

July 2023



Promoting Democracy and  
Good Governance in Africa

# **AFRICAN PEER REVIEW MECHANISM**

## **REQUEST FOR PROPOSAL**

### **FOR THE PROVISION OF CLEANING AND JANITORIAL SERVICES**

**Procurement Number: APRM/OD/001/2023**

July 2023

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## SECTION 1

### INVITATION FOR BIDS

#### PROVISION OF CLEANING AND JANITORIAL SERVICES TO THE AFRICAN PEER REVIEW MECHANISM

**Procurement Number: APRM/OD/001/2023**

#### **INTRODUCTION**

The African Peer Review Mechanism (APRM) is a specialized entity of the African Union whose aims are to encourage the adoption of policies, standards and practices that lead to effective and responsive governance. To ensure a conducive, enabling and work-friendly environment, it is imperative that office premises are kept clean all the time. The work environment hygiene must always be assured for staff to work and deliver according to their mandate. Therefore, the APRM (African Peer Review Mechanism) would like to engage in the process of acquiring a suitable company to provide such services.

#### **Scope of work**

APRM Secretariat is inviting proposals from eligible bidders to provide cleaning services of high industry standards using environmentally friendly products. The service provider will be providing cleaning services for an office space of approximately 2,100 square meters at the APRM Office Premises in Midrand. The service provider should provide all the required equipment; SABS approved chemicals, uniforms, and anything else necessary to deliver on the mandate of the cleaning contract. More details on the services are provided in the attached Terms of Reference.

Bid proposals must consist of at least **three (3) hardcopies and one (1) original copy and one (1) electronic** copy saved on a flash disc/USB

**The Financial and Technical offers must be delivered in two separate inner envelopes to the address below on or before the ~~31<sup>st</sup>~~31<sup>st</sup> of October 2023 at 14.00 SAST hours RSA time. Envelopes should be clearly marked with the Title of the procurement and procurement number.**

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**The APRM shall sign an initial one (1) year framework agreement service contract with the successful bidders with possible extension upon satisfactory performance.**

**Bidders are required to provide mandatory documents, but not limited to the following:**

1. Valid registration documents,
2. Capital, Cash Flow, audited financial statements for the last 3 years.
3. Valid Tax Clearance Certificate
4. Submission of a technical and financial proposals in the format provided in the bid document. (Technical and financial offers must be in two separate sealed envelopes)
5. Where bidders are bidding as a joint venture, a joint venture agreement or Memorandum of understanding is required. It should be clearly indicated who the lead bidder is.

**Bids shall be valid for a period of 90 days. Bid opening will be on the ~~31<sup>st</sup>~~ 31<sup>st</sup> of October 2023, at 14.00 SAST.** Late bids will be rejected and returned unopened to bidders.

**More details on the services are provided in the attached Terms of Reference. A service provider will be selected under *Quality and cost Based Selection Method* and procedures described in this Request for Proposal (RFP).**

**The RFP includes the following documents:**

- Section 1 - Letter of Invitation
- Section 2 - Information to Bidders
- Section 3 – Data Sheet
- Section 4 - Technical Proposal - Standard Forms
- Section 5 - Financial Proposal – Standard Forms
- Section 6- Terms of Reference, Deliverables and Time Frame

The bid is open to all eligible firms from AU/UN affiliated countries.

Yours sincerely,

Chairperson, Internal Procurement Committee

African Peer Review Mechanism

Bidders' submission check list

No	Description	Tick
1	Technical Proposal in format under section 4 and guidelines in section 6 on Terms of Reference	
2	Financial Proposal in format under section 5 and guidelines in section 6 on Terms of reference	
3	Read and understood the Terms of Reference (section 6) and Bid data under Section 3	
4	Bid validity (90 days)	
5	Attached relevant mandatory documents	
	I. Certificate of incorporation	
	II. Valid trading license	
	III. VAT Registration certificate	
	IV. Audited Financial statements (last three years) ( <b><i>To be enclosed in the technical offer</i></b> )- <b>2021, 2022, <del>2023</del>2023.</b>  Financial statement (last three years) (To be enclosed in the technical proposal [  <b>Financial Capacity</b>  <b>Evaluation Financial statement</b>  <b>Net Profit Margin</b> - should be above 0.1  <b>Return on Assets</b> - A ROA should be 5% and above  <b>Quick Ratio /Acid test</b> - a QR should be above one  <b>Debt-to-Equity</b> -should be 0.5 and above	
	Company Profile	
	Any other Relevant documentation	
6	Submitted ONE original <del>and three</del> <b>and three</b> copies and ONE electronic (USB)of each Offer in separate envelopes, and 1 electronic copy.  <b>(please Note that the technical and Financial Proposal should be in separate envelops)</b>	

## SECTION 2

### Information to Bidders

#### Introduction

- 1.1 The Client named in the Data Sheet will select a firm in accordance with the method of selection specified in the Data Sheet.
- 1.2 The bidders are invited to submit a Technical Bid and a financial bid. The bid will be the basis for contract negotiations and ultimately for a signed contract with the selected firm.
- 1.3 The service shall be implemented in accordance with any phasing indicated in the Data Sheet. When the service includes several phases, the performance of the bidder under each phase must be to the Client's satisfaction before work begins on the next phase.
- 1.4 The bidders must familiarize themselves with local conditions and take them into account in preparing their bid. Note that: (i) the costs of preparing the bid and of negotiating the contract, including a visit to the Client, are not reimbursable as a direct cost of the service; and (ii) the Client is not bound to accept any of the bids submitted.
- 1.5 APRM policy requires bidders to provide professional, objective, and impartial advice, and at all times hold the Client's interest's paramount, without any consideration for future work, and strictly avoid conflicts with other services or their own corporate interests. Bidders shall not be hired for any service that would be in conflict with their prior or current obligations to other clients, or that may place them in a position of not being able to carry out the service in the best interests of the Client.
- 1.6 The APRM requires that Officers of the APRM, as well as Bidders/ Suppliers/ Contractors/ Bidders, observe the highest standard of ethics during the procurement and execution of such contracts.<sup>1</sup> In pursuance of this policy the APRM:

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<sup>1</sup> *In this context, any action taken by a bidder, supplier, contractor, sub-contractor, or consultant to influence the procurement process or contract execution for undue advantage is improper.*

(a) Defines for the purposes of this provision, the terms set forth below as follows:

- i. "Corrupt practice"<sup>2</sup> is the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party.
- ii. "Fraudulent practice"<sup>3</sup> is any act or omission including a misrepresentation that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation.
- iii. "Corrupt practice"<sup>4</sup> is the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party.
- iv. "~~collusive~~Collusive practice"<sup>5</sup> is an arrangement between two or more parties designed to achieve an improper purpose, including to influence improperly the actions of another party.
- v. "~~coercive~~Coercive practice"<sup>6</sup> is impairing or harming or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party.
- vi. "~~obstructive~~Obstructive practice" is deliberately destroying, falsifying, altering, or concealing of evidence material to any investigation or making false statements to investigators in order to materially impede any investigation into allegations of a corrupt, fraudulent, coercive, or collusive practice; and/or threatening, harassing, or intimidating any party to prevent

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<sup>2</sup> "another party" refers to an officer of the APRM acting in relation to the procurement process or contract execution. In this context, "officer of the APRM" includes staff and employees of other organizations taking or reviewing procurement decisions.

<sup>3</sup> a "party" refers to any officer of the APRM; the terms "benefit" and "obligation" relate to the procurement process or contract execution; and the "act or omission" is intended to influence the procurement process or contract execution.

<sup>4</sup> "another party" refers to an officer of the APRM acting in relation to the procurement process or contract execution. In this context, "officer of the APRM" includes staff and employees of other organizations taking or reviewing procurement decisions.

<sup>5</sup> "parties" refers to any participants in the procurement process (including officers of the AU) attempting to establish bid prices at artificial, non-competitive levels.

<sup>6</sup> a "party" refers to any participant in the procurement process or contract execution.



- it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation;
- (b) Will reject a recommendation for award of contract if determined that the bidder recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive, coercive, or obstructive practices in competing for the contract in question
  - (c) Will declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded an African Union financed contract if it at any time determines that the firm has, directly or through an agent, engaged in corrupt, fraudulent, collusive, coercive, or obstructive practices in competing for, or in executing, an African Union financed contract.
- 1.7 Bidders shall not be under a declaration of ineligibility for corrupt, fraudulent, collusive, coercive, or obstructive practices issued by the APRM in accordance with the above ~~sub-paragraph~~paragraph.

#### Clarification and Amendment of RFB Documents

- 2.1 Any request for clarification must be sent in writing by mail, facsimile, or electronic mail to the Client's address indicated in the Data Sheet. The Client will respond by facsimile, courier or electronic mail to such requests and will send written copies of the response (including an explanation of the query but without identifying the source of inquiry) to all invited bidders who intend to submit bids.
- 2.2 At any time before the submission of bids, the Client may, for any reason, whether at its own initiative or in response to a clarification requested by an invited firm, amend the RFB. Any amendment shall be issued in writing through addenda. Addenda shall be sent by mail, facsimile, or electronic mail to all invited bidders and will be binding on them. The Client may at its discretion extend the deadline for the submission of bids.

#### Preparation of Bid

- 3.1 Bidders are requested to submit a bid (paragraph 1.2) written in the language(s) specified in the Data Sheet.

#### Technical Bid

- 3.2 In preparing the Technical Bid, bidders are expected to examine the documents constituting this RFP in detail. Material deficiencies in providing the information requested may result in rejection of a bid.
  - (ii) Reports to be issued by the bidders as part of this service must be in the language(s) specified in the Data Sheet.

3.3 The Technical Bid shall provide the following information using the Standard Forms attached in Section 4:

- (i) A brief description of the firm's organization and an outline of recent experience on services of a similar nature. For each service, the outline should indicate, inter-alia, the, duration of the service, contract amount, and the firm's involvement.
- (ii) Any comments or suggestions on the Terms of Reference and list of services, and facilities to be provided by the Client.
- (iii) A description of the methodology and understanding of the assignment for performing the service.
- (iv) A detailed description of the proposed methodology, staffing, and monitoring of services
- (v) Any additional information requested in the Data Sheet.

3.4 The Technical Bid shall not include any financial information.

#### Financial Bid

3.5 In preparing the Financial Bid, bidders are expected to consider the requirements and conditions outlined in the RFB documents. The Financial Bid shall include all the costs the bidder incurs to provide the services.

3.6 Bidders may express the price of their services in any freely convertible currency. The bidders may not use more than three foreign currencies. The Client may require bidders to state the portion of their price representing local costs in the Currency of the Country specified for performance of the Services if so, indicated in the Data Sheet.

3.7 The Data Sheet indicates how long the bids must remain valid after the submission date. During this period, the bidder is expected to keep available the professional staff proposed for the service. The Client will make its best effort to complete negotiations within this period. If the Client wishes to extend the validity period of the bids, the bidders who do not agree have the right not to extend the validity of their bids.

#### Submission, Receipt, and Opening of Bids

4.1 For each bid, the bidders shall prepare the number of copies indicated in the Data Sheet. Each Technical Bid and Financial Bid shall be marked "Original" or "Copy" as appropriate. If there are any discrepancies between the original and the copies of the bid, the original will govern.

4.2 The original and all copies of the Technical Bid shall be placed in a sealed envelope clearly marked "Technical Bid," and the original and all copies of the Financial Bid in a

sealed envelope clearly marked "Financial Bid" Bid." Both envelopes shall be placed into an outer envelope and sealed. This outer envelope shall bear the submission address and other information indicated in the Data Sheet and be clearly marked, "Do Not Open, Except in Presence of the Tender Opening Committee."

- 4.3 The completed Technical and Financial Bids must be delivered at the submission address on or before the time and date stated in the Data Sheet. Any bid received after the closing time for submission of bids shall be returned unopened.
- 4.4 After the deadline for submission of bids, the Technical Bid shall be opened immediately by the Bid Opening Committee.
- 4.5 The Firm may withdraw its Bid after the Bid's submission, provided that the written notice of the withdrawal is received by the Client prior to the deadline prescribed for submission of Bids. The Firms' withdrawal notice shall be prepared, sealed, marked, and dispatched in accordance with the provisions of clause Deadline for Submission of Bids. The withdrawal notice may also be sent by telex or fax but followed by a signed confirmation copy. No Bid may be modified after the deadline for submission of bids.

## Bid Evaluation

### General

- 5.1 From the time the bids are opened to the time the contract is awarded, if any bidder wishes to contact the Client on any matter related to its bid, it should do so in writing at the address indicated in the Data Sheet. Any effort by the firm to influence the Client in bid evaluation, bid comparison or contract award decisions may result in the rejection of the bidder's bid.

### Evaluation of Technical Bids

- 5.2 The evaluation committee appointed by the Client, as a whole, and each of its members individually, will evaluate the bids on the basis of their responsiveness to the Terms of Reference, applying the evaluation criteria, sub-criteria and point system specified in the Data Sheet. Each responsive bid will be given a technical score (St). A bid shall be rejected if it does not respond to important aspects of the Terms of Reference or if it fails to achieve the minimum technical score.
- 5.3 In the case of Quality-Based Selection, Selection Based on Bidder's Qualifications, and Single-Source Selection, the highest ranked firm, or the firm selected on a single-source basis, is invited to negotiate a contract on the basis of the Technical Bid and the Financial Bid submitted.

### Evaluation of Financial Bids: Ranking (QCBS, Fixed-Budget, and Least-Cost Selection (Methods Only)

- 5.4 In case of QCBS, the lowest priced Financial Bid (Fm) will be given a financial score (Sf) of 100 points. The financial scores (Sf) of the other Financial Bids will be computed as

indicated in the Data Sheet. Bids will be ranked according to their combined technical (St) and financial (Sf) scores using the weights (T = the weighting for the Technical Bid; P = the weighting for the Financial Bid as indicated in the Data Sheet. T + P = 1); The firm achieving the highest combined technical and financial score using the formula: `

$$S = St \times T\% + Sf \times P\%$$

will be invited for negotiations. The weighting will be 70% for Technical and 30% for Financial.

- 5.6. In the case of Fixed-Budget Selection, the Client will select the firm that submitted the highest ranked Technical Bid within the indicated budget price. Bids that exceed the indicated budget will be rejected. In the case of the Least-Cost Selection, the Client will select the lowest evaluated cost bid among those that passed the minimum technical score. The selected firm will be invited for negotiations.

### Negotiations

- 6.2 Negotiations will include a discussion of the Technical Bid, the proposed methodology (work-plan), staffing, and any suggestions made by the firm to improve the Terms of Reference. The Client and firm will then agree final Terms of Reference, staffing, and bar charts indicating activities, staff, and reporting. The agreed work plan and final Terms of Reference will then be incorporated in the "Description of Services" and form part of the contract. Special attention will be paid to getting the most the firm can offer within the available budget and to clearly defining the inputs required from the Client to ensure satisfactory implementation of the service.
- 6.3 Financial negotiations will reflect agreed technical modifications in the cost of the services and will include a clarification of the firm's tax liability (if any) in the Country specified for performance of the Services, and the manner in which it will be reflected in the contract. The financial negotiations will not normally involve either the remuneration rates for staff (no breakdown of fees), or other proposed unit rates under QCBS, Fixed-Budget Selection, or the Least-Cost Selection methods.
- 6.4 The negotiations will conclude with a review of the draft form of the contract. On completion of negotiations, the Client and the firm will initial the agreed contract. If negotiations fail, the Client will invite the firm whose bid received the second highest score to negotiate a Contract.

### Award of Contract

- 7.1 The contract will be awarded following negotiations. After negotiations are completed, the Client will promptly notify other bidders on the shortlist that they were unsuccessful and return the unopened Financial Bids of those bidders who did not pass the technical evaluation (paragraph 5.4).

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- 7.2 The firm is expected to commence the service on the date and at the location specified in the invitation to bid.

#### Confidentiality

- 8.1 Information relating to the evaluation of bids and recommendations concerning awards shall not be disclosed to the bidders who submitted the bids or to other persons not officially concerned with the process, until the winning firm has been notified that it has been awarded the contract.

## SECTION 3

### Data Sheet

#### ITB Clause

#### Reference

- ITB Clause 1.1      The name of the Client is the **AFRICAN PEER REVIEW MECHANISM**  
The method of selection is **Quality and Cost Selection Method**
- ITB Clause 1.2      Technical and Financial Bids are requested.  
The name, and Procurement Number of the service are:  
**APRM/OD/001/2023, Provision of Cleaning and Janitorial Services to the African Peer Review Mechanism (APRM)**
- ITB Clause 2.1      Clarifications may be requested up to **7** days before the submission date.  
The address for requesting clarifications is:  
**E-mail : [tenderinfo@aprm-au.org](mailto:tenderinfo@aprm-au.org)**
- ITB Clause 3.1      Bids should be submitted in the English language.
- ITB Clause 3.2      Reports that are required under the service shall be submitted in the English language.
- ITB Clause 3.3      Additional information required in the Technical Bid is: Refer to Terms of Reference under Section 6.
- ITB Clause 3.4      Bids must remain valid for 90 days after the submission date.
- ITB Clause 3.5      Bidders must submit **ONE** original and **THREE** copies of each bid. Including **ONE** a soft copy saved on a flash disc/**USBUSB**.
- ITB Clause 4.4      The address for submission of bids is:  
**The Chairperson, Internal Procurement Committee**  
**APRM Secretariat, Sealed Bid**  
**230, 15<sup>th</sup> Road, Randjespark**  
**1<sup>st</sup> Floor, Halfway House**  
**Midrand, South Africa**

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**Tel +27(0)112563401,**

**Fax +27(0)112563456**

- | ITB Clause 4.5 Bids must be submitted no later than the 31<sup>st</sup>~~October~~<sup>st</sup> October 2023 at 14h00 hours South Africa time.
- ITB Clause 5 The address for communications to the Client is:  
AFRICAN PEER REVIEW MECHANISM (APRM SECRETARIAT),  
  
**Tel: (+27) 11 256 3401**  
**Email: tenderinfo@aprm-au.org**  
**Halfway House, Midrand**  
**South Africa**
- ITB Clause 5.4 The single currency for price conversions is South African Rand (ZAR).
- ITB Clause 6.1 Negotiations will be held at the AFRICAN PEER REVIEW MECHANISM SECRETARIAT (APRM SECRETARIAT)
- ITB Clause 7.2 The service is expected to commence after the completion of the selection process.

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## SECTION 4

### TECHNICAL PROPOSAL SUBMISSION FORM

*{Location, Date}*

To: *{Name and address of Client}*

Sir / Madam:

We, the undersigned, offer to provide the services for ***{Title of consulting services and Procurement Number}*** in accordance with your Request for Proposals dated ***{Date}*** and our Proposal. We are hereby submitting our Proposal, which includes this Technical Proposal, and a Financial<sup>7</sup> Proposal sealed under a separate envelope.

We declare that we have no conflict of interest as defined by Section 1.6 of the Information to Consultants in relationship to performance of this assignment.

If negotiations are held during the period of validity of the Proposal, i.e., before ***{Date}*** we undertake to negotiate based on the proposed staff. Our Proposal is binding upon us and subject to the modifications resulting from Contract negotiations.

We understand you are not bound to accept any Proposal you receive.

We remain,

Yours sincerely,

Authorised Signature:

Name and Title of Signatory:

Name of Firm:

Address:

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<sup>7</sup> In Quality-Based Selection, the proposal may include only a Technical Proposal. If this is the case, delete “and a Financial Proposal sealed under a separate envelope.”



## FIRM'S REFERENCES

### Relevant Services Carried Out in the Last Five Years That Best Illustrate Qualifications

Using the format below, provide information on each assignment for which your firm/entity, either individually as a corporate entity or as one of the major companies within an association, was legally contracted.

Assignment Name:		Country:
Location within Country:		Professional Staff Provided by Your Firm/Entity(profiles):
Name of Client:		No. of Staff:
Address:		No. of Staff-Months; Duration of Assignment:
Start Date (Month/Year):	Completion Date (Month/Year):	Approx. Value of Services (in Currency value):
Name of Senior Staff (Team Leader) Involved and Functions Performed:		
Narrative Description of Project:		
Description of Actual Services Provided by Your Staff:		

**4C. COMMENTS AND SUGGESTIONS OF SERVICE PROVIDER ON THE TERMS OF REFERENCE AND ON DATA, SERVICES, AND FACILITIES TO BE PROVIDED BY THE CLIENT**

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On the Terms of Reference:

- 1.
- 2.
- 3.
- 4.
- 5.

On the data, services, and facilities to be provided by the Client:

- 1.
- 2.
- 3.
- 4.

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**4D. DESCRIPTION OF THE METHODOLOGY AND WORK PLAN FOR PERFORMING THE ASSIGNMENT**

***(REFER TO TERMS OF REFERENCE UNDER SECTION 6 FOR GUIDANCE)***

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### 4E. TEAM COMPOSITION AND TASK ASSIGNMENTS

<b>1. Technical/Managerial Staff</b>		
Name	Position	Task

<b>2. Support Staff</b>		
Name	Position	Task

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## 4F. FORMAT OF CURRICULUM VITAE (CV) FOR PROPOSED PROFESSIONAL STAFF

Proposed Position: \_\_\_\_\_

Name of Firm: \_\_\_\_\_

Name of Staff: \_\_\_\_\_

Profession: \_\_\_\_\_

Date of Birth: \_\_\_\_\_

Years with Firm/Entity: \_\_\_\_\_ Nationality: \_\_\_\_\_

\_\_\_\_\_

Detailed Tasks Assigned: \_\_\_\_\_

\_\_\_\_\_

### Key Qualifications:

*{Give an outline of staff member's experience and training most pertinent to tasks on assignment. Describe degree of responsibility held by staff member on relevant previous assignments and give dates and locations. Use about half a page.}*

\_\_\_\_\_

### Education:

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*{Summarize college/university and other specialized education of staff member, giving names of schools, dates attended, and degrees obtained. Use about one quarter of a page.}*

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**Languages:**

*{For each language indicate proficiency: excellent, good, fair, or poor in speaking, reading, and writing.}*

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**Employment Record:**

*{Starting with present position, list in reverse order every employment held. List all positions held by staff member since graduation, giving dates, names of employing organizations, titles of positions held, and locations of assignments. For experience in last ten years, also give types of activities performed and client references, where appropriate. Use about two pages.}*

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**Certification:**

I, the undersigned, certify that to the best of my knowledge and belief, these data correctly describe me, my qualifications, and my experience.

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\_\_\_\_\_ Date: \_\_\_\_\_

*{Signature of staff member and authorized representative of the firm}*

*Day/Month/Year*

Full name of staff member: \_\_\_\_\_

Full name of authorized representative: \_\_\_\_\_

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## SECTION 5

### FINANCIAL BID SUBMISSION FORM

**{Date}**

To: **{Name and address of Client}**

Sir / Madam:

We, the undersigned, offer to provide the consulting services for **{Title of consulting services and Procurement Number}** in accordance with your Request for Bids dated **{Date}** and our Bid (Technical and Financial Bid). Our attached Financial Bid is for the sum of **{Amount in words and figures}**.

This amount is exclusive of the local taxes which shall be identified during negotiations and shall be added to the above amount.

Our Financial Bid shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Bid, i.e., **{Date}**.

We understand you are not bound to accept any Bid you receive.

Yours sincerely,

Authorized Signature:



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Name and Title of Signatory:

Name of Firm:

Address:

**BREAKDOWN OF PRICE PER ACTIVITY (IF APPLICABLE)**

Price Component	Currency	Amount(s)
Subtotal		_____

Activity No.: \_\_\_\_\_

Description: \_\_\_\_\_

## SECTION 6

### TERMS OF REFERENCE PROVISION OF CLEANING AND JANITORIAL SERVICES TO THE AFRICAN PEER REVIEW MECHANISM

#### 1. OBJECTIVES

The tasks to be performed pertain to the provision of janitorial and cleaning services in APRM. The said services comprise labour, the supply of the necessary materials and chemical reagents, and all related items. These services must be performed in such a manner as to minimise nuisance, adverse effects including harmful effects on the environment.

The services are categorized as basic (daily, weekly, monthly, quarterly, yearly, on request) services and on demand. APRM on demand will request for services to be performed according to a pre-arranged schedule. The latter are quarterly, and half yearly services performed on specified sites. Daily tasks include dusting (vacuum cleaning), carpet cleaning and washing of floor surfaces, and various items of office equipment, constant cleaning of washroom areas, including supply or refills of various consumable items, and garbage collection from desks to garbage bins.

The service provider's employees will be required to comply and adhere to all the COVID-19 protocols set by the APRM and the government and shall be expected to ensure a hygienic and safe working environment. Sanitisation, cleaning, and disinfection of workspaces must be done frequently.

The objectives include but are not limited to;

- To ensure a clean, hygienic, and safe work environment.
- Ensuring that staff and their visitor are comfortable to come to office and carry out their daily day to day work;
- To comply with health and safety act of the host country;
- To mitigate any risks associated with lack of compliance and possible litigation due an unsafe work environment.

#### The Cleaning sites are as follows:

- Closed Offices / Open plans workstations;
- Meeting rooms / Boardrooms;
- Toilets;
- Kitchens;
- Storerooms;
- Security posts;
- Yards.

The information in the table below contains information which may be useful to bidders:

<b>APRM OFFICE</b>			
	<b>Area Type</b>	<b>No. of Areas</b>	<b>Remarks</b>
1.	<b>APRM Office Areas</b>		
	Closed Offices	30	12-30 sqm each
	Meeting rooms / Boardrooms	3	45 sqm each
	Toilets	2	25 sqm each
	Open plan spaces	2	300 sqm each
	Storerooms	2	10 sqm each
	Kitchens	1	15 sqm each

## **2. CLEANING DAYS AND CLEANING TIMES**

Normal working hours for APRM for weekdays excluding public holidays are from 08:00 to 17:00. However, cleaning services will be required from 06:00 to 15:30 weekdays subject to change due to change in business requirements.

In order to provide for the requirements of APRM, working hours shall be determined by the Service Provider(s) in consultation with the APRM's representative at the site concerned and may be adjusted from time to time.

Service could be required during weekends and/or public holidays and the Service Provider must make provision for workers to perform additional service as and when required.

Meetings: under exceptional circumstances, meetings may go on beyond working hours therefore the service provider will have to consider such scenarios. All meetings will be communicated to the service provider in advance.

## **3. CLEANING EQUIPMENT AND CLEANING CONSUMABLES**

The service provider shall make available, at its own cost, all necessary equipment, machinery, and materials required to adequately perform the services including but not limited to:

- a) Vacuum cleaners and carpet washing equipment.
- b) Rubbish carts and buckets, garbage plastic bags, trash bins.
- c) Dusters, brooms, brushes, mops, and gloves.
- d) Quality consumables for cleaning such as chemical liquid, hand wash, sanitizer liquid, washing/cleaning detergents, floor polish and cleansing material (perfumed) for the cleaning of office equipment (photocopiers, fax);
- e) Ladders/scaffolding for high rise buildings.

## **4. RESPONSIBILITY AND CONTROL OF THE WORK**

The service provider shall be responsible for all damages caused by its employees, towards any equipment, assets, supplies, buildings and building contents.

The service provider shall also be responsible for all injuries to persons caused by its staff, equipment, or supplies. The service provider must be knowledgeable of and abide by all provisions of legislative enactments, by-laws, and regulations regarding safety.

The service provider's employees must wear adequate safety equipment for the tasks involved (e.g., Safety shoes, uniforms, masks, gloves etc.), and train their employees on the safe use of hazardous materials in the workplace. All containers of such materials must be clearly identified, labeled, and stored at all times. Any health and safety issues should be reported immediately. The service provider is responsible for all training, supervision, orientation of new staff and quality of work.

The service provider shall ensure that all waste and refuse collected are appropriately transported in quality bags, to ensure their handling and collection under acceptable conditions of hygiene.

## **5. MONITORING OF SERVICES**

The service provider should keep the following sheets on the service sites and submit the same to APRM regularly as may be required:

- a. Daily service sheets and weekly service sheets to be signed off once a week.
- b. Monthly service sheets to be signed off once a month.
- c. Quarterly service sheets to be signed off once a quarter.
- d. Half-yearly service sheets to be signed off once every six months.
- e. Annual service sheets to be signed off once on an annual basis.

These sheets will state the services performed and the challenges encountered at the technical and administrative levels and in meeting deadlines. Special monitoring will be conducted in respect of the toilets/washrooms on all floors open to all staff and visitors. To that end, the service provider's on-site representative shall provide each cleaner assigned to continuous cleaning of toilets/washrooms with monitoring sheets to be signed after each round of cleaning of all the washrooms assigned to him /her.

## **6. PERFORMANCE SCHEDULE**

The service provider shall propose to APRM and follow a daily, weekly, monthly, quarterly and half yearly service performance schedule once approved by APRM, any changes to this must be subject to APRM prior approval. The schedule should clearly contain a detailed program of services to be performed on a rotational basis, such as the cleaning/brushing and waxing of floor surfaces, inner window cleaning, etc.

The service provider may propose the execution of certain work on Sundays or holidays, subject to written approval by the Head of Corporate Services Division and without APRM incurring any additional charges.

## 7. INSURANCE

The Service provider shall maintain at his sole expense, effective insurance covering activities at the office premises. This shall include Workers' Compensation for the service provider's employees engaged in work associated with the Contract and General Liability Insurance.

APRM shall not be liable for any action, omission, negligence, or misconduct of the service provider's employees and not liable for any insurance claims arising out of any injury/disability/death whilst performing duties. It is the sole responsibility of the service provider to obtain an all-workman insurance cover for employees.

## 8. SERVICE PROVIDER'S RESPONSIBILITY FOR IT'S EMPLOYEES

The Service provider shall be responsible for the professional and technical competence of its employees and will select, for work under this Contract, reliable individuals who will perform effectively in the implementation of this Contract, respect the local customs, and conform to a high standard of moral and ethical conduct. The service provider shall have overall responsibility for providing working clothes for the staff, obtaining new clothes as needed and arranging for the cleaning uniform and are liable to provide remuneration to its employees.

The Service provider will assume total responsibility for contracted staff behavior and performance as well as to take care of the training of the staff, their substitute, and back up in cases of unavailability due to illness and annual leave. All employed staff should be given a written letter of appointment & job identity card.

## 9. EVALUATION CRITERIA

The **Technical evaluation criteria** is made up of the following sub-criteria:

No	Areas	Points
1	<b>Firm's references:</b> <ul style="list-style-type: none"> <li>▪ Demonstrated specific Experience of the Service provider in the provision of similar services (value) references to be provided (5).</li> <li>▪ Provide proof of assignment which is similar nature (5)</li> <li>▪ Provide evidence of contract value, scope, size, and complexity of similar projects (5).</li> <li>▪ Provide proof of servicing at least 2 or more international organization /government (not less than 200 employees) (5).</li> </ul>	20
2	<b>Understanding of assignment</b> <ul style="list-style-type: none"> <li>▪ Demonstrate understanding of assignment in accordance with APRM requirements (10).</li> <li>▪ Adequacy of the proposed work plan and methodology in responding to the Terms of Reference (15).</li> </ul>	25

3	<b>Team composition and Capability</b> <ul style="list-style-type: none"> <li>▪ General organization and capability to adequately carry out the assignment (2).</li> <li>▪ Proposed management structure and staffing (3).</li> <li>▪ Proposed work equipment, consumables, and logistics (5)</li> <li>▪ Innovativeness (2)</li> <li>▪ Copies of contractual employment with the proposed cleaning personnel (3)</li> </ul>	15
4	<b>Qualifications and Experience of Key Personnel</b> <ul style="list-style-type: none"> <li>▪ Professional Experience of Team Lead - 5 years in similar industry (10)</li> <li>▪ Technical qualification for Team Lead – at least a diploma in Occupational health and Safety (5)</li> </ul> <b>Qualifications and Experience of Support staff</b> <ul style="list-style-type: none"> <li>▪ CV of cleaning personnel to be attached (5)</li> </ul>	20
5	<b>Financial capabilities</b> <ul style="list-style-type: none"> <li>▪ Average Turnover of ZAR1,2500,000.00 in the last 3 years (7)</li> <li>▪ minimum amount of net liquid assets and/or credit facilities of ZAR180,000.00 (8)</li> </ul>	15
6	<b>Health and Safety policy</b> <ul style="list-style-type: none"> <li>▪ Description of Health and Safety policy (5)</li> </ul>	5
	<b>TOTAL</b>	<b>100</b>

## 10. SECURITY CLEARANCE

The Service provider will have to provide security clearance /character certificate from local police authorities of all staff selected to deliver services at the APRM premises. Background checks, screening, and verification must be made on the service providers employees before being deployed to work at the office. A copy of the National Identity Card along with the photograph will also be provided to the Administration and Security Division for their record.

## 11. SAFETY AND HEALTH

The Service provider shall accept responsibility for the occupational safety of staff, equipment, furnishings, and fittings in the areas exclusively occupied by it for the provision of the services at all times and for such responsibility in the areas where the services are being provided during the hours that it occupies those areas. The service provider shall ensure that staff will use protective clothing/gears (to include but not limited to safety shoes and gloves).

## 12. SERVICE PROVIDER’S PERSONNEL

The service provider must include full-time on-site Supervisor for the workers. A Supervisor with a decision-making capacity, should be appointed & based at APRM by the Service provider, who is responsible to oversee the contracted personnel & provide necessary trainings. The service provider’s staff shall wear proper uniforms, bearing the company’s

insignia and be equipped in compliance with the regulations in force. Thorough attention must be given to the good presentation and appearance of the cleaning Personnel and their supervisor.

### 13. STANDARD SERVICE REQUIRED AND FREQUENCY

**General:** This cleaning specification will provide a guide as to what may be expected as a minimum service requirement for a range of cleaning and janitorial work in and around the buildings. For more detailed information on cleaning specifications, it is highly recommended to refer to the manufacturers' specification and other acceptable international standards.

The service provider will also be required to regularly and immediately report to the concerned Facilities Management Unit any unforeseen problem that may occur to the facilities, such as: all loose walkway tiles, dripping taps, damaged W.C. (water closets), seat covers and flashes, broken windows, water leakage, disordered furniture arrangements, safety and health hazardous issues and any other related information as and when they occur.

DESCRIPTION	SERVICE	FREQUENCY	
		Open & Single Offices	Public Areas
<b>Floors</b>			
<b>Marble, Ceramic, and tiles</b>	Sweep and Damp mop floors	All days	Daily
	Use a mop and clean water to remove marks	All days	Daily
	Buff floors with a rotary machine with approved brushes. Under no circumstances may soap or acidic agents be used- surfaces may be washed with water only. (the APRM supervisor must give permission before any other cleaning method is used	All days	Weekly
<b>Carpets, Rugs, Chairs</b>	Vacuum with an approved vacuum cleaner: open offices and other open areas	All days	Daily
	Single offices	Weekly	
	Remove Dirty Marks	Continuously	Continuously
	Shampoo of carpets with cleaning agents that are environmentally friendly	Quarterly	Quarterly
	Shampoo of chairs with appropriate cleaning agents	Quarterly	Quarterly
<b>Building Surroundings and covered areas</b>	Remove refuse from bins		Daily
	Sweep Connecting passages and stoep areas	Weekly	Weekly
	Wash connecting passages and stoep areas	Daily	daily
	Cleaning of covered areas and surroundings includes the removal of paper, bottles, tins, and other refuse	2 x week	2 x week
<b>Balconies, terraces, and service passages</b>	Sweep terraces, balconies, service passages etc. outside the building		Weekly
	Where applicable, floors should be treated according to their finish		Monthly
	Railings must be regularly dusted and periodically washed		Monthly or when necessary
	Clean ashtrays	Daily	Daily

<b>Refuse removal</b>	Empty wastepaper baskets	Daily	Daily
	Wash wastepaper baskets	2 x month	2 x month
	Remove all refuse in plastic bags to a designated collection area	Daily	Daily
	Empty and clean all waste receptacles from bathrooms, kitchenettes and all other common areas Containers of the cleaning materials should be disposed of, reused, or recycled according to their instructions and the hazardous waste laws of South Africa. Records of safe disposal should be submitted to the Administration office on a monthly basis	Daily	
<b>Dusting</b>	Use equipment that avoids or generate minimal dust emissions	Alt days	Daily
	Dust all horizontal surfaces with damp cloth (desks, cupboards, etc.)	Weekly	Weekly
	Dust high sills/ledged and fittings- offices	Al days	Daily
	Dust high sills/ledged and fittings in entrances	Weekly	Weekly
	Dust all vertical surfaces (walls, passages, cupboards, pictures, etc.	Monthly	Monthly
	Dust all windows sills	Weekly	Weekly
	Dust accessible light fittings	Weekly	Weekly
	Dust picture railings, doors etc.	Weekly	Weekly
	Dust blinds	Weekly	Weekly
	Dust indoor louver windows	Weekly	Weekly
<b>Walls and paintwork</b>	Clean walls, wood paneling and other partitions with a soft damp cloth	Weekly	Weekly
	Remove all finger marks from walls, doors, and electric switches	3 x week	Daily
	High inside walls be cleaned with squeegee (with extension)		Monthly
	Remove all posters, notices, pamphlets, brochures, etc. from any surface other than notice boards and report damages to paint or wood	Daily	Daily
<b>Glass and Metal services</b>	Remove spots or dirty marks on glass doors, steel cabinets and glass partitions	3 x week	Daily
	Clean all shine metal, door handles, name boards, light switches, and fittings	2 x week	2 x week
<b>Foyers, Entrances and Verandas (Stoeps)</b>	Sweep entrance stairs		Daily
	Clean all door mats and spaces into which mats are fitted		Weekly
	Clean main entrance doors		Daily
	Wash entrance stairs		2 x week
	Wash foyer floors		2 x week
	Clean and disinfect handles and railings		Daily
<b>Roller blinds and Louver drapes</b>	Wash with antistatic solution and soap	Quarterly	Quarterly
<b>Miscellaneous</b>	Clean glass fronts of notice boards		Weekly
<b>Hygiene and waste</b>	Replace or replenish toilet paper and soap in toilets	Daily	Daily
	Exchange hand towels or replenish paper towels	Daily	Daily



	Provide waste statistics for each building to the environmental office on monthly basis	Monthly	
<b>Windows and glazed panels</b>	Clean both sides of all windows	Quarterly or on request	Quarterly or on request
	Clean both sides of all glazed panels	Quarterly or on request	Quarterly or on request
	Clean window frames and mullions, vertical surfaces between mullions and putty on both sides	Quarterly or on request	Quarterly or on request
	The external cleaning of windows at unreachable (high)	Bi-annually	Bi-annually
	Clean skylights	Quarterly or on request	Quarterly or on request
	Clean aluminum louver	Bi-annually	Bi-annually
<b>Upholstered and other furniture and curtains</b>	Vacuum upholstered furniture	Weekly	Weekly
	Remove marks from upholstery	When necessary	When necessary
	Wash vinyl furniture with soap	Monthly	Monthly
	Polish desktops, tables, and other wood furniture	Monthly	Monthly
	Dust desks, chairs, and tables with a damp cloth	Weekly	Weekly
	Shampoo upholstered furniture	Once a year	Once a year
<b>Vacuum cleaning</b>	Vacuum cleaners and filters must be cleaned	Daily	Daily
	Filters must be replaced	On a regular basis	On a regular basis
	Always use vacuum cleaners that use minimal electricity/energy and avoid dust emissions		
<b>Kitchens</b>	Wash floors with mop and soap		Daily
	Wash work top surfaces with disinfectant		Daily
	Wash vinyl chairs with soap		Weekly
	Use reusable microfiber cloths instead of disposable cloths		Daily
	Wash tiles where required with disinfectant		Daily
	other duties		As and when required
	Washing of dishes in all APRM kitchens (wash crockery, cutlery, water-bottles, and decanters)		Daily
<b>Safes and storeroom</b>	Wash floors with mop and soap		When required or on request
	Wash walls and horizontal surfaces		When required or on request
	Dusting of all surfaces		On request
<b>Toilets</b>	Empty and clean all rubbish bins		Daily
	Wash and disinfect all toilets, wash basins, baths showers and urinals		Daily
	Clean mirrors		Daily
	Clean and disinfect door handles as well as toilets handles and taps		Daily
	Replenish toilet paper, hand soap and hand towels		Daily
	Replenish packet liners/Bin liners		Weekly
	Replace seat spray sanitizer		Every 2 weeks
	Replace urinal sanitizer		Every 2 weeks

	Remove marks on walls, doors, partitions, and electric switches	Every 2 weeks
	Wash inside window sills with a disinfectant	Daily
	Dust light fittings and shades	Weekly
	Buff floors where required	4 x per year or when required
	Deep clean toilets and ablution in highly used areas	When required or on request
	Wash floors with disinfectant	Daily
	Wash walls with disinfectant	Daily
	Wash rubbish bins	Weekly
	Clean and polish shiny metal surfaces	5 x Day
	High traffic areas (during conferences etc.)	
<b>Stairs</b>	Wash handrails with disinfectant	2 x week
	Mop and wash stair surfaces use microfiber mops	2 x week
	Sweep fire escape stairs	Weekly
	Remove marks on walls, doors, and electric switches	Weekly
	Scrub fire escape stairs	2 x month
<b>Offices</b>	Empty all rubbish bins	Daily
	Empty recyclable bins/box	Daily
	Polish desktops and office furniture	Monthly
	Dust all horizontal with a damp cloth	Daily
	Dust high sills/ledges and light fittings	Weekly
	Wipe and disinfect telephones with a damp cloth	Daily
	Dust window sills and lower surfaces with a damp cloth	Weekly
	Dust picture frames with a damp cloth	Weekly
	Dust blinds with a damp cloth	Weekly
	Vacuum carpets with lean equipment's that uses less electricity and water	Weekly
	Clean door handles with disinfectant	Daily
	Remove spots on glass doors, cabinets	Daily
	Dust vertical surfaces (cupboards, cabinets)	Weekly
<b>Library</b>	Empty and clean all rubbish bins	Daily
	Dust ledges, racks, and books with an acceptable suitable backpack vacuum cleaner (with low decibels)	Weekly
	Vacuum carpets in library	2 x Weekly
	Dust light fittings and aircon fittings	Weekly
	Wash door handles with a disinfectant	Daily
<b>Boardroom or meeting room</b>	Board room must be cleaned before 07:30 or according to time schedule arrangement	Daily
		When necessary
	Empty and wash all rubbish bins	Daily
	Dust tables and chairs with damp cloth	Daily
	Polish tables and desktop surfaces	Monthly
	Clean door handles with a disinfectant	Daily
	Clean spots on walls and switches	Weekly
	Dust walls, lights, and fittings and aircon fittings	Weekly
Pick up of all waste and remove to designated areas	Daily	

<b>Reports</b>	Dripping water taps		
	Water leakage		
	Damaged toilet		
	Broken windows and doors		
	Disordered furniture arrangement		
	Damaged electrical fittings		
	Damaged artwork		
	Damaged furniture		
	Loose wall and floor tiles		
	Damaged curtains and blinds		
	Roof leakage		
	Rodents		
	Any other information requiring maintenance		
	<b>Fumigation</b>	Fumigate office building	Public Space

The specifications / frequency schedules / attached appendixes/sections provide an indication of the areas and buildings to be serviced for cleaning purposes as well as a guideline to minimum requirements and may be adjusted to ensure better service delivery and end user's requests. Notwithstanding the foregoing, all areas with a higher traffic will be expected to be serviced more frequently to meet minimum standards. Minimum standards will be considered to be at least the highest standard set for the cleaning industry.

- The service provider shall ensure safe working practices are followed in public areas, corridors, and stairwells.
- Appropriate signage is used for warnings of wet floors, etc.
- All equipment complies with the relevant SABS Specifications and code of practice.
- Discard procedures are in place and applied in respect of disposable cleaning equipment.
- Cleaning equipment is clean and correctly stored.
- Cleaning materials used in a safe and proper manner, in compliance with Health and safety Regulations.
- Cleaning materials are selected and used so as not to cause any damage to surfaces.
- Hard floors are free from dust, debris, removable soil, stains, and build-up, and have a uniform light-reflective finish.
- Soft floors are free from debris, removable soil, stains, and odours.
- Furniture, fixtures, and fittings are free from dust, removable soil, smears, spots, and spillages;
- Paintwork, walls, and doors are free from dust, removable stains, grease, smears, spots, and spillages.

### 12.1 SPECIFIC TASKS

The successful service provider shall focus on the provision of cleaning services in line with commercial best practice. Without limiting the generality of the foregoing, the appointee will be responsible and shall be required to attend to:

- Cleaning of all Reception counter surfaces, spot clean glazing and picking up litter.

- Cleaning and regular checks of toilets/washrooms.
- Dust all vertical surfaces;
- Sweeping of all entrance area.
- Sweeping and mopping all floors;
- Litter picking and removal of waste.
- Empty and remove all waste receptacle.
- Keep all absolutions and washroom clean at all times;
- Keep kitchens and Boardrooms clean, including the washing utensils.
- Vacuuming heavy traffic areas.
- Spray, wipe, and polish desks.
- Dusting and wiping all skirting;
- Cleaning partitioning and panelling;
- Sterilize and clean all phones, dust computers and printers.
- Resilient Floor cleaning including damp areas.
- Scrub the floors with scrubbing machines.
- Cement, Epoxy, and other Floor Buffing;
- Quarterly Carpet and chairs cleaning (spot remover);
- Internal Reception door cleaning.
- High level cleaning;
- Tile shining / polish;
- Provide toiletries (tissues and hand towels)
- Hand dispensers and Hand dryers for all toilets.
- Air fresheners for the toilets and open plans (corridors)
- Installation of brackets for hand sanitisers at various entrances and refilling them thereafter.

These are not certified to be fully comprehensive and are only guidelines. The service provider must acquaint themselves as to the exact situation, boundaries, and areas, as well as the diversity of the various groups and buildings.

It is recommended that service providers make ample time available for a comprehensive walk through of all the groups of buildings to avoid any possible underestimation of the workload and to fully familiarize themselves with the total layout area, requirements, and complexities of each of the buildings, during the Tendering period, for all aspect of the service, they are tendering on. To provide everything necessary to fully satisfy the requirements of the tender documents and to ensure a complete, market related, and competitive tender is submitted.

## **12.2 DELIVERABLES**

1. Clean work environment, both inside and outside the premises.
2. All offices dusted and cleaned.
3. Washrooms cleaned all the time.
4. All litter picked and all waste removed from inside and surroundings.
5. Kitchen's cleaning (dishes, cups, cutlery, etc.
6. All carpets cleaned on quarterly basis.
7. High standard cleaning.

8. Floor Buffing;
9. Fumigation of office space.

## 14. TECHNICAL PROPOSAL

Service provider is required to demonstrate adequate expertise and experience in delivering the required services.

### 13.1 Service provider's Experience/expertise and track record:

The service provider must be a well-established and reputable organization in the field of providing Cleaning and Janitorial Services and is expected to have a minimum of 5 years proven experience in this field. Further, have similar experiences (at least three contracts) for providing Janitorial and Garden services to UN Agency and/ or international organization/companies/Embassies/Diplomatic offices of similar nature or larger during the past five years (with no less than 200 employees).

**Client References:** List of current and previous clients for similar services as those required by APRM, indicating **description of contract scope, contract duration, contract value, contact references.**

### 13.2 Staff Capabilities: Management Structure and Key Personnel

Total number of key staff and their experience.

The APRM requires highly qualified supervisor with minimum Five (5) years' experience in supervisory role within similar environment and a National diploma in Occupational Health and Safety. (CV and qualifications to be submitted and clearly labelled)

### 13.3 Methodology:

- Understanding of the assignment: Service provider to provide a description of how they will provide the services.
- General organization and capability to adequately carry out the assignment:

-Proposed staffing levels

-Equipment capabilities

-List of Consumables

-Innovation/new ideas

### 13.4 Description of Health and Safety policy against occupational hazards:

The service provider shall define and enforce their Health and Safety guidelines.

## **15. FINANCIAL PROPOSAL**

The Service provider shall submit a detailed financial proposal as a lump sum, with detailed workings of how the lump sum is calculated. The all-in service includes salary, allowance, uniforms, as well as chemicals, materials and all the necessary tools and equipment.

Proposal should indicate price per month and per year.

Detailed breakdown of costs is required but not limited to the following:

- Staff costs
- Equipment
- Consumables
- Uniforms

### **14.1 Financial Capabilities**

The service provider must be financially capable of sustaining the services if awarded the contract and must demonstrate they have financial resources to execute the contract.

## **16. REPORTING RELATIONSHIP**

The Service provider will report to the Facilities Management Officer for the Contracting Period.

## **17. TENURE OF APPOINTMENT**

The contract will be awarded for an initial period of One (1) year with a possibility of extension for a further 2 years, based on satisfactory performance and availability of funds.

## **18. CONTRACT MANAGEMENT AND MONITORING**

The cleaning service provider and the APRM Secretariat will meet on a regular basis (Timelines to be agreed upon signing of contract and drafting of SLA) to discuss any issue arising during the contract.

The service provider accepts that APRM Secretariat may require external evaluations of the service providers performance and prices charged. The service provider is expected to extend its fullest cooperation during such evaluations.