOD**

[January – June or July – December]

| OVERALL PERFORMANCE LEVEL |  |
|---------------------------|  |
| Very Poor                 |  |
| Poor                      |  |
| Satisfactory              |  |
| Good                      |  |
| Very Good                 |  |

**EVALUATED BY**

**POSITION IN THE ORGANISATION**

**DATE**

---

This table is used to evaluate the performance of service providers over a specified period. The overall performance level is assessed on a scale from Very Poor to Very Good, with evaluations made by someone in the organization at a specific date.
## PERFORMANCE LEVEL

<table>
<thead>
<tr>
<th>Very Poor</th>
<th>Poor</th>
<th>Satisfactory</th>
<th>Good</th>
<th>Very Good</th>
</tr>
</thead>
</table>

## DELIVERY AND SUPPORT

<table>
<thead>
<tr>
<th>Clear and accurate communication of requirements and specification</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Accurate and complete information on Purchase Orders</td>
<td></td>
</tr>
<tr>
<td>Adequately supporting timely delivery by providing adequate lead times, accurate information and limiting late or frequent changes to the requirements</td>
<td></td>
</tr>
<tr>
<td>Staff / project manager attends meetings as required by the parties</td>
<td></td>
</tr>
</tbody>
</table>

## PAYMENT

| Timely payment of invoices in accordance with contract |  |

## COMMUNICATION & RESPONSIVENESS

<table>
<thead>
<tr>
<th>Timely response in a professional and efficient manner</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Clear instructions are provided. No conflicting communication from various parties within the organization</td>
<td></td>
</tr>
<tr>
<td>The technology infrastructure is effective,</td>
<td></td>
</tr>
<tr>
<td>PERFORMANCE LEVEL</td>
<td></td>
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<tr>
<td>-------------------</td>
<td></td>
</tr>
<tr>
<td>Very Poor</td>
<td>Poor</td>
</tr>
<tr>
<td>increasing the efficiency of doing business</td>
<td></td>
</tr>
<tr>
<td>Staff / project manager demonstrates appropriate subject matter knowledge and provides effective response to inquiries</td>
<td></td>
</tr>
<tr>
<td>Proactively provides options to resolve and eliminate identified problems</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>PARTNERSHIP</th>
</tr>
</thead>
<tbody>
<tr>
<td>Receptive to discussing ideas for collaboration on products, service innovation and continuous improvement</td>
</tr>
<tr>
<td>Regular communication and proactive feedback</td>
</tr>
<tr>
<td>Working collaboratively to execute the contract</td>
</tr>
</tbody>
</table>

Comments

<table>
<thead>
<tr>
<th>SELF-ASSESSMENT AND CONTINUOUS SERVICE IMPROVEMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do you agree with the Bank’s evaluation of your performance? If you disagree, provide reasons.</td>
</tr>
<tr>
<td>How the service provision can be optimized in terms of costs, service levels, quality or sustainability?</td>
</tr>
</tbody>
</table>
Any other comments
ANNEX VI:  

CODE OF CONDUCT 
FOR THE BANK’ SERVICE PROVIDERS, SUPPLIERS AND CONTRACTORS

The African Development Bank: The African Development Bank (The Bank) is built around strong values and ethical culture. These values are founded on ethical standards such as respect for essential human rights, social justice and human dignity, and respect for the equal rights of men and women, to which the Bank’s business partners are expected to adhere.

1. International Labour Conventions and Recommendations: The International Labor Standards (i.e., Conventions and Recommendations) as established by the International Labor Organization (ILO), have served as the foundation on which much of this Code of Conduct is based. It is the Bank’s expectation that any supplier providing products or services to the Bank will, in addition to the values of the Bank Charter, adhere to the principles concerning International Labor Standards.

2. Scope of Application: The purpose of this Code of Conduct (the “Code”) is to outline the key principles of conduct expected from all Potential suppliers, service providers, suppliers and contractors, that are registered with the bank or with whom it does business (“You”, “Your”) and the Bank (“Us”, “We”, “Our”).

2.1. The principles and spirit of the Code also applies to Your suppliers, subcontractors, employees, parent, subsidiary, affiliate entities and any other third party (“They”, “Them”) with whom You assign any part of Your obligations. It is Your responsibility to ensure that the Code is communicated to Them and They are aware and comply with the principles and spirit of the Code for the contracts that the Bank signs with You.

2.2. Failure to comply with certain provisions may also preclude suppliers from being eligible for a contract award, as reflected in the solicitation documents. Prospective suppliers are invited to review the specific terms and conditions of contract, procurement policies of the Bank, and this Code of Conduct in order to ascertain their current and future eligibility.

2.3. As a contractor, You and Us agree to respect the principles and spirit of the Code. You should be aware that any violation of the Code may be considered as breach of these Code of Conduct and Your obligations that could result in actions being invoked by Us, including the right of termination of the contract and any other relationship without notice and/or without compensation at Your risk and expense, moving in to undertake investigations if necessary and, recovery of any assets that will be due to Us.

3. Management, Monitoring and Evaluation: The provisions as set forth in this Code of Conduct provide the minimum standards expected of suppliers to the Bank. The Bank expects suppliers to strive to exceed both international and industry best practices. The Bank also expects that its suppliers encourage and work with their own suppliers and subcontractors to ensure that they also strive to meet the principles of this Code of Conduct. The Bank recognizes that reaching some of the standards established in this Code of Conduct is a dynamic rather than static process and encourages suppliers to continually improve their workplace conditions accordingly. The Bank shall conduct
sensitization to all staff and suppliers to enhance their awareness and compliance with this Code.

YOUR OBLIGATION

4. Labour:

4.1. **Forced or Compulsory Labour:** The Bank expects its suppliers to prohibit forced or compulsory labour in all its forms.\(^1\)

4.2. **Child Labour:** The Bank expects its suppliers not to employ: (a) children below 14 years of age or, if higher than that age, the minimum age of employment permitted by the law of the country or countries where the performance, in whole or in part, of a contract takes place, or the age of the end of compulsory schooling in that country or countries, whichever is higher; and (b) persons under the age of 18 for work that, by its nature or the circumstances in which it is carried out, is likely to harm the health, safety or morals of such persons.\(^2\)

4.3. **Discrimination:** The Bank expects its suppliers to ensure equality of opportunity and treatment in respect of employment and occupation without discrimination on grounds of race, color, gender, religion, political opinion, national extraction or social origin and such other ground as may be recognized under the national law of the country or countries where the performance, in whole or in part, of a contract takes place.\(^3\) The BANK expects its suppliers to take all appropriate measures to ensure that neither themselves nor their parent, subsidiary, affiliate entities or their subcontractors are engaged in any gender-based or other discriminatory employment practices, including those relating to recruitment, promotion, training, remuneration and benefits.

4.4. **Wages, Working Hours and Other Conditions of Work:** The Bank expects its suppliers to ensure the payment of wages in legal tender, at regular intervals no longer than one month, in full and directly to the workers concerned. Suppliers should keep an appropriate record of such payments. Deductions from wages are permitted only under conditions and to the extent prescribed by the applicable law, regulations or collective agreement, and suppliers should inform the Bank and the workers concerned of such deductions at the time of each payment. The wages, hours of work and other conditions of work provided by suppliers must be complying with the proposal agreed by the Bank and should never be less favorable than the best conditions prevailing locally (i.e., as contained in: (i) collective agreements covering a substantial proportion of employers and workers; (ii) arbitration awards; or (iii) applicable laws or regulations), for work of the same character performed in

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\(^1\) This principle is set out in the ILO fundamental conventions, No. 29, Forced Labor, 1930, its Protocol of 2014 and No. 105, Abolition of Forced Labor, 1957.

\(^2\) These principles are set out in the ILO fundamental Conventions, No. 138, Minimum Age, 1973 and No. 182, Worst Forms of Child Labor, 1999 and in the UN Convention on the Rights of the Child.

\(^3\) These principles are set out in the ILO fundamental Conventions, No. 100, Equal Remuneration, 1951 and No. 111, Discrimination (Employment and Occupation), 1958.
the trade or industry concerned in the area where work is carried out. The Bank is entitled to verify the wages, working hours and Other Conditions of Work applied by its providers.

4.5. **Health and Safety**: The Bank expects its suppliers to ensure, so far as is reasonably practicable, that: (a) the workplaces, machinery, equipment and processes under their control are safe and without risk to health; (b) the chemical, physical and biological substances and agents under their control are without risk to health when the appropriate measures of protection are taken; and (c) where necessary, adequate protective clothing and protective equipment are provided to prevent, so far as is reasonably practicable, risk of accidents or of adverse effects to health.

4.6. **Human Rights**: The Bank expects its suppliers to support and respect the protection of internationally proclaimed human rights and to ensure that they are not complicit in human rights abuses.

4.7. **Harassment, Harsh or Inhumane Treatment**: The Bank expects its suppliers to create and maintain an environment that treats all employees with dignity and respect. The Bank further expects that its suppliers, their parent, subsidiary and affiliated entities as well as any subcontractors, will neither use or engage in, nor allow their employees or other persons engaged by them to use or engage in, any: threats of violence, verbal or psychological harassment or abuse, and/or sexual exploitation and abuse.

4.8. **Sexual exploitation**: Sexual exploitation and abuse violate universally recognized international legal norms and standards and have always been unacceptable behavior and prohibited conduct for the Bank. Prior to entering into agreements with the Bank, suppliers are informed of the standards of conduct with respect to the prohibition of sexual exploitation and abuse, expected by the BANK. Such standards include, but are not limited to, the prohibition of: (1) engaging in any sexual activity with any person under the age of 18, regardless of any laws of majority or consent, (2) exchanging any money, employment, goods, services, or other things of value, for gender, and/or (3) engaging in any sexual activity that is exploitive or degrading to any person. The Bank expects its suppliers to take all appropriate measures to prohibit their employees or other persons engaged by the suppliers, from engaging in sexual exploitation and abuse. The BANK also expects its suppliers to create and maintain an environment that prevents sexual exploitation and abuse. Bank contracts will contain provisions concerning a supplier's obligation to take appropriate measures to prevent sexual exploitation and abuse. The failure by a supplier to take preventive measures against sexual exploitation or abuse, to
investigate allegations thereof, or to take corrective action when sexual exploitation or abuse has occurred, constitute grounds for termination of any agreement with the Bank.

4.9. **Inhumane treatment**: No harsh or inhumane treatment coercion or corporal punishment of any kind is tolerated by the Bank, nor is there to be the threat of any such treatment.

4.10. **Mines**: The BANK expects its suppliers not to engage in the sale or manufacture of anti-personnel mines or components utilized in the manufacture of anti-personnel mines.

5. **Environment**:

5.1. **Environmental**: The Bank expects its suppliers should have an effective environmental policy and to comply with existing legislation and regulations regarding the protection of the environment. Suppliers should wherever possible support a precautionary approach to environmental matters, undertake initiatives to promote greater environmental responsibility and encourage the diffusion of environmentally friendly technologies implementing sound life-cycle practices.

5.2. **Chemical and Hazardous Materials**: Chemical and other materials posing a hazard if released to the environment are to be identified and managed to ensure their safe handling, movement, storage, recycling or reuse and disposal.

5.3. **Wastewater and Solid Waste**: Wastewater and solid waste generated from operations, industrial processes and sanitation facilities, for Bank related projects, are to be monitored, controlled and treated as required prior to discharge or disposal.

5.4. **Air Emissions**: Air emissions of volatile organic chemicals, aerosols, corrosives, particulates, ozone depleting chemicals and combustion by-products generated from operations are to be characterized, monitored, controlled and treated as required prior to discharge or disposal.

5.5. **Minimize Waste, Maximize Recycling**: Waste of all types, including water and energy, are to be reduced or eliminated at the source or by practices such as modifying production, maintenance and facility processes, materials substitution, conservation, recycling and re-using materials.

6. **Ethical conduct**:

7 This prohibition arises out from the Convention on the Prohibition of the Use, Stockpiling, Production and Transfer of Anti-Personnel Mines and on their Destruction (Ottawa Treaty, the Anti-Personnel Mine Ban Convention). The Convention on the Prohibition of the Use, Stockpiling, Production and Transfer of Anti-Personnel Mines and on their Destruction is the cornerstone of the international effort to end the suffering and casualties caused by anti-personnel mines. The Convention was adopted on 18 September 1997 and it entered into force on 1 March 1999. To date, 164 States have formally agreed to be bound by the Convention.

The Convention provides a framework for mine action, seeking both to end existing suffering and to prevent future suffering. It bans the use, stockpiling, production and transfer of anti-personnel mines. In addition, States that accede to the Convention accept that they will destroy both stockpiled and emplaced anti-personnel mines, and assist the victims of landmines (https://www.apminebanconvention.org/overview-and-convention-text/).
6.1 **Corruption:** The Bank expects its suppliers to adhere to the highest standards of moral and ethical conduct, to respect local laws and not engage in any form of corrupt practices, including but not limited to extortion, fraud, or kickback.

6.2 **Conflict of Interest:** Bank suppliers are expected to disclose to the Bank any situation that may appear as a conflict of interest, and disclose to the Bank if any Bank official or professional under contract with the Bank may have an interest of any kind in the supplier's business or any kind of economic ties with the supplier.

6.3 **Gifts and Hospitality:** The Bank has a “zero tolerance” policy on gifts and hospitality and does not accept any type of gift or any offer of hospitality. The Bank will not accept any invitations to sporting or cultural events, offers of holidays or other recreational trips, transportation, or invitations to lunches or dinners. The Bank expects its suppliers not to offer any benefit such as free goods or services, employment or sales opportunity to a Bank staff member in order to facilitate the suppliers’ business with the Bank.

6.4 **Post employment restrictions:** Post-employment restrictions may apply to Bank staff in service and former Bank staff members who participated in the procurement process, if such persons had prior professional dealings with suppliers. Bank suppliers are expected to refrain from offering employment to any such person for a period of one year following separation from service.

6.5 **Money laundering:** The Bank expects its suppliers to comply with Legislation, regulations\(^8\) and the best international standards for combating money laundering and terrorism financing. Money laundering is defined as the process where the identity of the proceeds of crime are so disguised that it gives the appearance of legitimate income. Criminals specifically target financial services firms through which they attempt to launder criminal proceeds without the firm’s knowledge or suspicions. The Bank encourages suppliers to adopt AML/CFT compliance strategies to avoid such situations.

6.6 **Due Diligence:** The Bank suppliers are not expected to have or be involved in any integrity issues that may bring the Bank into disrepute. The Bank will therefore undertake due diligence on its suppliers and will adhere to standards required maintain its reputation and integrity.

6.7 **Social Corporate Liability:** The Bank suppliers are encouraged to promote the social responsibilities of business and their contribution to the decent work agenda shall be regarded by the Bank has a central part of Banks efforts to promote economic and social progress\(^9\).

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\(^8\) (SCA-licensed entities with the provisions of Federal Law No. (4) of 2002 Concerning Combating Money Laundering Crimes and Terrorism Financing; the amendments thereof; and the regulations issued thereunder and with the SCA Board Chairman's Resolution No. (17/R) of 2010 Concerning Anti-Money Laundering and Counter-Terrorism Financing Procedures and the amendments thereof.

\(^9\) “Corporate Social Responsibility is one of the important ways today in which enterprises affirm their principles and values, both in their own internal processes and operations and in their interaction with other actors.”
You undertake to:

7. **Act in good faith:**

7.1. execute Your obligations with the highest professional standard to the industry standards and practices in which you operate and in accordance with the provisions of the contract;

7.2. refrain from any action that may represent reputational risk to Us.

8. **Fulfil an advisory and partnership role:**

8.1. exercise due care, diligence and skill in providing expert and advisory services, when required, on the implementation and performance of the goods, services and/or works under the contract.

9. **Maintain Confidentiality and Security of Information:**

9.1. take appropriate steps to safeguard and maintain confidentiality of Our confidential information, including maintaining it in confidence, 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;

9.2. not use Our name and logo for any purpose without Our prior written consent;

9.3. observe the utmost discretion in all matters relating to Us, Our business and activities.

10. **Take appropriate steps to manage any of conflict of interest:**

10.1. disclose any actual or potential conflict of interest;

10.2. disclose any interest Our staff or agent may have in Your business or any other economic ties with You.

11. **Be transparent:**

11.1. implement an open book approach;

11.2. provide any information and/or documentation relating to the contract upon request, in a timely manner;

While enterprises are increasingly reflecting the principles that underpin international labour standards in their CSR policies, for the ILO it is important to emphasise the voluntary nature of CSR” (cf. https://www.ilo.org/empent/Informationresources/WCMS_101253/lang--en/index.htm).
11.3. place at Our disposal any according or financial information relating to the contract upon request;

11.4. fully cooperate and provide assistance in any investigation relating to the contract that We commission or conduct (including audits or investigation relating to fraudulent and corruptive practices).

12. Ensure the probity and integrity of Your staff working on Our contracts:

12.1. employ staff who meet minimum requirements in relation to criminal conviction, security clearance and qualification;

12.2. replace any staff, as soon as possible, who are unsatisfactory to carry out the services under the contract;

12.3. ensure Your staff, whilst on Our premises, are aware of Our code of conduct for staff and conduct themselves in the same manner as Our staff are expected to conduct themselves.

13. Submit to Audit:

13.1. permit Us to inspect Your accounts and records relating to Your performance of the contract and have them audited by auditors appointed by Us.

14. Endeavour to improve services and deliver value for money:

14.1. actively seek to optimise service delivery through savings and efficient cost management through the life of the contract;

14.2. proactively pursue continuous improvement of services to reduce waste and improve efficiency across Our organization;

14.3. support Our “Green” initiatives.

OUR OBLIGATION

We will:

14.4. carry out Our obligations with due care and skill and in accordance with the contract;

14.5. make all payments due as soon as possible;

14.6. work with You to optimise service delivery;

14.7. make you aware of Our policies which you are required to comply;

14.8. provide all documentation You require to perform Your obligations as soon as possible.