

## CAI/SUP/RFP013/2017 CLARIFICATIONS



**Country: EGYPT**

### ***Cleaning Services RFP013/2017***

References to the RFP013 dated 31<sup>st</sup> Mar 2017 UNHCR had received the below inquiries:-

1. Kindly advise how to participate in the RFP?
2. Please send me the tender invitation documents?
3. I cannot download the tender documents?
4. What is the cost of tender booklet?
  - a. The tendering documents are available for free on our website <http://supply.unhcregypt.org/> or you can collect them from UNHCR office at Omarit El-Yamani street, (next to All Saints Cathedral and Marriott Hotel), Zamalek, Cairo.
5. Please confirm that the closing date and time of the bid submission is 23:59 Hrs on 28/4/2017 Cairo local time?
6. The submission date is on Friday! Please confirm that you will be working on at that time and we can submit the proposals?
  - a. Confirmed, bidder can submit their proposals/bids up to 23:59 Hrs on Friday 28/4/2017 Cairo local time.
7. Please advise the availability of doing site visits to the four offices?
  - a. We will not be able to accommodate your request(s) to site visits before the tender submission deadline, meanwhile short-listed/awarded supplier(s) shall be invited to make site visits at a later stage. Meanwhile you should prepare your proposal(s) based on the figures mentioned through the tender.
8. Is it mandatory to be contracted for the four offices, including Alexandria office?
  - a. No, meanwhile UNHCR shall give priority to the service providers offering to provide service for the four offices.
9. Is it mandatory to respect the minimum salaries mentioned in the tender?
  - a. Yes it is mandatory to respect the minimum salaries mentioned in the tender additionally please note that the mentioned salaries are net (after considering all applicable deductions).
10. What about the cleaning machine for the carpets and related chemicals, is it the company responsibility to provide it? Should it be 24 hrs in UNHCR office or when needed? Should we provide a machine for each building or for selected offices only?
  - a. Yes it's the company responsibility to provide it. The machines should be available 24 hrs in the building.
11. What about pest control should the offer include chemicals?
  - a. Yes, a separate quotation should be provided to the provision of pest control including chemicals.
12. For Alexandria office do UNHCR provide accommodations for the cleaning staff? If yes what kind of accommodation do you provide?
  - a. UNHCR shall not provide any accommodation.

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13. Can we submit our company profile through mail?
  - a. No, company profile should be submitted only in the technical envelop.
14. Please advise whether we can hire the same staff (cleaners, chef supervisors and buffets) currently service UNHCR? Or should we consider hiring a total new staff?
  - a. You may hire them, if they are up to your company standards, meanwhile your company shall be fully accountable for the quality of the service.
  - b. UNHCR shall support by giving recommendation(s) for the key person(s) from the current cleaning staff to be considered for hiring, meanwhile your company shall be fully accountable for the quality of the service.
15. Please clarify section: 2.4.1: to clear discrepancies with the specifications given in annex A?
  - a. Should your proposal have any discrepancies with the specifications requested through the tender you are requested to clearly state it in your proposal.
16. Please clarify section: 2.5 Bid evaluation paragraph: references to previous or on-going proposals may not be considered?
  - a. It means that the bidder should submit a complete proposal including all related documents, regardless if the bidder has submitted part of that document(s) in a previous or on-going proposal under other tender. For example: if your company have submitted the company profile under a previous or on-going tender you are still requested to submit it again in this tender submission.
17. Please clarify section: 2.5.1 supplier registration paragraph: Vendor data base after investigation for assignment suitability and its relation to contract capacity?
  - a. UNHCR reserves its rights to added the bidder to the Vendor Database after investigation of the suitability based on the submitted Vendor Registration Form and supporting documents. The investigation involves consideration of several factors such as:
    - i. Financial standing;
    - ii. Core business;
    - iii. Track record;
    - iv. Contract capacity.Failure to provide the above mentioned documentation, might lead to disqualification.
18. Regarding the final financial proposal, do you require a grand total of all locations or each location will be referred to separately?
  - a. You are requested to submit your financial proposal using Annex C, part of the tender documents.
19. Regarding section B in cleaning material & equipment, close 21.f: does the figure 12000 EGP represent an all-inclusive sum (with taxes) or just the cost without any added taxes?
  - a. It represent all-inclusive amount.
20. If the Additional clarifications:-

The bidder is responsible to provide all related documents/date to allow the technical evaluation committee to evaluate this proposal(s) against the technical criteria set in the tender.