



OLDMUTUAL INSURANCE RWANDA PLC (OMIR).

TENDER DOCUMENT FOR OFFICE CLEANING AND FUMIGATION

TENDER REFERENCE NUMBER:	0031/S/RFQ/2024/2025/OMIR/AN/ih.
Market Approach:	Request for Quotation (RFQ)
Lot	Lot 1: Office cleaning Lot 2: Fumigation

INSTRUCTIONS TO CONSULTANT.

OLDMUTUAL Insurance Rwanda PLC, hereby solicits your quotation for Office Cleaning and office fumigation as described in the scope of work schedule.

Kindly read the instructions carefully to provide a responsive quote.

1. OVERVIEW



OLDMUTUAL Insurance Rwanda PLC is incorporated in Rwanda under certificate number 102628166 and licensed by the National Bank of Rwanda to operate in General Insurance, under the same trading license number.

It is a wholly owned subsidiary of OMAO Holdings Limited, part of the OLDMUTUAL Group—a pan-African financial services organization with interests in insurance, investment management, property development, financial advisory, and securities brokerage.

In Rwanda, OLDMUTUAL focuses on providing General and Health Insurance products tailored to the needs of the local market.

2. INTENT AND PROJECT DESCRIPTION

The primary goal of this tender is for the prospective firm to offer the competitive price quotation and demonstrate ability to deliver good services to OLDMUTUAL Insurance Rwanda PLC.

3. TIME OBJECTIVES: TENDER NOTICE

TITLE: TENDER FOR OFFICE CLEANING AND FUMIGATION

OLDMUTUAL Insurance Rwanda PLC hereinafter called "Client". The Client intends to apply a portion of the funds to eligible payments under the contract for which this Bidding Document is issued.

1. The OLDMUTUAL Insurance Rwanda PLC *invites* eligible bidder to submit bids for the office Cleaning and office fumigation as indicated in detail in the statement of Requirements.
2. Bid document in *English* may be obtained here on Job in Rwanda Portal.
3. The tender document may be obtained from Job in Rwanda (www.jobinrwanda.com) free of charge. For submission of their bids, all interested bidder must pay non-refundable fee of Twenty Thousand Rwandan francs (**20,000Rwf**) to the Account No: **100008068571** Account Name: **OLD MUTUAL INSURANCE RWANDA PLC** opened in **BANK OF KIGALI PLC** or Momo Pay: **008530** under **Old mutual**.

For submission of the bids, all interested bidders should be clearly marked with tender number: **0031/S/RFQ/2024/2025/OMIR/AN/ih**.

4. and description documents should be submitted to Insurance **Rwanda head office (Grand Pension Plaza 7th Floor On the reception desk)** in Sealed Envelops **not** later than **7th July 2025 12h 00 AM** Late bids will not be accepted, and the bids will be opened on the same day at **10:15 local Time**, the opening minute for the tender will be shared on the same day.



5. The site visit will be done on **7th July 2025** OMIR Insurance Rwanda head office Grand Pension Plaza 7th Floor **(from 10 AM up to 11 AM)**.
6. The bids remain valid for a period of **60 days** starting from the submission deadline mentioned in the email. Any request for clarification must be sent in writing to Group Procurement email : Procurement Rwanda ProcurementRW@oldmutual.rw

Note: that the OMIR may, at its discretion, extend this deadline for the submission of quotations by amending the tender documents, in which case all rights and obligations of the bidders previously subject to the deadline will thereafter be subject to the deadline as extended. All parties will be notified of any changes simultaneously by email.

INSTRUCTIONS OF RESPONDING:

4. SUBMISSION OF REQUIREMENTS AND TERMS AND CONDITION.

4.A. The Bidder shall submit the following additional documents in its bid:

1. Bid submission form and Price schedules filled well.
2. Physical address
3. Postal address
4. Copy of Trading License issued by RDB related to the tender
5. Copy of the Social Security certificate.
6. Copy of the tax clearance certificate.
7. Proof of payment for tender document
8. Site Visit Certificate
9. At Least two (2) references of similar tenders
10. The Company's Ultimate Beneficiaries Owners (UBOs) or Board Members of the company
11. A copy of the latest audited financial statements if any
12. Financial capacity if require.

Note: Failure to give any of the above is subject lead to disqualification from this tender.

4.B. Requirements of the selection. The following information is to be included by the vendor in the quotation:

1. A completed copy of the coversheet attached to this RFQ



2. A quoted price in for each item specified in Rwandan francs. (This price should be inclusive of all taxes if applicable).
3. The validity period of offer (Offer should be valid for at least 60 days)
4. The Quotation must be on the official letter head with authorized signature and stamp
5. Specifications of the products offered in fully addressed on the bottom of this page.
6. The INCOTERMS edition is: DDP 2012.

NOTE: Failure to give in one of the above is subject lead to disqualification from this tender.

4.c. Evaluation Criteria

OMIR will award a contract/ Purchasing order resulting from this solicitation to the vendor responsible whose quote will be the best value for OMIR, price, and other factors considered. The following factors should be used to evaluate offers:

- Technical capability of the item offered to meet OMIR's requirements.
- Administrative evaluation
- Financial evaluation
- The capability of delivery period of **5 days** maximum.

**4.D. Bidder Information Form**

[The Bidder shall fill in this Form in accordance with the instructions indicated below. No alterations to its format shall be permitted and no substitutions shall be accepted.]

Date: *[insert date (as day, month and year) of Bid Submission]*

Tender No.: *[insert number of tender notices]*

Page _____ of _____ pages

1. Bidder's Legal Name <i>[insert Bidder's legal name]</i>
2. In case of Joint Venture (JV), legal name of each party: <i>[insert legal name of each party in JV]</i>
3. Bidder's actual or intended Country of Registration: <i>[insert actual or intended Country of Registration]</i>
4. Bidder's Year of Registration: <i>[insert Bidder's year of registration]</i>
5. Bidder's Legal Address in Country of Registration: <i>[insert Bidder's legal address in country of registration]</i>
6. Bidder's Authorized Representative Information Name: <i>[insert Authorized Representative's name]</i> ID/Passport Number <i>[Insert the ID or Passport Number]</i> Address: <i>[insert Authorized Representative's Address]</i> Telephone/Fax numbers: <i>[insert Authorized Representative's telephone/fax numbers]</i> Email Address: <i>[insert Authorized Representative's email address]</i>
13. Stamp and signature of the Company

**5.AWARD**

Award of this bid shall be to the lowest evaluated responsive quotation which is in substantial conformance with the terms, conditions, and the scope of work as specified in this request for quotation.

6.SUBMISSION OF QUOTATIONS**a. Confirmation of interest:**

Please send an email acknowledging receipt of this solicitation and your intent to respond or not to respond no later than the submission deadline. Send the confirmation to the contact listed below in the bottom of this page.

b. Selection of short-list

OMIR Insurance Rwanda reserves the right to select a short list from the bids received. OMIR Insurance Rwanda has the option to interview and discuss specific details with those candidates who are on the short-list.

c. Conclusion of process

Applicants will be notified by OMIR Insurance Rwanda decision as soon as the process of evaluation is completed. Final award is subject to the terms and conditions included in this solicitation, as well as successful final negotiations of all applicable terms and conditions affecting this work.

7.TERMS AND CONDITIONS OF THIS TENDER

1. The proposals shall remain valid for 90 days from the date opening.
2. Payment for the services offered will be made in 30 days after submission of the EBM invoices and successful service delivery.



3. Canvassing directly by the consultant or by proxy shall lead to automatic disqualification of his/her bid.
4. All information provided by OMIR Insurance Rwanda as part of this solicitation must be treated as confidential. If any information is inappropriately released, OMIR Insurance Rwanda will seek appropriate remedies as allowed.
5. OMIR reserves the right to modify by writing notice the terms of this solicitation at any time in its sole discretion. OMIR may cancel the solicitation at any time.
6. OMIR may reject any or all proposals received.
7. Issuance of solicitation does not constitute award commitment by OMIR
8. OMIR reserves the right to disqualify any quotation based on the vendor's failure to follow solicitation instructions.
9. OMIR will not compensate Vendors for their response to the solicitation.
10. OMIR reserves the right to issue an award based on the initial evaluation of applications without further discussion.
11. OMIR may contact Vendors to confirm the contact person, address, and that the proposal was submitted for this solicitation.
12. OMIR may contact listed past performance references without notice to the Vendor. OMIR also reserves the right to contact other past performance information sources that the Vendor did not list in the proposal.
13. By submitting a proposal, the Vendor confirms he/she understands the terms and conditions.
14. Information pertaining to and obtained from the Vendor as a result of participation in this solicitation is confidential. The Vendor consents to the disclosure of the documents submitted by the Vendor to the reviewers involved in the selection process. Please note that all reviewers are bound by non-disclosure agreements.
15. Proposals, discussions, and all information received in response to this solicitation will be held as strictly confidential, except as otherwise noted.

8.CORRUPT AND FRAUDULENT PRACTICES

The OMIR requires that bidders observe the highest standards of ethics during procurement process and in execution of contracts. A bidder shall sign a declaration that he has not and will not be involved in corrupt and fraudulent practices.



9. CONCLUSION OF PROCESS

Applicants will be notified of the OMIR decision as soon as the process of evaluation is completed. Final award is subject to the terms and conditions included in this solicitation, as well as successful final negotiations of all applicable terms and conditions affecting this project.

10. TERMS OF REFERENCE FOR PROVISION OF CLEANING SERVICES

□ RESPONSIBILITIES OF OMIR

1. The service provider shall use Client's water system during the normal flowing of water for cleaning and watering but ready to supply water for the same purpose whenever there is no running water.
2. The OMIR shall evaluate and panelize the Service provider in case of failure to perform to the agreed standards.
3. Payment of Monthly services based on the performance report, cleaning staff, tools and supplied consumables. And Quarterly for the fumigation
4. Preparation of all reports for request to terminate/renewal of the Contract.

CONDITION TO BE FULLFILLED BY THE SUPPLIER

The selected Service Provider will be responsible for 2 pairs of full uniforms which are the Trousers and Shirts (2 pairs of uniforms and 2 pairs of boots or related cleaning shoes) for each agent with mask and gloves. The supervisors should also be provided with a uniform different from the cleaners for easy identification

The agents who will be responsible for daily hygiene in the OMIR must have at least two years of experience working in cleaning environment as a cleaner, fulfilling the following conditions:



- ☐ The staff employed must have an irreproachable moral character and respect the professional secrecy and the professional ethics of the support agents in working environment.
- ☐ The orderly must have at least primary education.
- ☐ Staff should wear a clean uniform (bearing the company name), allowing them to be distinguished from other people who frequent the OMIR
- ☐ Bidders must specify in their tenders the expenses that will be linked to staff salaries.
 - ☐ The Bidding Company should present in its bid a work plan to show how it will accomplish the desired work.
- ☐ The company should give a list of equipment, mechanized and non-mechanized to enable them to accomplish the work and present proof of ownership /lease of required equipment.
- ☐ The client will provide a list of needed cleaning consumables to be supplied by the service provider to enable him maintaining the required standard of cleanliness in different areas.
- ☐ Supplier has to clean the carpet with a cleaning machine and maintain well in good condition.
- ☐ Supplier will supply the AROMA Diffusers for the office by the request of the Procuring entity for the quantities and refiling.

Once selected:

- ☐ Any worker in charge of Cleaning services must have at least one year's experience in Hygiene setting and be vaccinated against Covid-19 for three dosage. If ever there is a replacement of personnel during the execution, the new hire must be vaccinated before starting work.
- ☐ A list of cleaning staff according to their numbers, names will be submitted to contract manager and a copy to the in-charge of security service within the OMIR In case of any change on the list, the updated list should be submitted by the Service provider to the above-mentioned people.
- ☐ The Cleaners have to make check in and check out of their materials while coming in, out and doing their works by the security Teams.



□ **Provision of manpower service** : The service provider should provide permanent manpower service where required within the institute through the Assets and Services Management Unit. This service will consist of the following:

- i) Loading and offloading of equipment and materials when requested through the Assets and Services Management Unit.
- ii) Moving/relocating of furniture and equipment from Stock or to where required.
- iii) Before starting the work, the successful bidder shall present the signed annual contract between the cleaners to reduce the risk and take the assurance of stability of cleaners and its behavior.

2. Cleaners will also provide Tea Services to OMIR Staff during breakfast, but this will not a cost implication for the cleaning company as it will be for the Procuring entity.

- To serve Tea for OMIR staff and the tea shall be always served hot.
- All requirements needed to make tea like, sugar; cups, spoons, tea leaves/coffee and water are responsibilities of the OMIR.
- The manpower involved in the catering services is also responsibilities of the supplier, are required to wear uniforms during their duties
- Maximum hygiene is required

□ HEALTH AND SAFETY MEASURES

3. Cleaners should be provided with rubber gloves and non-slippery rubber sole shoes. Open shoes and high heeled ladies' shoes will not be allowed while at work.
4. Gardeners should also be provided with rubber gloves, gum boots, overcoats and other protective wears.
5. Safety warning mobile signposts clearly marked (for example **“WARNING, Wet Floor”, etc.)** shall be erected while at work to avoid accidents which would arise.
6. Machines and other special tools should be operated by trained personnel any risk for that will born to the Supplier.

**OTHER ELEMENTS TO SPECIFY IN THE OFFER**

- ☐ Specify specifically in writing the knowledge (C.V.), experience of your key personnel that you will employ (including school or academic documents)
- ☐ The tenderer or his team leader responsible for directing the operations must have experience in that Field for 3 years

SPACE TO BE CLEANED AND WORKING METHODS PROPOSED.

- **OMIR HEADQUARTER AND BRANCHES:** All administrative premises, offices, corridors, toilets, showers, and various houses as it appears in the tender documents (Tender).
 - ☐ Cleaning of buildings and premises : cleaning of the floor, patio door and ceiling, which should be washed twice a day and partially cleaned whenever necessary.
 - ☐ Corridor cleaning : whenever it is necessary
 - ☐ Cleaning of toilets and showers : whenever necessary
 - ☐ Daily maintenance of pipes, soaks and ditches avoiding stagnant water. And disinfect the water tanks: once a quarter
 - ☐ Unloading, transport and destruction of waste according to standards. ☐ Transport of the sick and the deceased if necessary
 - ☐ Ensure handling work
 - ☐ Ensure the transport of goods purchased or received from the various good makers
 - ☐ Provide support services such as transporting equipment from one office to another, transporting mail from a location not far from the workplace, orienting clients and other visitors to the OMIR.
 - ☐ Use deodorant and organic solutions in toilets to combat bad odors.
 - ☐ Carry out any other work related to his/her daily work.
 - ☐ Weekly clearing and sweeping of the roads leading to the OMIR and whenever necessary (Branches).
 - ☐ Daily maintenance of lawns, gardens and surrounding areas of the company.
 - ☐ Cut the size and shape of the herbs every week
 - ☐ Cleaning of carpet whenever necessary

N/A	CLEANING LOCATION	NUMBER CLEANERS	UP	T.P With TAX
1	Kigali OMIR Insurance Rwanda Head Office (office cleaning of 7 th , 9 th , And Ground Floor (OMIR HQ) OMIR.	4		
2	Kigali Kicukiro Branch	1		
3	Musanze-Northern Province Branch OMIR	1		
4	Muhanga-Southern Province OMIR Branch	1		
5	Rusizi-Western Province OMIR Branch	1		
6	Rubavu-Wertern Province Branch	1		
7	Kayonza-Eastern Province OMIR Branch	1		
TOTAL PRICE WITH TAX INCLUSIVE				



11. LOT 2 TERMS AND REFERENCE FOR FUMIGATION SERVICES

1. Scope of Work:

The service provider shall provide comprehensive fumigation services for the office premises, targeting insects (cockroaches, mosquitoes, ants, flies, etc.) and rodents. The fumigation must be effective and safe for the working environment.

2. Key Requirements:

- Conduct a full inspection before fumigation to assess infestation level.
- Apply appropriate and approved fumigation chemicals and methods.
- Ensure proper ventilation and safety signage during and after treatment.
- Provide Material Safety Data Sheets (MSDS) for all chemicals used.
- Comply with all health, safety, and environmental regulations.

3. Post-Fumigation Obligations:

- Remove all visible dead insects, rodents, and related waste within two (2) weeks after the service and when it is found.
- Perform a **thorough cleaning of affected areas** post-fumigation to ensure the space is hygienic and ready for normal use.
- Provide follow-up support in case of recurring infestation within the first month after treatment.
- In case of **dead rodents or insects that emit a bad smell**, the service provider **must respond and remove them within one (1) hour** of being notified.
- After removing such waste, the provider **must apply a suitable air freshener or odor neutralizer** to restore a pleasant and hygienic environment.
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4. Schedule and Duration:

- The fumigation service shall be conducted on a quarterly basis, as required.
- Service to be delivered during non-working hours or weekends to minimize disruption.

5. Reporting:

- Submit a written service completion report indicating areas treated, products used, and any findings or recommendations.



Lot No.	Description	Unit	Qty	Unit Price (RWF)	Total Price (RWF)	Remarks / Notes
Lot 2	Fumigation Services	Quarterly	4			Include emergency request

END