



INVITATION TO TENDER

Project Name: Tender for Cleaning Company
ref no.FFM-001

Buyer: Läkare Utan Gränser, org. Id. 802017-2360

Issue Date: 2018-07-25

Deadline Submission Date: 2018-08-10

Table of contents

Definitions 2

Section 1: Basic information about MSF 3

1. MSF in brief 3

2. MSF in Sweden 3

Section 2 : Background information (specific to the tender) 3

Section 3 : Invitation to Tender (ITT) – Guidelines of this tender..... 3

1. General 3

2. Confidentiality 4

3. Tender period and validity 4

4. Official email contact address and queries related to tender 5

5. Tender related queries 5

6. Method of submission and tender format 5

7. Tender documents required to be submitted 5

8. Notification of Award of Tender contract..... 6

Section 4 : Tender Evaluation 6

Section 5 : Annexes 6

Definitions

ITT:	Invitation to Tender
Tender process:	The time period commencing from the invitation to tender to the tender award decision
Tenderer (s) -	Service provider

Terms of Reference- Tender for Health examinations

Section 1: Basic information about MSF

1. MSF in brief

Médecins Sans Frontières (MSF) is an international, independent, medical humanitarian organisation that delivers emergency aid to people affected by armed conflict, epidemics, natural disasters and exclusion from healthcare. MSF offers assistance to people based on need, irrespective of race, religion, gender or political affiliation.

2. MSF in Sweden

The Swedish section of MSF, founded in 1993, has three main areas of activity:

- Fundraising
- Recruitment and deployment of field workers
- Awareness raising

MSF Sweden raises money through donations and in addition recruits field workers, as well as forms public opinions. We inform the public, politicians, media and experts on the lives of the people we meet in the field. The office is located in Stockholm with 129 employees. In addition we have a number of temporary employees and volunteers. Every year MSF Sweden contracts between 130-160 fieldworkers to work on humanitarian missions to assist people affected by crises, wars and natural disasters.

For more information about MSF please visit our website www.lakareutangranser.se

Section 2 : Background information for cleaning services

MSF Sweden has worked with the same cleaning company since 2014 and following our internal regulations and processes, we need to reinitiate the tender process.

Section 3 : Invitation to Tender (ITT) – Guidelines of this tender

1. General

- 1.1. These guidelines are intended to ensure that all Tenderers are given fair and equal consideration. As much detail as possible has been provided to assist the Tenderer to provide a comprehensive Tender document.
- 1.2. By participation in the tender process this automatically signals that the Tenderer accepts these Conditions of Participation.
- 1.3. Any information prepared or shared by MSF Sweden in connection with this tender shall remain the property of MSF Sweden and shall be used only for the purpose of this procurement exercise.

- 1.4. The Tenderer shall not make contact with any other employee or consultant of MSF Sweden who are in any way connected with this tender process during the period of this tender, unless instructed otherwise by MSF Sweden.
- 1.5. MSF Sweden shall not be committed to any course of action as a result of: issuing this invitation to participate in this tender process, or by communicating with a Tenderer or a Tenderer's representatives or agents in respect of this tender process.
- 1.6. Tenderers shall accept and acknowledge that by issuing this tender, MSF Sweden shall not be bound to accept any Tender and reserves the right not to conclude a Contract Agreement for some or all of the services for which Tenders are invited.
- 1.7. MSF Sweden reserves the right to amend, add to or withdraw all, or any part of this tender invitation at any time during the tender process.
- 1.8. The official contact of the Tenderers will have expressed an interest by completing and submitting to MSF Sweden the tender acknowledgement pro-forma.
- 1.9. Canvassing will lead to disqualification. Any Tenderer who directly or indirectly obtains or attempts to obtain information from other members or employees concerning any other Tenderer, Tender or proposed Tender will be disqualified.

2. Confidentiality

- 2.1. Apart from what is already within the public domain, Tenderers shall not disclose, copy, reproduce, distribute or pass any of the information to any other person. The Tenderer shall at all times treat the contents of this tender process (with its related documents) as confidential. Subject to the exceptions referred to in paragraph 2.2
- 2.2. Exceptions of disclosure, to pass or distribute any of the information by the tenderer are permitted if the sole purpose is of enabling a Tender to be submitted and the person receiving the Information undertakes in writing to keep the Information confidential on the same terms as if that person were the Tenderer. For example, for legal advice or if the Tenderer is legally required to make such a disclosure.
- 2.3. MSF Sweden reserves the right to distribute information that is materially relevant to the procurement to all Tenderers, even if the information has only been requested by one Tenderer.
- 2.4. MSF Sweden may disclose detailed information relating to Tenders to its employees or advisers and may make any Contract Agreement documents available for private inspection by its employees or advisers.
- 2.5. MSF Sweden will also endeavor to respect any commercially sensitive information provided by the tenderer. In case the Tenderer should provide such information, it should be clearly identified what is 'commercially sensitive' including the time period it will remain so, while explaining the potential implications of the disclosure.

3. Tender period and validity

- 3.1. The tender process from invitation to tender, successful bid to implementation is 2 weeks. MSF Sweden reserves the right to amend, add to or withdraw all or any part of this tender invitation at any time during the procurement exercise.
- 3.2. Your tender quotation should remain open for acceptance for a period of 60 days as any tender quote that is valid for a shorter period may be rejected.
- 3.3. Timeframes indicated in this document: these acts as a guide and while there may be no intention to deviate from this, MSF Sweden reserves the right to do so.

Tender submission deadline is 10th of August 2018

4. Official email contact address and queries related to tender

- 4.1. In case of any doubts or queries related to this tender process the main contact person for provision of information is Eva Ekholm. (Email: eva.ekholm@lakareutangranser.se) All queries will be responded to via email and shared with other Tenderers to ensure that all information is equal among the Tenderers.
- 4.2. All communications from Tenderers during the period of this procurement exercise must be directed to the designated official email contact. Please send all email regarding this process to this address.
- 4.3. All communications should be clearly headed ***“Tender for cleaning services, ref no. FFM-001”*** and include the name, position and contact details of the person making the communication. However, when presenting the tender documents it may be provided in Swedish.
- 4.4. Requests for Tender clarifications must be submitted in accordance with the procedure set out in paragraph 5 – Tender related queries.
- 4.5. Customer references and contacts may be made as part of the procurement process for Tender award. This may include visits and written references.

5. Tender related queries

- 5.1. Any participating company may request further clarification on matters pertaining to this ITT by submitting its question(s) in writing via email to the official email address, stated below, with the following noted in the subject line: ***Supplier name – Tender for _____ - Questions.***
- 5.2. All communication and requests for clarifications related to this tender may be submitted via email from date of receiving tender to eva.ekholm@lakareutangranser.se and no further requests will be accepted after Date 10th of August 2018.
- 5.3. The MSF Sweden contact person (_Eva E.) will endeavor to answer all questions as quickly as possible, but cannot guarantee a minimum response time. Exception to response is in the event that a question may prejudice our commercial interests, then MSF Sweden reserves the right not to respond.
- 5.4. Please do not contact other MSF Sweden staff to discuss the ITT. Questions on the substance of the ITT will be answered (without identifying the source of inquiry) in a document released to all who submitted a reply to the Tender.

6. Method of submission and tender format

- 6.1. All tenders must be submitted in electronic version via email to the official email address, with the following noted in the subject line: ***“Tender for cleaning services, ref no. FFM-001”***.

7. Tender documents required to be submitted

Please do not submit generic marketing materials, broadly descriptive attachments, or other general literature unless necessary to support the proposed solution. Responses to this ITT should be emailed and must consist of the following:

- Cover letter
- Description of services and costs.

7.1. Cover letter

The cover letter in PDF format must contain:

- Name and address of the Service Provider
- Name, title, telephone number, and e-mail address of the person authorized to commit the Service Provider to a contract
- Name, title, telephone number, and e-mail address of the person to be contacted regarding the content of the tender, if different from above
- Declaration that the Tenderer commits to the terms described in their tender and assumes responsibility for any pre-contract costs incurred during the bid and negotiation phases
- A signature of this letter by a duly authorized representative of the company

7.2. Description of services and costs.

The description of services and costs should clearly outline costs for the different services. *Please be as specific as possible with a detailed overview of the costs.* For guideline of what is requested please see annexes.

8. Notification of Award of Tender contract

- 8.1. The successful Tenderer will be notified in writing through issue of Letter of notification of Award of Tender.
- 8.2. The Tenderer in submitting the Tender undertakes that in the event of the Tender being accepted by MSF Sweden they will within 21days be able to execute what will be agreed on by both parties.
- 8.3. Any Contract Agreement concluded as a result of this ITT shall be governed by Swedish law.
- 8.4. MSF Sweden shall be under no obligation to accept the lowest or any tender.
- 8.5. All unsuccessful Tenderers will also be notified in writing and given an opportunity for a debriefing. Debriefing will only be provided at the request of the Tenderer. It will provide reasons why the Tenderer was unsuccessful, and where possible provide details of the characteristics and relative advantages of the successful Tender.

Section 4 : Tender Evaluation

From the time the tenders are opened until the contract is awarded, if any Tenderer wishes to contact MSF Sweden on any matter related to its tender, it should do so via email to the official email address.

Section 5 : Annexes

Appendix: Cleaning requirements