

December 4<sup>th</sup>, 2024

## Request for Quotation

The International NGO Safety Organisation is issuing this RFQ to invite suitable bidders to submit bids for the procurement of:

### Office Cleaning Services in Den Haag

**RFQ No: NLD203HAG24**

**Critical Dates:**

**RFQ Issuing Date:** December 9, 2025

**RFQ Closing Date:** January 10, 2025, Time 23:59 CET

#### Confidentiality Statement

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## 1. Background

The [International NGO Safety Organisation \(INSO\)](#) is a non-profit humanitarian organisation providing dedicated safety support services to the NGO community.

INSO is exclusively funded by institutional donors and provides a range of services to NGOs in more than 2020 countries operating in conflict-affected areas, including security information and advice, training, and crisis management support.

The INSO vision is a strong, safe, and empowered humanitarian community able to deliver aid to vulnerable individuals in the world's most challenging contexts with the minimum of risk to their staff, partners, and beneficiaries.

The INSO mission is to work on the ground alongside NGOs to provide them with comprehensive, high quality, real time and relevant information, analysis, alerts, and advice on the local safety conditions, along with practical support, training and assistance that improves their situational awareness and supports informed decision making and crisis response.

## 2. Tender Requirements

INSO headquarters in Den Haag is seeking a professional cleaning services company to contract the daily and periodic cleaning requirements of the two offices located at Grote Markstraat 43C . The contractor must be able to provide the following requirements:

### **Staffing and Availability:**

- Provide one or two cleaning personnel to perform the tasks to clean two office spaces in the same building in Centrum, Den Haag approximately 505 sqm and 488.38 sqm.
- Cleaning must be conducted outside regular office hours (before 9:00 AM or after 5:00 PM) to minimize disruption to office activities.

### **Scope of Work:**

- Complete all cleaning duties as outlined in the below list of requirements. This includes daily, weekly, and monthly tasks to maintain a clean, hygienic, and organized office environment.

### **Quality and Consistency:**

- Ensure staff are trained, reliable, and experienced in professional office cleaning.
- Provide consistent cleaning standards and timely execution of tasks.

### **Supplies and Equipment:**

- The service provider must supply all cleaning materials and equipment required to fulfil the duties, unless otherwise agreed upon.

Interested contractors are invited to submit their proposals, including detailed pricing, proof of relevant experience, and references. Proposals should also specify the availability of cleaning staff to meet the requested schedule as per the requirements below.

## 3. Detailed Requirements

### **Daily Tasks**

#### **1. Office Areas:**

- Dust and wipe down desks, chairs, and other furniture.

- Empty and replace trash bins and recycling containers.
- Vacuum and/or mop floors, including carpets, tiles, and hardwood surfaces.
- Clean and disinfect frequently touched surfaces (e.g., doorknobs, light switches, and handles).
- Empty the dishwashers
- 2. **Restrooms:**
  - Clean and disinfect toilets, sinks, and urinals.
  - Refill soap dispensers, toilet paper, and paper towels.
  - Mop and disinfect restroom floors.
  - Clean mirrors and other glass surfaces.
- 3. **Kitchen/Break Areas:**
  - Wipe and sanitize countertops, tables, and chairs.
  - Clean sinks and faucets.
  - Empty and clean bins and recycling containers.
  - Refill hand soap, paper towels, and cleaning supplies.
  - Empty dishwasher and place clean cups, glasses and cutlery in cupboards

#### **Weekly Tasks**

1. Deep clean all office floors (carpets, tiles, and hardwood).
2. Clean and sanitize kitchen appliances (e.g., microwaves, refrigerators, and coffee machines).
3. Dust higher surfaces, such as shelves, ledges, and light fixtures.
4. Remove cobwebs from corners and ceilings.
5. Restock restroom and kitchen supplies as needed.

#### **Monthly Tasks**

1. Deep clean upholstered furniture and office chairs.
2. Wash interior windows thoroughly.
3. Polish wood furniture or surfaces if applicable.
4. Sanitize less frequently touched surfaces (e.g., walls and baseboards).
5. Clean out refrigerators.

## **4. Bid Submission Requirements**

### **Bid Validity**

All bids must be valid for a period of thirty (30) days. The bid validity period must be stated in the financial proposal.

### **Bid Documentation Requirements**

The Bid is to include the Technical and Financial Proposals, and all documents identified below.

#### **Technical Proposal**

The Technical Proposal must include the following documents:

- ✓ A cover letter from a company principal with the Power of Authority (POA) to represent the company. Attached to the letter must be the following documents:
  - Copy of the senior representative ID.
  - Copy of the company registration.
  - The INSO Supplier Registration form (**Annex A**) has been duly completed and signed.

- The INSO Supplier Code of Conduct (**Annex B**) duly signed.
- ✓ A proposal demonstrating the cleaning services available to meet the proposal requirements

#### Financial Proposal

- ✓ Financial proposal with the costs (**Annex C**).
- ✓ The price should be quoted excluding VAT, but if VAT is charged, the percentage must be stated in the proposal.
- ✓ All bids must be in EUR
- ✓ The Financial bid must state that the bid validity is at least thirty (30) days

**All bid documents must be saved in pdf file and attached to the bid email.**

**Links to documents stored on cloud hosts will not be evaluated and will result in the bid not being accepted.**

#### Bid Submission Deadline

**The tender closes at 23:59 CET on January 10, 2025.**

Bids received after this time will not be accepted or evaluated.

#### Notification of Intention to Submit a Bid

All Bidders intending on submitting a bid must send an email to [procurement@ngosafety.org](mailto:procurement@ngosafety.org) by December 20<sup>th</sup> 2024 to receive all questions and answers submitted by potential bidders.

#### Tender Questions and Answers

Any request for clarification regarding the RFQ or questions on the RFQ must be sent to [procurement@hq.ngosafety.org](mailto:procurement@hq.ngosafety.org) address by 23:59 CET December 20<sup>th</sup>, 2024. All questions and answers will be shared with all bidders.

**Bids sent to the above email address will not be accepted.**

#### Method of Submitting Bids

All bid submissions must be submitted electronically in pdf document(s) to the INSO Electronic procurement tender box at:

[rfq@ngosafety.org](mailto:rfq@ngosafety.org) referencing **NLD203HAG24**

**No other method of bid submission or sending to another INSO email address will be accepted.**

<h2>5. Tender Evaluation Process</h2>
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All bids will be kept unopened until after the tender closing date. A Tender Evaluation Committee will open all bids and apply the following process:

- ✓ Administration Compliance check: to ensure all tender requirements have been complied with, and all required documentation has been received.
- ✓ Technical Evaluation: A comprehensive evaluation of all Technical Proposals received against the criteria stated in Part 2 'Tender Requirements' and Part 3 'Detailed Requirements'.
- ✓ Financial Evaluation: A comprehensive financial evaluation of only the Technical Proposals deemed acceptable at the Technical Evaluation stage.

The Financial evaluation is based on the Financial Proposal and the criteria that will be applied is 'best value for money' for the venue that best fits the detailed requirements.

#### Notification of Tender Result

All bidders will be informed of the outcome of their proposal within twenty (20) calendar days of the tender closing date.

## **6. Conditions for Submission of Bids**

### **Submission of Bids**

Bidders are solely responsible for ensuring that the full Bid is received by INSO in accordance with the RFQ requirements, prior to the specified date and time above (Part 4 'Bid Submission Requirements'). INSO will consider only those Bids received prior to the closing date and time specified and any Bids received after that time will not be considered.

Only bids submitted in pdf format will be accepted at the Administration Compliance check.

### **Currency**

The currency of the Bid must be in EUR.

### **Language**

All correspondence and documents related to the Tender must be in English. Official supporting documents and examples of menus can be provided in their original language.

### **Presentation**

Bids should be typewritten, if handwritten they should be clearly legible. Prices entered in lead pencil will not be considered. All erasures, amendments, or alterations must be initiated by the signatory to the Bid. Do not submit blank pages of the Bid Form and/or schedules which are unnecessary for your offer. All Bids must be signed by a duly authorized representative of the Bidder.

### **Acceptance**

INSO reserves the right, at its sole discretion, to consider as invalid or unacceptable any Bid which is a) not clear; b) incomplete in any material detail such as specification, terms delivery, quantity etc; c) not received in the correct tender email address ; and to accept or reject any amendments, withdraws and/or supplementary information submitted after the time and date of the RFQ Closure.

### **Award of Contracts**

This RFQ does not commit INSO to award a contract or pay any costs incurred in the preparation or submission of Bids, or costs incurred in making necessary studies for the preparation thereof, or to procure or contract for services or goods. Any bid submitted will be regarded as an offer made by the Bidder and not as an acceptance by the Bidder of an offer made by INSO. No contractual relationship will exist except pursuant to a written contract document signed by a duly authorized official of INSO and the successful Bidder.

INSO may award contracts for part quantities or individual items. INSO will notify successful Bidders of its decision with respect to their Bids as soon as possible after the Bids are opened. INSO reserves the right to cancel any RFQ, to reject any or all Bids in whole or in part, and to award any contract.

### **Collusive Bidding and Anti-competitive Conduct**

Bidders and their employees, officers, advisers, agents, or sub-contractors must not engage in any collusive bidding or other anti-competitive conduct or any other similar conduct, in relation to:

- The preparation of submission of Bids,
- The clarification of Bids,
- The conduct and content of negotiations,
- Including final contract negotiations,

in respect of this RFQ or procurement process, or any other procurement process being conducted by INSO in respect of any of its requirements.

For the purpose of this clause, collusive bidding, other anti-competitive conduct, or any other similar conduct may include, among other things, the disclosure to, exchange or clarification with, any other Bidder, person or entity, of information (in any form), whether or not such information is commercial information confidential to INSO, any other Bidder, person or entity in order to alter the results of a solicitation exercise in such a way that would lead to an outcome other than that which would have been obtained through a competitive process.

### **Improper Assistance**

Bids that, in the sole opinion of INSO, have been compiled:

- With the assistance of current or former employees of INSO, or current or former contractors of INSO in violation of confidentiality obligations or by using information not otherwise available to the public, or which would provide a non-competitive benefit,
- With the utilization of confidential and/or internal INSO information not made available to the public or to the other Bidders,
- In breach of an obligation of confidentiality to INSO, or
- Contrary to these terms and conditions for submission of a Bid,

shall be excluded from further consideration.

Without limiting the operation of the above clause, a Bidder must not, in the absence of prior written approval from INSO, permit a person to contribute to, or participate in, any process relating to the preparation of a Bid or the procurement process, if the person has at any time during the 6 months immediately preceding the date of issue of this RFQ was an official, agent, servant, or employee of, or otherwise engaged by, INSO and was engaged directly, or indirectly, in the planning or performance of the requirement, project, or activity to which this RFQ relates.

### **Corrupt Practices**

All INSO Bidders and Suppliers shall adhere to the highest ethical standards, both during the procurement process and throughout the performance of a contract.

All Bidders attention is drawn to the INSO Code of Conduct (Annex B) which will be an integral part of any contract award between the INSO and the Bidder.

### **Conflict of Interest**

A Bidder must not, and must ensure that its employees, officers, advisers, agents, or subcontractors do not place themselves in a position that may, or does, give rise to an actual, potential or perceived conflict of interest between the interests of INSO and the Bidder's interests during the procurement process.

If during any stage of the procurement process or performance of any INSO contract a conflict of interest arises, or appears likely to arise, the Bidder must notify INSO immediately in writing, setting out all

relevant details of the situation, including those cases in which the interests of the Bidder conflict with the interests of INSO, or cases in which any INSO official, employee or person under contract with INSO may have, or appear to have, an interest of any kind in the Bidder's business or any kind of economic ties with the Bidder. The Bidder must take steps as INSO may reasonably require to resolve or otherwise deal with the conflict to the satisfaction of INSO.

#### **Withdrawal/Modification of Bids**

Requests to withdraw a Bid shall not be honored. If the selected Bidder withdraws its Bid, INSO shall duly register the said Bid and shall evaluate it alongside all other received Bids. If the selected Bidder has furnished a Bid security, INSO shall withhold such Bid security until the issue has been resolved.

Withdrawal of a Bid may result in your suspension or removal from the INSO suppliers List.

A Bidder may modify its Bid prior to the RFQ closure. Any such modification shall be submitted in writing to the RFQ bid email address, marked with the original Bid number stating 'Modification' in the Subject line. No modification shall be allowed after the RFQ closure.

#### **Annexes**

- A. INSO Suppliers Registration Form (Annex A)
- B. INSO Code of Conduct (Annex B)
- C. Financial Proposal (Annex C)