



Automobile Association of Kenya
AA House, Airport North Road
P O Box 40087 00100 Nairobi.

T. 020 261 2300/11
C. 0722 205 106 /0733 620 966
E. aak@aakenya.co.ke
www.aakenya.co.ke

Date:

PROVISION OF CLEANING SERVICES AT AUTOMOBILE ASSOCIATION OF KENYA HEADQUARTERS.

QUOTATIONS TO BE SUBMITTED BY

NOT LATER THAN 31st January 2018

1500hours



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TERMS OF REFERENCE.

PROVISION OF CLEANING SERVICES AT THE AUTOMOBILE ASSOCIATION OF KENYA HEADQUARTERS.

1. INTRODUCTION

AA Kenya is the oldest and largest Automobile Association in Kenya with over 100,000 members and branch offices in all major towns countrywide. Internationally we are affiliated with the Fédération Internationale de l'Automobile (FIA) which represents over 100 million motorists worldwide.

We promote and safeguard the interests of motorists through a broad range of services which include: roadside assistance; information and advice about the purchase, maintenance and repair of vehicles; negotiation of attractive insurance premiums; road mapping and setting up petrol depots.

2. BACKGROUND

A.A.K seeks to appoint experienced and reputable service providers to provide a cleaning service to run for a period of **ONE** year.

2.1 Physical Location

A.A.K Building, Catherine Dereba Road, off airport north road Imara Daima, Nairobi.



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3. SCOPE OF WORK

The scope of service for this quotation that must be adhered to:

- To provide/supply cleaners on a daily basis to:
 - Provide office cleaning services to the premises situated at A.A.K Building, Catherine Dereba Road, off airport North road Imara Daima, Nairobi.
 - Provide A.A.K with cleaners, as per the following:

Monday to Friday 8:00AM-4:30PM
Saturday 8:00AM-12:30PM

- Appointed Service Provider will be expected to assist with the following, but not limited to, on a daily/weekly basis.
 - Keep offices clean
 - Dust picture/mirror frames
 - Dust blinds
 - Keep outside areas and garden furniture clean
 - Keep kitchen cupboards and bin area clean
 - Clean desks
 - Clean windows inside on a weekly basis
 - Clean main entrance foyer glass windows internally & externally.
 - Inter-office windows.
 - Assist with setting up of meeting rooms
 - Clean meeting rooms after meetings
 - Empty bins twice daily



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- Clean reception area on a daily basis
- Clean toilets and refill soap dispenser, toilet cleaner dispenser and toilet roll holder
- Deep Carpet cleaning twice a year to remove stains.

4. EQUIPMENT & MATERIALS

- The Contractor will provide all necessary equipment (Vacuum Cleaner, Cleaning Chemicals, Trolleys, Brooms, Mops e.t.c), for the execution of the work.
- The Contractor will maintain all electrical equipment supplied.

5. EXPECTED DELIVERABLES

The Service provider shall,

- Be fully responsible for all work and services performed by its personnel staff.
- Provide and execute everything necessary for the services in accordance with industry standards and norms in terms of the prevailing sector determination, and industry acceptable training levels, and any other relevant regulations, including, but not necessarily limited to:-

- 5.1 The provision of all Contractors' equipment, qualified, competent and well-trained personnel and supervision thereof, required for the execution of the service.
- 5.2 The service provider shall at all times ensure that all staff is neatly clothed in uniforms (with the company logo) with necessary protective equipment which shall include but not limited to headgear, shoes and hand gloves.
- 5.3 All areas of the building to be kept clean at all times and in all areas.
- 5.4 All furniture, inside and outside of the building to be kept clean always
- 5.5 Windows to be cleaned on a weekly basis, inside and outside



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6. ACCESS TO PREMISES

Cleaning staff will be issued with an attendance register.

7. INDEMNITY

The Contractor shall indemnify The Automobile association of Kenya against any claim for compensation in terms of Workmen's Compensation legislation for any loss which the Contractor is liable; and Any claim by any employee of the contractor for any loss or damage resulting from any bodily injury and/or damage to property caused by cleaning staff.

8. EVALUATION PROCESS

In order to facilitate a transparent selection process that allows equal opportunity to all applicants, the A.A.K has a policy for the appointment of consultants that will be adhered to. Proposals will be evaluated in terms of the prevailing supply chain policy applicable to the A.A.K and it should be noted that:

- The benchmark of minimum **65 points** out of 100 points on technical capability will be the cut off to qualify for further evaluation
- Those that qualify will be assessed using the **80: 20** formulas for Price and Compliance.



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Table 1 – Functionality

CRITERIA	SUB-CRITERIA	WEIGHTING/ POINTS
Organisational capacity and experience	<ol style="list-style-type: none"> The service providers must demonstrate their experience in similar assignments and must illustrate their understanding of the services required (10 Points). Demonstrate financial capability to execute the project, the service provider is expected to submit one year's financial statements (10 Points). 	30
Level of experience of the proposed cleaner (attach cv with two or more contactable references)	Contactable references <ol style="list-style-type: none"> 1-2 Years (10 Points) 3-4 Years (10 Points) 5 and above (10 Points) 	30
References of the bidder	Level of experience in Cleaning Services. <ol style="list-style-type: none"> 1-2 Testimony Letter/Contactable References (5 Points). 3-4 Testimony Letter/Contactable References (10 Points). 5 and above Testimony Letter/Contactable References (20 Points). 	20
Compliance to the Bargaining Council of contract cleaners	Provide proof of compliance.	20

The following criteria will be used for point's allocation for price and compliance on a 80/20 point system:-





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6.1. Table 2 – Price and Compliance

CRITERIA	SUB-CRITERIA	WEIGHTING/ POINTS
Price	Detailed budget breakdown	80
Compliance	Compliance	20
TOTAL		100



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9. GENERAL.

9.1. Below are compulsory requirements for this service

9.1.1 It is important to note that the successful person will work under the supervision of an A.A.K representative, abide by A.A.K's Code of Conduct, and other organizational guidelines.

9.1.2 Kindly complete and submit the A.A.K Supplier Prequalification form found on our website.

10.1. Further information regarding supply chain matter and queries can be send via email to: procurement@aakenya.co.ke or Tel: 0709 933 140

10.2. Further information regarding technical matters and queries can be send via email to: procurement@akenya.co.ke or at Tel: 0709 933 140

10.3. All quotations/price proposals must be valid for the duration of the service.

The premises can be viewed from 0800hrs to 1630hrs on the 25th of January 2017 at AA Building, Catherine Ndereba Road, off airport north road Imara Daima, Nairobi.

10.4. Submit certificate of a National Contract Cleaning Association (NCCA).

10.5. Service Providers must be a registered with Compensation for Occupational - Injuries and Diseases (COID).

10.6. Service Provider must comply with the Occupational Health & Safety ACT.



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11. TERMS AND CONDITIONS

- 11.1. A.A.K undertakes to pay in full within thirty (30) days, all valid claims for work done to its satisfaction upon presentation of a substantiated claim/invoice.
- 11.2. No payment will be made where there is an outstanding information/work by the service provider/s.

12. SUBMISSION OF PROPOSAL

- 12.1. Proposals should be submitted on or before the 31st January 2018 by no later than 1500HRS to the following address:

PROCUREMENT

The Automobile Association of Kenya

A.A.K Building, Catherine Dereba Road off airport north road,

Imara Daima, Nairobi Kenya

- 12.2 The selection of the qualifying proposal will be at the A.A.K's sole discretion. The A.A.K does not bind itself to accept any particular bid/proposal, and the A.A.K reserves the right not to appoint the service provider.