



RESERVE BANK OF MALAWI

REQUEST FOR QUOTATIONS (FOR SERVICES)

Procurement Number: RBM/LL/09/2025

To

Date: 09/09/2025.

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

- 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 **[90 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 **15th 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: **16:00 hrs on 25 September, 2025**
Quotations must be returned to: **Tender Box at the RBM Head Office Reception: The Chairperson, IPDC – Attention: Director, Procurement & Stores, Reserve Bank of Malawi, P.O BOX 30063 Lilongwe 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: Wesley Njete

Signed:

Date: 9/9/2025

Title/Position: **Manager, Procurement**

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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) Detailed **Evaluation Methodology** is included in Statement of Requirement. Please ensure you comply with all the requirements. Where necessary, please include relevant documentation as supporting document.
- 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

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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 CLEANING SERVICES (As per <i>attached TORs</i>)	MONTH	12		
				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)**

Section 6: 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, tiles, floor cleaning, vacuuming of carpets, and general furniture cleaning (cleaning of coffee/tea utensils) in various offices	Various offices
1.	Office cleaning – vacuuming/mopping / scrubbing and dusting of furniture	daily
2.	Windows cleaning	Twice a week
3.	Door and Wall cleaning	Anytime dirt is spotted
4.	Tile floor scrubbing (Terrazzo floor)	Twice a week
5.	Floor polishing (marble, terrazzo and general floors)	Twice a week
6.	Carpet and furniture cleaning (Brushing and vacuum cleaning) and brushing and shining for furniture	Daily
7.	Toilet cleaning and disinfecting	Four times a day plus half an hour inspection
8.	Veranda floors sweeping, mopping, and scrubbing	Sweeping and Mopping – Daily Scrubbing -Three times a week
9.	Corridor cleaning	Daily
10.	Reception area cleaning, mopping, and emptying bins	Twice a day plus hourly inspection
11.	Chairs dusting /cleaning	Daily
12.	General Cleaning of all Chairs (shampooing)	Twice a year
13.	Cobweb removal	Once a week and Every time when cobwebs are spotted
14.	Garbage removal (bins) and other office wastes including Cafeteria	Twice a day
15.	Disposal of sanitary towels	Twice a day

16.	Office logistics and other short-duration duties as agreed between RBM and the service provider e.g. post events, special cleaning request (when need arises)	As and when required
17.	Cleaning passenger Lift cabins	Daily and hourly inspections
18.	Balcony	Twice a week and as and when required
19.	Meeting/Conference Rooms	Twice a day and, as and when required
20.	Cleaning of tea utensils	Twice a day
21.	General Cleaning of Carpet	Twice a year
22.	Kitchenette cleaning (where applicable)	Quarterly
23.	Outside scrubbing (where applicable)	Every week

Statement of Requirements (Technical Specifications) and Compliance Sheet

Procurement Reference Number: Lilongwe

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.

Statement of Requirements (Technical Specifications) and Compliance Sheet

Completion Schedule

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

Statement of Requirements (Technical Specifications) and Compliance Sheet

Item No.	Technical Specification of items required including applicable standards	Mandatory	Compliance to Requirements
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Item No.	Technical Specification of items required including applicable standards	Mandatory	Compliance to Requirements
a	b	c	d
1.	<p><i>The Office Cleaning Service Providers:</i></p> <ul style="list-style-type: none"> <i>Must have at least 3 years' experience in the field of professional office cleaning (REFERENCE SITES AND CONTRACT SUM SHOULD BE SUBMITTED)</i> <i>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</i> <i>Must provide a qualified Specialist or Supervisor specifically for monitoring daily office cleaning (CVs and copies of relevant certificates should be submitted)</i> <i>The cleaning personnel must exercise care, safety, speed and minimum disruption during cleaning of offices.</i> <i>In order to ensure safety and security of the Reserve Bank of Malawi, the Service Provider will not engage people with criminal records or questionable character.</i> <i>General office cleaning including:</i> <ul style="list-style-type: none"> <i>Daily vacuum cleaning</i> <i>Window cleaning (twice in a week)</i> <i>Daily sweeping, mopping and floor scrubbing</i> <i>Daily treating and polishing the floor, tables, and carpet cleaning</i> 	<p><i>M</i></p> <p><i>M</i></p> <p><i>M</i></p> <p><i>M</i></p> <p><i>M</i></p> <p><i>M</i></p> <p><i>M</i></p> <p><i>M</i></p> <p><i>M</i></p>	<p>PLEASE MAKE EFFORT TO PROVIDE DOCUMENTED EVIDENCE WHEREVER NECESSARY</p>

Item No.	Technical Specification of items required including applicable standards	Mandatory	Compliance to Requirements
	<ul style="list-style-type: none"> • Removal of cobwebs, waste papers and office waste. • Toilet cleaning. This must be done three times a day and hourly inspections of the washrooms. • Carpet cleaning using appropriate machines and chemicals (Twice a year) and adhoc depending on the need • Cleaning of dirty office chairs using appropriate machines and chemicals (twice a year) • Be able to provide all cleaning equipment as well as environmental-friendly cleaning supplies and chemicals for carrying out the works as sampled in Appendix 1 attached • 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> <p>M</p> <p>M</p> <p>M</p> <p>M</p>	
2.	<p>The service provider should indicate the availability of tools and equipment such as: as per attached Appendix II</p> <ul style="list-style-type: none"> • Buckets and mops (ordinary and spin mops and buckets) at least one per cleaner • A minimum of 7 Hoovers per station/branch • Brooms and brushes at least one per cleaner • Scrubbing machine 3 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 minimum of 33 inclusive of 2 Supervisors and gender balanced.</p> <ul style="list-style-type: none"> The cleaning work will be carried out during office working hours within the following time frame Monday to Friday 6:00 to 16:00 The Service Provider may provide services during other times than stated All staff must have required Protective gear (as per appendix II) <ul style="list-style-type: none"> Minimum of 4 pair of uniform each, identification badges 1 pair of safety boots, gloves and masks 	M	
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. Multi-surface cleaner; 20 litres per month as per appendix I.</p> <p>The cleaning materials are supposed to be environmentally - friendly and of good quality. Low-quality products are not 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 Labour cost calculated in Mins – hours All prices that the Service Provider quotes must include Government taxes The Service Provider should ensure that the quoted price is for the whole scope of works as described above. 	M	

Appendix I

CLEANING MATERIALS AND TOOLS /EQUIPMENT REQUIRED

Cleaning Materials Per Month

Item Number	Description	Quantity
1	Bleach Jik	20
2	Handy Andy	72
3	Windolene	10
4	Scouring powder	80
5	Germ dent Floor Cleaner	30
6	Carpet shampoo	40
7	Detergent Washing Powder	10
8	Harpic 500g	70
9	Mr Min	72
10	Air freshener	190
11	Deoblocks	100
12	Domestos	36
13	Mutton Cloth	33
14	Dettol	50
15	Disinfectants	60 litres
16	Multi-surface cleaner	20 litres

Appendix II

Tools /Equipment

Item Number	Description	Quantity
1	Mops	33
2	Utility Gloves	4/each
3	Toilet Brushes	47
4	Brooms soft and Hard	33
5	Cobweb removers	15
6	Plastic Buckets	33
7	Heavy Duty Gloves	33
8	Handy Scrubbing brush	25
9	Moth balls	20
10	Toilet Cleaner	40 litres
11	Buckets 7 Mops	1 Each
12	Dustpan	1 Each
13	scrubbing Machine	3
14	Hoovers	7
15	Mops	33
16	Face Masks	As and when required

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 **90 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. *(authentic financial statements for the past two years.* - 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 substantia/ economic in est in or receives substantia/ economic benefit from, a company, whether acting an ne or together with other persons;
5. Has a significant stake in a company and on whose be/ a/factivity of a company is conducted; or
6. Exercises significant control or influence over a person through a forma/ 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:

.....!

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.***

