



REQUEST FOR PROPOSAL

FOR

**CLEANING SERVICES FOR EADB RWANDA OFFICES AT KACYIRU, GLORY HOUSE,
GROUND FLOOR**

EXTENDED

Method: Selective Bidding

Date of issue: December 5, 2025

Reference Number: EADB/SVRCS/2025/0007

1. Introduction and Background

The East African Development Bank (EADB) is a regional development banking institution established in 1967. Following the collapse of the East African Community (EAC) in 1977, the Partner States re-established EADB independently by signing another Treaty Amending and Re-enacting the Charter of EADB in 1980. The 1980 amendment conferred existence on the Charter independent of the Treaty for EAC. Membership of the EADB has since 2008 been extended to include Rwanda as one of the Partner States.

The EADB primary role is to foster sustainable social and economic development in Member States. The Bank carries out this role by financing a broad range of projects in all productive sectors of the economies of its Member States through provision of long-term loans, working capital, trade finance, asset leasing facilities and guarantees and participates in equity investments in private sector enterprises.

The Bank has its Head Office in Kampala, Uganda and Country Offices in Kenya based in Nairobi, Tanzania with offices in Dar-es-Salaam and Rwanda with offices in Kigali.

The purpose of this Request for proposals (RFP) document is to outline the requirements and expectations for a qualified cleaning company in Rwanda to provide cleaning services for our Rwanda offices located at Kacyiru, Glory House, Ground Floor

2. Objectives

- To maintain a clean, hygienic, and presentable office environment and estates at all times.
- To ensure safe, compliant, and environmentally responsible collection and disposal of all waste.
- To consistently meet EADB operational, environmental, health, and safety standards.

3. Scope of works

Please find below the list of required services for your review. You are kindly requested to identify and include any additional services that may have been omitted.

To ensure accurate planning regarding service timelines, frequency, and any supplementary requirements, refer to the bid timelines for site visit schedule for a comprehensive understanding of the operational area.

1. Daily Cleaning Tasks	
	Office Areas • Sweeping, mopping, and spot-cleaning all floors. • Vacuuming carpets and rugs. • Dusting and wiping desks, tables, workstations, office equipment, and surfaces. • Emptying waste bins and replacing liners. • Cleaning doors, handles, glass panels, and partitions. • Ensuring fresh air circulation and odour control.
	Reception & Waiting Areas • Polishing and cleaning reception floors and furniture. • Cleaning glass doors and windows. • Arranging magazines, brochures, and décor neatly.
	Corridors, Lobbies & Staircases • Sweeping, mopping, and maintaining non-slip condition. • Cleaning railings, walls, and switch plates. • Removing smudges and marks.
	Meeting Rooms & Boardrooms • Cleaning tables, chairs, and surfaces. • Preparing rooms before and after meetings. • Ensuring orderly arrangement and cleanliness
	Kitchenette & Break Areas • Cleaning countertops, sinks, cabinets, and appliances. • Sanitizing surfaces and ensuring safe food-handling cleanliness. • Emptying food waste bins frequently. • Maintaining odour control.

	Washrooms & Toilets • Scrubbing and disinfecting toilets, urinals, basins, and floors. • Cleaning mirrors, partitions, and high-touch surfaces. • Restocking toilet paper, hand soap, paper towels, and air fresheners. • Maintaining cleanliness throughout the day (routine spot checks)
2. Periodic / Weekly Tasks	• Deep-cleaning floors and tiles. • Removal of cobwebs and high-level dusting. • Polishing furniture and wooden surfaces. • Cleaning skirting boards and door frames. • Disinfection of high-touch points.
3. Monthly / Quarterly Tasks	• Machine-scrubbing tiled floors and shampooing carpets • Deep cleaning of windows, blinds, and glass façades (interior/exterior where accessible). • Cleaning ceiling vents, AC grills, and lighting fixtures. • Upholstery cleaning for chairs and sofas.
4. Consumables & Supplies	The contractor shall supply: • Cleaning detergents, disinfectants, and polish. • Garbage liners/bags of various sizes. • Toilet paper, hand soap, paper towels, air fresheners. • Cleaning tools and consumables.
5. General Management Waste	• Collection of general office waste from all designated collection points. • Provision of labelled waste bins. • Sorting and separation of recyclables where applicable.
6. Garbage Collection & Disposal	• Daily removal of waste from offices and transfer to a centralized collection point. • Transportation of all waste to disposal sites designated by the city council authority. • Provision of waste transfer notes / disposal receipts as proof of compliant disposal. • Ensuring all garbage trucks are clean, covered, and compliant with the city council authority requirements.
7. Hazardous Waste (If Any)	• Safe handling of batteries, electronic waste, and other special waste. • Arranging periodic safe disposal through licensed entities.
8. Staffing, Management Requirements, Service Level Expectations and HSE Compliance	Cleaning Staff Requirements • Provide adequate full-time cleaners to cover all office areas. • Provide a supervisor to monitor quality and report to EADB. • Ensure all staff wear uniforms and identification badges. • Maintain discipline, punctuality, and professionalism. Training & Standards - Staff must be trained in: • Occupational Health and Safety (OHS). • Proper use of cleaning chemicals and tools. • Environmental waste handling. • Customer service and confidentiality. Quality Assurance • Daily inspection by contractor supervisor. • Weekly review meetings with EADB facilities management. • Complaint resolution within 2 hours. • High hygiene standards maintained consistently.

	Health, Safety & Environment (HSE) Compliance-The contractor shall: • Use environmentally safe cleaning products. • Follow the city council waste management regulations. • Maintain Material Safety Data Sheets (MSDS) for all chemicals. • Provide protective gear for workers (PPE).
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4. Deliverables

- Clean and hygienic office environment daily.
- Properly collected and disposed waste with documentation.
- Regular supply of consumables.
- Timely reporting and supervision.

5. Eligibility criteria

Only companies that meet all the following requirements will be eligible to proceed to the next phase of evaluation

a) **Valid Company Registration**

The bidder must submit valid and compliant company registration documents issued by the relevant authority.

- Registration certificate
- Current RDB returns

b) **Insurance coverage**

The bidder must provide proof of:

- General liability insurance coverage; and
- Comprehensive medical insurance coverage for all staff engaged in the services.

c) **Work Methods and Quality Assurance**

The bidder must provide documented work methods and quality assurance procedures demonstrating the company's capability to maintain service quality and operational safety.

d) **Company Policies**

The bidder must submit updated company policies, including staff rules and regulations, showing compliance with labour, health, and safety standards

6. Evaluation Criteria

Proposals will be evaluated based on the following criteria:

Description of Criteria		Marks
Past Performance	Relevant Experience • proven experience in executing and undertaking similar works or contracts, as evidenced by both previous and active engagements (20) • At least five (5) clients for whom similar services have been rendered backed by contract indicating nature, duration, and scope of each contract (15) Reference Letters • The bidder must provide reference letters from at least two (2) ongoing or recently active contracts, confirming satisfactory performance and service delivery. (15)	50
Financial proposal	• A comprehensive cost breakdown covering all aspects of the services to be rendered (e.g., labour, equipment, materials, transport, and administrative costs) reference made to 2. Scope of works (10) • The total contract price (exclusive and inclusive of applicable taxes); and (5) • Payment terms and schedule, where applicable (5) <i>Financial Proposals to be share in local currency</i>	20

Company capacity	Equipment Ownership (15) The contractor must own all necessary equipment required to undertake the services/works, including but not limited to: • Cradle equipment for external facade cleaning, carpet cleaning machines. • Garbage disposal trucks; and • General cleaning equipment and materials. Adequate Staffing (15) The contractor must have a sufficient number of readily available and competent staff to effectively carry out the required services in line with the scope of work and service standards.	30
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7. Period of validity of bids

Bids shall have validity period of not less than 90 days from the last date of submission of tender document. However, the bank reserves the right to call for fresh quotes at any time during the period, if considered necessary.

8. Submission Guidelines

A. General
The RFP Reference number of the Bidding Document is: EADB/SVRCS/2025/0007
B. RFP Document
For clarification purposes, send inquires to email address procurement@eadb.org
C. RFP timeline
Date for site visit: December 9, 2025, at 11:00am
Deadline to receive questions: December 10, 2025
Deadline EADB to respond to questions: December 11, 2025
Submission deadline: December 12, 2025
Mode of submission: Proposals to be submitted via procurement email: procurement@eadb.org

9. Additional RFP instructions

- a. Add RFP reference number in the subject line to prompt acknowledgement of receipt
- b. Site visit is mandatory and only companies that will visit the site will be eligible to participate in the subsequent bidding process

Bidding Forms

[This Bid Submission Sheet should be on the letterhead of the Bidder and should be signed by a person with the proper authority to sign documents that are binding on the Bidder]

Bid Submission Sheet

Date: [insert date [as day, month and year) of bid submission]

Procurement Reference No: EADB/SVRCS/2025/0007

To: *[East African Development bank]*

We, the undersigned, declare that:

- (a) We have examined and have no reservations to the Bidding Document.
- (b) We offer to supply in conformity with the Bidding Document and in accordance with the terms of reference in the RFP.
- (c) Our bid shall be valid until the date specified in RFP and it shall remain binding upon us and may be accepted at any time before that date.
- (d) We, including any subcontractors or providers for any part of the contract resulting from this procurement process, are eligible to participate in public procurement in accordance with RFP
- (e) We undertake to abide by the Code of Ethical Conduct for Bidders and Providers during the procurement process and the execution of any resulting contract.
- (f) We do not have any conflict of interest and have not participated in the preparation of the original Statement of Requirements for EADB.
- (g) We, our affiliates, or subsidiaries, including any subcontractors or Providers for any part of the contract, have not been suspended by any Public Procurement Authority in the East African region from participating in public procurement.

We understand that you are not bound to accept the lowest bid or any other bid that you may receive.

Signed: *[signature of person whose name and capacity are shown below]*

Name: *[insert complete name of person signing the bid]*

In the capacity of *[insert legal capacity of person signing the bid]*

Duly authorized to sign the bid for and on behalf of: *[insert complete name of Bidder]*

Dated on _____ day of _____, _____ *[insert date of signing]*.

Code of ethical conduct in business for business 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 East Africa; 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 EADB.

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

- a) Information given by bidders and providers during procurement processes, or the performance of contracts shall be true, fair and not designed to mislead.
- b) Providers shall respect the confidentiality of information received during 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 EADB that might be viewed by others as having an influence on a procurement decision.

6. Inducements

- a) Bidders and providers shall not offer or give anything of value to influence the action of an official in the procurement process or in contract execution.
- b) Bidders and providers shall not ask an 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 EADB of the benefits of free and open competition.

- b) Enter 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 to influence a procurement process or the execution of a contract to the detriment of EADB, or utter false documents.
- e) Unlawfully obtain information relating to a procurement process to influence the process or execution of a contract to the detriment of EADB; and
- f) Withholding information from EADB during contract execution to the detriment of the bank.

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

AUTHORISED SIGNATORY

NAME OF BIDDER/PROVIDER