

ACCESS TO FINANCE RWANDA

REQUEST FOR PROPOSALS

FOR

PROVISION OF CLEANING SERVICES TO ACCESS TO FINANCE RWANDA
(AFR)

Subject of Procurement:	PROVISION OF CLEANING SERVICES TO ACCESS TO FINANCE RWANDA (AFR)
Procurement Reference Number:	AFR/RFP- CLEANING SERVICES/JUNE/2026
Date of Issue:	JUNE 22, 2026

REQUEST FOR PROPOSALS

PROCUREMENT REFERENCE NUMBER: PROVISION OF CLEANING SERVICES

1. INTRODUCTION

About Access to Finance Rwanda (AFR)

Access to Finance Rwanda (AFR) is a Rwandan not-for-profit company established in 2010 to promote financial inclusion and sector development. AFR is currently funded by Sweden, Jersey Overseas Aid (JOA), MasterCard Foundation, Gates Foundation, and Co-Develop.

We are part of the broader Financial Sector Deepening (FSD) in Africa that seeks to create a transformative impact on the end of poverty by supporting efforts to improve financial inclusion and financial sector development through helping financial institutions and markets drive a more inclusive and sustainable economic growth.

AFR supports the removal of systemic barriers that hinder access to financial services by low-income people, particularly women, youth, and MSMEs. AFR supports the development and provision of financial services, including savings, credit, insurance, investment, payments, and remittances.

AFR is guided by the Market System Development (MSD) approach, recognizing that efforts to increase financial inclusion and financial sector development must be market-led, profitable, and sustainable.

To ensure a safe, healthy, clean, and professional working environment for its staff, visitors, partners, and stakeholders, AFR requires reliable and high-quality cleaning services for its office premises. The services include daily cleaning, sanitation, waste management, periodic deep cleaning, fumigation, and general facility hygiene maintenance.

AFR therefore seeks to engage a qualified and legally registered cleaning services company with demonstrated experience, adequate personnel, management capacity, and the necessary equipment to deliver professional cleaning and housekeeping services in accordance with AFR's hygiene, health, safety, and quality standards. The selected company will be expected to maintain a consistently clean, organized, and welcoming office environment that supports AFR's operations and corporate image.

2. Objective of the Assignment

The main objective of this assignment is to engage a professional cleaning company to ensure that AFR office premises are maintained in a consistently clean, hygienic, safe, and welcoming condition.

Specific objectives include:

- Always maintaining AFR offices in a clean and orderly condition.
- Ensuring washrooms and kitchenette facilities are hygienic, fully stocked, and free from unpleasant odors.
- Maintaining cleanliness of office interiors including workstations, furniture, fixtures, windows, and equipment.
- Maintaining cleanliness of office exteriors including entrances, walkways, parking areas, and surrounding spaces.
- Providing housekeeping and hospitality support during meetings, workshops, and official events.
- Always ensuring availability of cleaning consumables and hygiene products.

3. Scope of Work

The cleaning company will be responsible for providing everything needed to carry out the cleaning services properly. This includes the cleaners, their supervisor, cleaning products, cleaning supplies, equipment, tools, uniforms, gloves, masks, and any other items required to perform the work. AFR will not be responsible for providing these resources unless otherwise agreed.

Interested companies must confirm their intention to submit a proposal by **Friday, June 26, 2026, at 17h00 HRS CAT**

Any requests for clarifications to the RFP may be submitted by **Tuesday, June 30, 2026, 17h00 HRS CAT.**

Bidders should submit their proposals no later than **Tuesday, July 7, 2026, 14:00 HRS CAT**

Responding bidders are advised that this solicitation does not in any way obligate AFR to make a contract award or compensate the responding firms for any costs associated with the preparation and submission of their proposals. Additionally, AFR may award a contract without conducting negotiations; all proposals should be submitted initially using your most favorable terms. AFR reserves the right to award any resultant contract to other than the offeror submitting the lowest price proposal based on technical excellence, schedule superiority or client request.

This process will potentially result in a framework agreement with the selected firm.

All communications regarding this RFP should be addressed via email:
procurement02@ afr. rw .

Below is the summary planned procurement schedule:

Activity	Date
a) Date of issue of RFP	Monday, June 22, 2026
b) Confirmation of interest	Friday, June 26, 2026, at 17h00 HRS CAT
c) Request for clarifications	Tuesday, June 30, 2026, 17h00 HRS CAT.
d) Proposal closing date for submission of proposals	Tuesday, July 7, 2026, 14:00 HRS CAT

Cordially,
Agnes Uwanyiligira
Ag. Chief Executive Officer

1.1. SECTION 1: INSTRUCTIONS TO PROSPECTIVE BIDDERS

Preparation of Proposals: You are requested to submit separate technical and financial proposal, as detailed below. The standard forms in this Request for Proposal may be retyped for completion but the Consultant is responsible for their accurate reproduction.

You are advised to carefully read the complete Request for Proposals. An electronic copy (in PDF) of the Request for Proposals shall be considered as the original version.

Technical Proposals: Technical proposals should contain the following documents and information:

1. The Technical Proposal Submission Sheet as par Section 4 of this RFP.
2. Cleaning plan.
3. 2 full time cleaners stationed at AFR.
4. 1 supervisor responsible for quality assurance and service oversight.
5. 2 cleaners to support during the monthly general cleaning exercise.
6. Must have a carpet and tiles maintenance specialist
7. Confirmation that all the items have been considered and are quoted for in the financial proposal.
8. The documents evidencing your eligibility, as listed below.

Financial Proposals: Financial proposals should contain the following documents and information:

1. The Financial Proposal Submission Sheet as par Section 5 of this RFP.
2. A list of unit prices (all the items must be quoted for)

Validity of Proposals: Proposals must remain valid for 90 calendar days from proposal submission date.

Submission of Proposals: The technical and financial proposals should be submitted separately, both clearly marked with the Procurement Reference Number above, the firm's name, AFR and either "Technical Proposal" or "Financial Proposal" as appropriate.

Proposals (both technical and financial) must be submitted electronically to: procurement02@af.rw with clear subject line: "AFR/RFP-CLEANING SERVICES/JUNE/2026" and submitted by **Tuesday July 7, 2026, 14:00 HRS CAT.**

Note: Proposals must be submitted in PDF format and as attachments to the email, any proposal submitted as a link won't be considered.

Language of the tender and mode of communication

The medium of communication shall be in writing. The bid, as well as all correspondences and documents relating to the bid exchanged by the Bidder and AFR, shall be written in English.

Amendment to the tender document

At any time prior to the deadline for submission of bids, AFR may amend the tender document by issuing an addendum. Any addendum issued shall be part of the tender document and shall be communicated in writing via the AFR website.

To give prospective Bidders reasonable time in which to take an addendum into account in preparing their bids, AFR may, at its discretion, extend the deadline for the submission of bids; in which case all rights and obligations of AFR and Bidders previously subject to the deadline shall thereafter be subject to the deadline as extended.

Late bids

AFR shall not consider any bid that arrives after the deadline for submission of bids. Any bid received by AFR after the deadline for submission of bids shall be declared late and rejected.

1.2. SECTION 2: ELIGIBILITY CRITERIA

You are required to meet the following criteria to be eligible to participate in the procurement exercise:

1. Have the legal capacity to enter into a contract.
2. Not be insolvent, in receivership, bankruptcy or being wound up or subject to legal proceedings for any of these circumstances.
3. Not have had your business activities suspended/debarred
4. Have fulfilled your obligations to pay taxes.
5. Not having a conflict of interest in relation to this procurement requirement.

We require you to submit copies of the following documents as evidence of eligibility attached to your bid and sign the declaration in the Technical Proposal Submission Sheet:

Eligibility criteria:

1. Certificate of Incorporation or Trading license /Certificate of Registration.
2. Evidence of statutory compliance such as a valid tax clearance certificate.
3. Signed copy of the enclosed code of AFR's ethical conduct in business for bidders and services providers.
4. Confirmation that your technical bid is maximum 10 pages (excluding any annexes)
5. At least 3 Certificates of completion for similar assignments accomplished in other organizations

NOTE: Failure to submit the above required documents may lead to disqualification from Technical and Financial evaluation.

1.3. SECTION 3: EVALUATION OF PROPOSALS

Evaluation of Proposals: The evaluation of Proposals will use the **Quality-Cost Based** methodology as detailed below:

1. Preliminary examination to determine eligibility (as defined below) and administrative compliance to this Request for Proposals on a pass/fail basis;
2. Detailed Technical evaluation will contribute 80%;
3. Financial scores will be allocated 20% to determine the best evaluated bid.

Proposals failing at any stage will be eliminated and not considered in subsequent stages.

Technical Criteria: Proposals shall be awarded scores out of the maximum number of points as indicated below.

Minimum technical score: The mark required to pass the technical evaluation is 70% of the Technical Score.

Financial Criteria:

Pricing information should not appear in any other section of the proposal other than the financial proposal.

Financial scores shall be determined by awarding a maximum of 20 points to the lowest priced proposal that has passed the minimal technical score and giving all other proposals a score which is proportionate to this.

Total scores: Total scores shall be determined using a weighting of 80% for technical proposals and a weighting of 20% for financial proposals.

Currency: Proposals should be priced in **Rwanda Francs**

Best Evaluated Bid: The best evaluated bid shall be the firm with the highest combined score and shall be recommended for signing a framework agreement. Specific contracts shall be signed with AFR whenever there is a need for cleaning services.

Right to Reject: AFR reserves the right to accept or reject any proposal or to cancel the procurement process and reject all proposals at any time prior to contract signature and issue by AFR, without incurring any liability to Consultants.

AFR reserves the right, at its sole discretion, to reject all proposals received and seek fresh proposals, to negotiate further with one or more of the bidders, to defer the award of a contract or to cancel the competition and make no contract award, if appropriate.

Evaluation Criteria Table

Evaluation Criteria	Description / What to Assess	Marks
Company Profile & Relevant Experience	<ul style="list-style-type: none"> • Submit a company profile and portfolio demonstrating (3) years of experience in providing cleaning services for previous cleaning assignments. 10 Markes • Submit at least three (3) Certificates of Good Completion/Reference Letters from clients served within the last three years – 10 marks. • 	20
Equipment and materials	<ul style="list-style-type: none"> • Availability of adequate cleaning equipment and tools (e.g., vacuum cleaners, floor scrubbers, pressure washers, carpet cleaning machines, waste handling equipment). The company is required to submit a list. • Availability of cleaning supplies, detergents, disinfectants, and personal protective equipment (PPE). The company is required to provide a list. 	10
Quality control and supervision	<ul style="list-style-type: none"> • The company should provide quality control and supervision procedures. 	15
Team	<ul style="list-style-type: none"> • The firm must demonstrate the availability of experienced personnel: • Cleaning Supervisor/Manager (relevant qualifications and experience) – 5 marks. • Health, Safety and Environment (HSE) Officer or equivalent – 5 marks. • Trained Cleaning Staff (evidence of training in professional cleaning practices) – 10 marks. 	15
Proposed cleaning methodology and workplan	<ul style="list-style-type: none"> • Daily, weekly, and monthly cleaning schedules • Approach to cleaning different areas (offices, washrooms, common areas, external areas) 	10
Financial Proposal / Rate Card	<ul style="list-style-type: none"> • Submit a detailed financial proposal indicating rates for cleaning services, labor costs, cleaning materials, equipment, supervision, and any other applicable costs. 	20
Total		100

SECTION 4: TECHNICAL PROPOSAL SUBMISSION SHEET

[Complete this form with all the requested details and submit it as the first page of your technical proposal, with the documents requested above attached. Ensure that your technical proposal is authorised in the signature block below. A signature and authorisation on this form will confirm that the terms and conditions of this RFP prevail over any attachments. If your proposal is not authorised, it may be rejected.]

Proposal Addressed to:	Access to Finance Rwanda
Date of Technical Proposal:	
Procurement Reference Number:	
Subject of Procurement:	

We offer to provide the services described in the Statement of Requirements, in accordance with the terms and conditions stated in your Request for Proposals referenced above.

We confirm that we are eligible to participate in public procurement and meet the eligibility criteria specified in Part 1: Proposal Procedures of your Request for Proposals.

We have signed and undertake to abide by the Code of Ethical Conduct for Bidders and Providers attached during the procurement process and the execution of any resulting contract;

Our proposal shall be valid until _____ *[insert date, month and year]* and it shall remain binding upon us and may be accepted at any time before or on that date;

I/We enclose a separately sealed financial proposal.

Technical Proposal Authorised By:

Signature: _____ Name: _____

Position: _____ Date: _____
(DD/MM/YY)

Authorised for and on behalf of:

Company: _____

Address: _____

CODE OF ETHICAL CONDUCT IN BUSINESS FOR BIDDERS AND SERVICES PROVIDERS

1. Ethical Principles

Bidders and providers shall at all times-

- (a) maintain integrity and independence in their professional judgement and conduct;
- (b) comply with both the letter and the spirit of-
 - i. the laws of Rwanda; and
 - ii. any contract awarded.
- (c) avoid associations with businesses and organizations which are in conflict with this code.

2. Standards

Bidders and providers shall-

- (a) strive to provide works, services and supplies of high quality and accept full responsibility for all works, services or supplies provided;
- (b) comply with the professional standards of their industry or of any professional body of which they are members.

3. Conflict of Interest

Bidders and providers shall not accept contracts which would constitute a conflict of interest with, any prior or current contract with AFR. Bidders and providers shall disclose to all concerned parties those conflicts of interest that cannot reasonably be avoided or escaped.

4. Confidentiality and Accuracy of Information

- (1) Information given by bidders and providers in the course of procurement processes or the performance of contracts shall be true, fair and not designed to mislead.
- (2) Providers shall respect the confidentiality of information received in the course of performance of a contract and shall not use such information for personal gain.

5. Gifts and Hospitality

Bidders and providers shall not offer gifts or hospitality directly or indirectly, to staff of AFR that might be viewed by others as having an influence on a government procurement decision.

6. Inducements

- (1) Bidders and providers shall not offer or give anything of value to influence the action of a public official in the procurement process or in contract execution.
- (2) Bidders and providers shall not ask a public official to do anything which is inconsistent with the Act, Regulations, Guidelines or the Code of Ethical Conduct in Business.

7. Fraudulent Practices

Bidders and providers shall not-

- (a) collude with other businesses and organizations with the intention of depriving AFR of the benefits of free and open competition;
- (b) enter into business arrangements that might prevent the effective operation of fair competition;
- (c) engage in deceptive financial practices, such as bribery, double billing or other improper financial practices;
- (d) misrepresent facts in order to influence a procurement process or the execution of a contract to the detriment of AFR; or utter false documents;
- (e) unlawfully obtain information relating to a procurement process in order to influence the process or execution of a contract to the detriment of the AFR;
- (f) withholding information from the Procuring Disposing Entity during contract execution to the detriment of the AFR.

I agree to comply with the above code of ethical conduct in business.

AUTHORISED SIGNATORY

NAME OF CONSULTANT

1.4. SECTION 5: FINANCIAL PROPOSAL SUBMISSION SHEET

[Complete this form with all the requested details and submit it as the first page of your financial proposal, with the documents requested above attached. Ensure that your proposal is authorised in the signature block below. A signature and authorisation on this form will confirm that the terms and conditions of this RFP prevail over any attachments. If your proposal is not authorised, it may be rejected. The total price of the proposal should be expressed in the currency or currencies permitted in the instructions above.]

Proposal Addressed:	AFR
Date of Financial Proposal:	
Procurement Reference Number:	
Subject of Procurement:	

The total price of our proposal is: _____.

We confirm that the rates quoted in our Financial Proposal are fixed and firm for the duration of the validity period and will not be subject to revision or variation.

Financial Proposal Authorised By:

Signature: _____ Name: _____

Position: _____ Date: _____
(DD/MM/YY)

Authorised for and on behalf of:

Company: _____

Address: _____

Summary of Financial Requirements

No	Description	Unit price per Month	Total price
1	Professional fees (staff remuneration)		
2	Cost of Cleaning Materials		
3	Administrative Fees (Monthly)		
	subtotal		
	VAT		
	TOTAL		

Breakdown Item Description (To be completed by bidder)

No	Description	Specification/brand	Unit	Qty	Unit Price
1	Carpet shampoo	Detex	Jerrican of 20L	1	
2	Sofa furniture cleaner (1 bottle of 30,000frw in three months)	Letu	Bottle	1	
3	Urinal deodorant ball (imbuma)	climax	box of 5 piece	1	
4	Liquid soap for floor cleaning	Detex/SUPA	5 litres Bottle	1	
5	Liquid soap for hand wash (250ml bottles)	shine /Zahi	250ml bottle	1	
6	Toilet Paper Packet of 50 Rolls	SUPA	packet of 50 Rolls	1	
7	Napkin paper for drying hands-Pack of 500 Tissues	SUPA	Pack of 500	1	
8	Disinfectant for cleaning of washrooms.	Anoispray Surf 29	bottle of 1 litre	1	
9	Furniture cleaning spray	Equivalent to Pledge	bottles	1	
10	Window/glass cleaning liquid	Shinex	bottle of 1 litre	1	
11	Air fresheners	london	bottle of 300 ml	1	
12	Scouring powder (Vim)	Spot/Vim	bottle of 500g	1	
13	Toilet cleaner	Ace/Bloo	bottle of 500 ml	1	
14	Hand sanitizer	Aniosgel 85 NPC	1L	1	

			bottle		
15	Brooms	wooden	piece	1	
16	Floor mops and handles (sweepers) - raclette	KIAK	piece	1	
17	Dish Washing Liquid soap	Shine	bottle of 5l	1	
18	Buckets	Plastic in Green color	piece	1	
19	Toilet Brush - original	original	piece	1	
20	Cleaning towels for windows	towels	piece	1	
21	Garbage bags (big size)	Plastic polythene paper	Packets of 50pcs	1	
22	Floor water wiper (mopping rugs)	Equivalent to towels	piece	1	

Breakdown- Technicians and cleaners for General cleaning (To be completed by bidder)

Consultant & Position	Qty	Gross Monthly Payment	Total amount (Rwf)
Full time Cleaner	1		
Full time Cleaner	1		
Monthly Carpet & Tile Maintenance Technician (The cleaning machine will remain stationed at the office premises for the entire duration of the contract)	1		
Two Cleaners to support in general cleaning	2		

Chair Cleaning Specialist (Quarterly Service)	1		
Total Cost			

TERMS OF REFERENCE

ENGAGEMENT OF A CLEANING SERVICES COMPANY

1. Background

Access to Finance Rwanda (AFR) is a Rwandan not-for-profit company established in 2010 to promote financial inclusion and sector development. AFR is currently funded by Sweden, Jersey Overseas Aid (JOA), MasterCard Foundation, Gates Foundation, and Co-Develop.

We are part of the broader Financial Sector Deepening (FSD) in Africa that seeks to create a transformative impact on the end of poverty by supporting efforts to improve financial inclusion and financial sector development through helping financial institutions and markets drive a more inclusive and sustainable economic growth.

AFR supports the removal of systemic barriers that hinder access to financial services by low-income people, particularly women, youth, and MSMEs. AFR supports the development and provision of financial services, including savings, credit, insurance, investment, payments, and remittances.

AFR is guided by the Market System Development (MSD) approach, recognizing that efforts to increase financial inclusion and financial sector development must be market-led, profitable, and sustainable.

To ensure a safe, healthy, clean, and professional working environment for its staff, visitors, partners, and stakeholders, AFR requires reliable and high-quality cleaning services for its office premises. The services include daily cleaning, sanitation, waste management, periodic deep cleaning, fumigation, and general facility hygiene maintenance.

AFR therefore seeks to engage a qualified and legally registered cleaning services company with demonstrated experience, adequate personnel, management capacity, and the necessary equipment to deliver professional cleaning and housekeeping services in accordance with AFR's hygiene, health, safety, and quality standards. The selected company will be expected to maintain a consistently clean, organized, and welcoming office environment that supports AFR's operations and corporate image.

2. About the Assignment

The main objective of this assignment is to engage a professional cleaning company to ensure that AFR office premises are maintained in a consistently clean, hygienic, safe, and welcoming condition.

Specific objectives include:

- Always maintaining AFR offices in a clean and orderly condition.
- Ensuring washrooms and kitchenette facilities are hygienic, fully stocked, and free from unpleasant odors.
- Maintaining cleanliness of office interiors including workstations, furniture, fixtures, windows, and equipment.
- Maintaining cleanliness of office exteriors including entrances, walkways, parking areas, and surrounding spaces.
- Providing housekeeping and hospitality support during meetings, workshops, and official events.
- Always ensuring availability of cleaning consumables and hygiene products.

3. Duration of the Assignment

The selected service company should provide cleaning and housekeeping services for a renewable period of 3 years.

The company should ensure uninterrupted service delivery and provide replacement personnel whenever assigned staff are absent or unavailable.

4. Scope of Work

The cleaning company will be responsible for providing everything needed to carry out the cleaning services properly. This includes the cleaners, their supervisor, cleaning products, cleaning supplies, equipment, tools, uniforms, gloves, masks, and any other items required to perform the work. AFR will not be responsible for providing these resources unless otherwise agreed.

4.1 Personnel Requirements

The contracted company shall be responsible for providing and managing all personnel required for service delivery. At a minimum, the company shall assign:

- Two (2) full-time cleaners stationed at AFR offices during working hours.
- One (1) supervisor responsible for quality assurance and service oversight.

- Additional support personnel during general cleaning exercises, deep cleaning activities, workshops, meetings, and special events when required.
- Replacement personnel during staff leave, illness, or absence.

The selected company shall remain the employer of all personnel assigned under this contract and shall be responsible for recruitment, remuneration, statutory deductions, insurance, training, supervision, discipline, and replacement of personnel as required.

All personnel shall:

- Wear clean uniforms and identification badges.
- Be trained in professional cleaning and hygiene practices.
- Observe professionalism and confidentiality.
- Comply with AFR safety and security requirements.

4.2 Daily Cleaning Services – Interior Areas

The cleaning company shall perform daily cleaning of all office interiors including:

- Sweeping and mopping office floors, corridors, passageways, storage areas, meeting rooms, and office kitchen area.
- Dusting workstations, furniture, shelves, cabinets, and office fixtures.
- Cleaning glass windows, partitions, doors, handles, and related surfaces.
- Dusting office equipment, air conditioners, fire extinguishers, and electrical appliances.
- Removing cobwebs and accumulated dust.
- Emptying waste bins and replacing garbage bags.
- Collecting and transferring waste to designated disposal areas.

4.3 Washroom Cleaning and Sanitation

The cleaning company shall:

- Clean and disinfect toilets, sinks, urinals, mirrors, floors, and walls.
- Maintain washrooms in a clean and hygienic condition throughout the day.
- Replenish toilet paper, hand soap, hand sanitizers, and hand-drying tissues.
- Empty sanitary bins and waste containers.
- Ensure washrooms remain free from foul odors.

4.4 Office kitchen area Cleaning

The cleaning company shall:

- Clean floors, sinks, countertops, cupboards, tables, and appliances.
- Wash and arrange cups, glasses, plates, cutlery, and kitchen utensils.
- Maintain cleanliness of refrigerators, microwaves, kettles, and water dispensers.
- Ensure proper hygiene standards are always maintained.

4.5 Exterior Cleaning Services

The cleaning company shall:

- Sweep and clean entrances, walkways
- Ensure external office surroundings remain clean and presentable.

4.6 Hospitality and Office Support Services

The cleaning company shall provide hospitality support including:

- Preparation of tea, coffee, and drinking water for staff and Visitors.
- Serving refreshments during meetings, workshops, and official events.
- Assisting with preparation and arrangement of meeting rooms.
- Maintaining cleanliness of meeting facilities before, during, and after meetings.
- Assisting with movement of light office supplies and refreshments when required.

4.7 General Cleaning Services

The Cleaning company shall periodically undertake comprehensive cleaning activities including:

- Thorough cleaning of office furniture and workstations.
- Cleaning walls, partitions, and high-touch surfaces.
- Cleaning ceilings, light fixtures, and hard-to-reach areas.
- Cleaning behind furniture and equipment.
- Comprehensive cleaning of storage areas and common spaces.

Additional personnel shall be deployed whenever necessary to complete these activities efficiently.

4.8 Deep Cleaning Services

The cleaning company shall undertake periodic deep cleaning services including:

- Carpet shampooing and stain removal.
- Deep cleaning of upholstery and office furniture.
- Intensive cleaning of windows and glass partitions.
- Floor scrubbing and polishing where applicable.
- Deep sanitization of washrooms and kitchenette facilities.
- Cleaning air vents and difficult-to-access areas.

4.9 Cleaning Materials, Equipment, and Consumables

The cleaning company shall supply and maintain all cleaning equipment, tools, materials, consumables, and personal protective equipment required for service delivery.

At a minimum, the provider shall supply:

The cleaning company shall ensure that adequate stock levels are always maintained.

4.10 Expected Deliverables

The contracted cleaning company shall deliver:

- Clean and hygienic office premises maintained daily.
- Clean workstations, offices, meeting rooms, reception areas, and common areas.
- Clean and fully stocked washrooms throughout working hours.
- Clean and organized kitchenette facilities.
- Daily waste collection and disposal.
- Availability of cleaning consumables and hygiene supplies always.
- Professional hospitality support during meetings, workshops, and events.
- Periodic general cleaning services.
- Periodic deep cleaning services.
- Deployment of adequate personnel throughout the assignment period.
- Monthly service reports summarizing activities performed and any issues encountered.

5. Reporting and Coordination

The selected cleaning company shall work closely with AFR's People and Culture Team to ensure effective coordination, supervision, and quality control of services.

Regular inspections and performance reviews may be conducted to assess service quality and compliance with AFR requirements.

6. Required Qualifications and Experience

Interested cleaning services companies must demonstrate:

- At least five (5) years of experience providing professional cleaning and housekeeping services to reputable organizations, institutions, NGOs, or companies.
- Proven ability to provide daily cleaning, housekeeping, general cleaning, and deep cleaning services.
- Availability of qualified cleaning personnel and supervisory staff.
- Capacity to provide all required cleaning equipment, tools, and consumables.
- Strong understanding of workplace hygiene, sanitation, health, safety, and environmental standards.
- Experience providing hospitality support services within corporate environments.
- Proof of company registration and legal authorization to operate in Rwanda.
- Physical presence in Rwanda.

7. Submission Requirements

Interested cleaning services companies must submit:

1. Company Registration Certificate.
2. Valid Tax Clearance Certificate.
3. Company Profile highlighting relevant experience and similar assignments completed.
4. List of major clients served within the last five years.
5. Description of operational capacity, equipment, tools, and cleaning materials available.
6. Proposed staffing structure and key personnel.

7. At least three (3) Certificates of Good Completion or Reference Letters from previous clients.
8. Proof of compliance with applicable labor, health, safety, and environmental regulations.
9. Financial Proposal/Rate Card indicating rates for the services required- See above under Section 5.