



RESERVE BANK OF MALAWI

REQUEST FOR QUOTATIONS (FOR SERVICES)

Procurement Number: RBM/ADSV/03/09/2025

To

Date: 04/09/2025.

The Reserve Bank of Malawi invites you to submit your quotation for carrying out the whole of the services as described herein. Any resulting order shall be subject to the Reserve Bank of Malawi General Conditions of Contract for Local Purchase Orders (available on request) except where modified by this Request for Quotations.

SECTION A: QUOTATION REQUIREMENTS

Description of Services and Location: PROVISION OF CLEANING SERVICES AT THE RBM BT BRANCH

- 2) Services are to commence by:[days/weeks/months] from the date of order.
- 3) Services are to be completed by:[days/weeks/months] from the date of order.
- 4) Quotations must be valid for **[120 Days]** from the date for receipt given below.
- 5) Quotations and supporting documents as specified in Section B must be marked with the Procurement Number given above and indicate acceptance of the stated terms and conditions.
- 6) A margin of preference of 20% shall be applied to indigenous black Malawians. Indigenous black Malawians business owners are required to attach to their quotations coloured copies of their Malawian National Identity card.
- 7) Site Inspection on **09th September 2025 at 09:00 am** (*Bids of those bidders who shall not attend the pre-bid meeting/ site visit shall be disqualified*)
- 8) Quotations must be received, in sealed envelopes no later than: **10:00 hrs on 19 September, 2025**
Quotations must be returned to: **Tender Box at the RBM Blantyre Branch Reception: The Chairperson, IPDC – Attention: Procurement Coordinator, Reserve Bank of Malawi, P.O BOX 565 Blantyre.3**

Fax No's- 01 772 802 or 01 770 332

- 9) The attached Schedule of Rates and Prices at Section C together with any Terms of Reference or other documentation mentioned in Section C and appended, detail the services to be performed. You are requested to quote by completing Sections B and C. Quotations shall cover all costs of labour, materials, equipment, overheads, profits and all associated costs for performing the services including all taxes and duties. The total cost of performing the services shall be included in the items stated and the cost of any incidental services or materials shall be deemed to be included in the prices quoted.
- 10) Quotations that are responsive, qualified and technically compliant will be ranked according to price. Award of contract will be made to the lowest priced quotation by the issue of a Local Purchase Order.

Name: **Jack Uko**

Signed:

Date:

Title/Position: **Procurement Coordinator - BT**

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Procurement Number: RBM/ADSV/03/09/2025

Your quotation is to be returned on this Form by completing and returning Sections B and C including any other information and certification as stated within this RFQ.

SECTION B: QUOTATION SUBMISSION SHEET

- 1) Currency of Quotation: Malawi Kwacha
- 2) Services will commence withindays/weeks/months from date of Purchase Order.
- 3) Services to be completed bydays/weeks/months from date of Purchase Order
- 4) Validity period of this quotation isdays from the date for receipt of Quotations.
- 5) We enclose the following documents:
 - (i) Section C of the Request for Quotations completed and signed;
 - (ii) A copy of our Trading Licence
 - (iii) A copy of our Annual Tax Clearance Certificate (for the last financial year)
 - (iv) A list of at least three (3) references of recent contracts performed
 - (v) A copy of the PPDA registration Certificate
 - (vi) Beneficial ownership disclosure form
 - (vii) *[Insert any other documentation required by the Procuring Entity]*
- 6) We confirm that our quotation is subject to the terms and conditions stated in your Request for Quotations referenced above, and that any resulting contract will be subject to the Reserve Bank of Malawi General Conditions of Contract for Local Purchase Orders.
- 7) We confirm that the prices quoted are fixed and firm for the duration of the validity period and will not be subject to revision or variation.

Authorised By:

Signature: _____ Name: _____

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

Authorised for and on behalf of:

Company: _____

Registered Address:

.....
.....
.....

If any additional documentation is attached to your quotation, a signature and authorisation at Section B and Section C is still required as confirmation that the terms and conditions of this RFQ prevail over any attachments. If the Quotation is not authorised in Section B and Section C, the quotation may be rejected.

SECTION C: SCHEDULE OF RATES AND PRICES (TO BE PRICED BY BIDDER)

Item No.	Description of Services (Append detailed specifications, requirements, explanations and/or Terms of Reference as necessary)	Unit of Measure	Quantity	Unit Price Kwacha	Total Price Kwacha
1	PROVISION OF OFFICE CLEANING	MONTHLY	12		
2	BUILDING CLEANING PER YEAR	EACH	3		
Sub-Total					
VAT (16.5 %)					
PPDA Levy (1%)					
TOTAL PRICE					

The following attachments are appended to clarify the Description of Services:
[List each attachment e.g. detailed schedule of services, or terms of reference]

Authorised By:

Signature: _____ Name: _____

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

Authorised for and on behalf of:

Company: _____

• Statement of Requirements

Contents

- 1. List of Services and Related Goods**
- 2. Completion Schedule**
- 3. Statement of Requirements (Technical Specifications)**

Item Number	Description of Services and Related Goods	Frequency
	General cleaning – sweeping/dusting/equipment, tile, floor cleaning, hoovering of carpets, and general furniture cleaning (including cleaning of tea utensils) in various offices	Weekdays, daily
1.	Office cleaning – vacuuming/mopping / scrubbing and dusting of furniture	Weekdays, daily
2.	Window and door cleaning	Once a week
3.	Wall cleaning	Anytime dirt is spotted
4.	Tile floor scrubbing (Terrazzo floor)	Once a week
5.	Floor polishing (marble, terrazzo and general floors)	Once a week
6.	Carpet and furniture cleaning (Brushing and vacuum cleaning) and brushing and shining for furniture)	Weekdays, daily
7.	Toilet cleaning	Three times a day plus hourly inspection
8.	Veranda floors sweeping, mopping, and scrubbing	Sweeping and Mopping – Weekdays, daily Scrubbing -Two times a week
9.	Corridor cleaning	Twice a day
10.	Reception area cleaning, mopping, and emptying bins	Twice a day plus hourly inspection
11.	Chairs dusting /cleaning	Weekdays, daily
12.	Chairs shampooing (Cleaning all chairs in the Bank)	Twice a year
13.	Cobweb removal	Once a week and Every time when cobwebs are spotted
14.	Garbage removal (bins) and other office wastes	Twice a day
15.	Disposal of feminine hygiene products (used)	Weekdays, daily
16.	Office logistics and other short-duration duties as agreed between RBM and the service provider (when need arises)	As and when required

17.	Inside Lifts cleaning	Weekdays, daily and hourly inspections
18.	Balcony	Once a week
19.	Meeting/Conference Rooms	Twice a day
20.	Cleaning of tea utensils	Twice a day
21.	General Carpet Cleaning	Three times a year
22.	Kitchenette cleaning (where applicable)	Twice a day
23.	Scrubbing outside terrazzo around the Bank premises. (With suitable chemicals)	Three times a year
24.	Cleaning of the building panels, cladded glasses and tiled walls around the Bank premises (With suitable chemicals)	Three times a year
25.	Cleaning a small section at the Old Reserve Bank Building	Weekdays, daily

Statement of Requirements (Technical Specifications) and Compliance Sheet**(a) Procurement Reference Number:**

Column **b** states the minimum requirement of the service(s) to be provided. Column **c** indicates whether the requirement is a “Mandatory” by use of the letter “M”. Any requirement without an “M” in column **c** is considered non-mandatory and subject to a reasonable variation in specification or performance to be assessed during evaluation in accordance with Section 3.

The Bidder is to complete column **d** and to state whether the offered service(s) “comply” or do “not comply” giving details of the areas of non-compliance.

Completion Schedule

The completion period shall commence from the date of contract award.

Item No.	Technical Specification of items required including applicable standards	Mandatory	Compliance to Requirements
<i>a</i>	<i>b</i>	<i>c</i>	<i>d</i>
1.	The Office Cleaning Services Provider: <ul style="list-style-type: none"> Must have at least 3 years experience in the field of professional office 	M	PLEASE MAKE EFFORT TO PROVIDE DOCUMENTED EVIDENCE WHEREVER NECESSARY

Item No.	Technical Specification of items required including applicable standards	Mandatory	Compliance to Requirements
	<p>cleaning (REFERENCE SITES AND CONTRACT SUM SHOULD BE SUBMITTED)</p> <ul style="list-style-type: none"> • Must have a team comprising professional cleaners and friendly manpower with sufficient skills and knowledge in office cleaning (CVs for the key people in the team should submitted). The personnel must have training and experience in similar environments and always be in decent uniforms • Must provide a qualified Specialist or Supervisor specifically for monitoring daily office cleaning (CVs and copies of relevant certificates should be submitted) • The cleaning personnel must exercise care, safety, speed and minimum disruption during cleaning of offices. In order to ensure safety and security of the Reserve Bank of Malawi, the service provider will not engage people with criminal or questionable character. • General office cleaning including: <ul style="list-style-type: none"> • Daily vacuum cleaning 	<p>M</p> <p>M</p> <p>M</p> <p>M</p> <p>M</p>	

[illegible]

Item No.	Technical Specification of items required including applicable standards	Mandatory	Compliance to Requirements
	<ul style="list-style-type: none"> Be able to provide all cleaning equipment as well as friendly environment-friendly cleaning suppliers and chemicals for effective discharge for carrying out the works. In consultation with the Reserve Bank of Malawi, the service provider must be able to create an operation schedule for the following: <ul style="list-style-type: none"> Inspection of the places and offices. Duty roster of its members' staff 	<p>M</p> <p>M</p>	
2.	<p>The service provider should indicate the availability of tools and equipment such as:</p> <ul style="list-style-type: none"> Spine Buckets and mops at least a one per cleaner A minimum of 7 Hoovers per station / branch Brooms and brushes at least one per cleaner Scrubbing machine at least 2 per branch Cobweb removers minimum of 10 per branch Wasters and dusters minimum of two per cleaner Dustpan and brushes one per cleaner 	M	

Item No.	Technical Specification of items required including applicable standards	Mandatory	Compliance to Requirements
3.	<p>Provide work plan methodology (including starting time and knocking off time) and to the understating of the RFP. Number of personnel to be deployed should be clearly stated.</p> <ul style="list-style-type: none"> The cleaning work will be carried out during office working hours within the following time frame <p>Monday to Friday 6:00 to 16:00</p> <ul style="list-style-type: none"> The service provider may provide services during other times than stated 	M	
4. 4	<p>To be able to provide all cleaning materials for the washrooms, floor, carpets, and furniture including air fresheners, and hand soap for each washroom.</p> <p>The cleaning materials are supposed to be environmental-friendly and of good quality. Low-quality products will not be acceptable.</p>	M	
5.	<p>Financial Details</p> <ul style="list-style-type: none"> Financially sound and stable, evidenced by authentic financial statements for the past two years OR Letter from the Bank indicating availability of credit facilities. Labour cost – Salaries not to be less than minimum wage. 	M	

Item No.	Technical Specification of items required including applicable standards	Mandatory	Compliance to Requirements
	<ul style="list-style-type: none">• All prices that the service provider quotes must include Government taxes• The provider should ensure that the quoted price is for the whole scope of works as described above.		

A Evaluation Methodology

1 Methodology Used

- 1.1 The evaluation methodology to be used for the evaluation of bids received shall be the Technical Compliance Methodology.

2 Summary of Methodology

- 2.1 The Technical Compliance methodology recommends the lowest evaluated bid, which is eligible, compliant and substantially responsive to the technical and commercial requirements of the Bidding Document, provided that the Bidder is determined to be qualified to perform the contract satisfactorily.
- 2.2 The evaluation shall be conducted in three sequential stages –
- (a) a preliminary examination to determine the eligibility of bidders and the administrative compliance of bids received;
 - (b) a detailed evaluation to determine the technical responsiveness of the eligible and compliant bids; and
 - (c) a financial comparison to compare prices of the eligible, compliant, responsive bids received and determine the lowest evaluated bid.
- 2.3 Failure of a bid at any stage of the evaluation shall prevent further consideration.

B Preliminary Examination Criteria

3 Eligibility Criteria

- 3.1 The eligibility requirements shall be determined for eligible Bidders in accordance with ITB
- 3.2 The documentation required to provide evidence of eligibility shall be: -

Preliminary/ Administrative Compliance Criteria - *Non-submission will result into rejection of the bid.*

- Bid Securing Declaration Form.
- Bid Validity of **120 days**
- A copy of our Business registration certificate
- Beneficial Ownership Disclosure Form

4 Administrative Compliance Criteria

- 4.1 The evaluation of Administrative Compliance shall be conducted in accordance with ITB

C Detailed Evaluation

5. Technical Evaluation

- 5.1 The commercial responsiveness of bids shall be evaluated in accordance with ITB Clause 34 and additional assessment criteria shall be:

- a. Compliance to specifications**

- a) Refer to the detailed requirements indicated in Section C of the bidding document.

b. Resources to be deployed

- b) Number of Staff to be deployed
- c) Remuneration for Proposed Staff
- d) Equipment and tools to be deployed

c. Methodology and Work Plan

- e) Work Approach
- f) Programme of operations. Discuss how the firm will perform the proposed services identified in the document.
- g) Activity (Work) schedule, (including starting time and knocking off time)

d. Experience of the Firms

- h) Service provider (Firm) Must have at least (3) years of experience in the field of professional office cleaning

e. Team Composition Qualifications

- i) Must provide a qualified Specialist or Supervisor specifically for monitoring daily office cleaning (CVs and copies of relevant certificates should be submitted
- j) Must have a team comprising professional cleaners and friendly manpower with sufficient skills and knowledge in office cleaning. (CVs for the key people in the team **should be submitted**). The personnel must have training and experience in similar environments and always be in decent uniforms

f. References

- k) Bidders' must provide at least three (3) references with full contact details in similar assignment (provision of Cleaning services) and Contract sums.

g. Financial Capacity

- The financial capability to provide the cleaning services without any financial limitation. *(Recent Bank statements for the last 2 Consecutive Years or Letter from the Bank indicating availability of credit facilities. - RBM would be at liberty to verify the*

information)

BENEFICIAL OWNERSHIP DISCLOSURE FORM

INSTRUCTIONS TO BIDDERS: DELETE THIS BOX ONCE YOU HAVE COMPLETED THE FORM

This Beneficial Ownership Disclosure Form ("Form") is to be completed by the Bidder. In case of a joint venture, the Bidder must submit a separate Form for each member of the Joint Venture. The beneficial ownership information to be submitted in this Form shall be current as at the date of its submission.

For the purposes of this Form, a Beneficial Owner of a Bidder is any natural person who ultimately owns or controls the Bidder by meeting one or more of the following conditions-

1. Directly or indirectly holding 5% or more of the shares
2. Directly or indirectly holding 5% or more of the voting rights
3. Directly or indirectly having the right to appoint a majority of the board of directors or equivalent governing body of the Bidder.
4. Directly or indirectly, has a substantial/ economic interest in or receives substantial/ economic benefit from, a company, whether acting alone or together with other persons;
5. Has a significant stake in a company and on whose behalf activity of a company is conducted; or
6. Exercises significant control or influence over a person through a formal/ or informal agreement, and where such ownership, control or interest is through a trust, the trustee (s), beneficiaries, or anyone who controls the trust.

Date:

Procurement Reference No.: [insert procurement reference number]

Page [insert page number] of [insert total number of pages] pages.

To: [insert complete name of Procuring and Disposing Entity]

In response to the invitation for bid dated [insert date of invitation for bid] we hereby submit beneficial ownership information: [select one option as applicable and delete the options that are not applicable]

(i) We hereby provide the following beneficial ownership information.

Details of beneficial ownership

Identity of Beneficial Owner	Directly or indirectly holding 5% or more of the shares (Yes / No)	Directly or indirectly holding 5 % or more of the Voting Rights (Yes / No)	Directly or indirectly having the right to appoint a majority of the Board of the Directors or an equivalent governing body of the Bidder (Yes / No)
[include			

OR

(ii) We declare that there is no Beneficial Owner who has not been disclosed meeting one or more of the following conditions-

1. directly or indirectly holding 5% or more of the shares
2. directly or indirectly holding 5% or more of the voting rights
3. directly or indirectly having the right to appoint a majority of the board of directors or equivalent governing body of the Bidder.
4. directly or indirectly, has a substantial economic interest in or receives substantial economic benefit from, a company, whether acting alone or together with other persons;
5. has a significant stake in a company and on whose behalf activity of a company is conducted; or
6. exercises significant control or influence over a person through a formal or informal agreement, and where such ownership, control or interest is through a trust, the trustee (s), beneficiaries, or anyone who controls the trust.

OR

(iii) We declare that we are unable to entify any Beneficial Owner meeting one or more of the following conditions. [If this option is selected, the Bidder shall provide explanation on why it is unable to identify any Beneficial Owner]

7. directly or indirectly holding 5% or more of the shares
8. directly or indirectly holding 5% or more of the voting rights
9. directly or indirectly having the right to appoint a majority of the board of directors or equivalent governing body of the Bidder]"
10. directly or indirectly, has a substantial economic interest in or receives substantial economic benefit from, a company, whether acting alone or together with other persons;
11. has a significant stake in a company and on whose behalf activity of a company is conducted; or
12. exercises significant control or influence over a person through a formal or informal agreement, and where such ownership, control or interest is through a trust, the trustee (s), beneficiaries, or anyone who controls the trust.

Name of the Bidder:

.....¹

Name of the person duly authorized to sign the Bid on behalf of the Bidder:

.....

Title of the person signing the Bid:

Signature of the person named above: _____

Date signed day of

- 1. In the case of the Bid submitted by a Joint Venture specify the name of the Joint Venture as Bidder. In the event that the Bidder is a joint venture, each reference to "Bidder" in the Beneficial Ownership Disclosure Form (including this Introduction thereto) shall be read to refer to the joint venture member.*
- 2. Person signing the Bid shall have the power of attorney given by the Bidder. The power of attorney shall be attached with the Bid Schedules.*

