



United Nations International School of Hanoi

Cleaning Services

Request for Proposal

April 2018

C O N T E N T S

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1. INTRODUCTION

The United Nations International School of Hanoi (“UNIS”) is a non-profit educational English- Language day school enrolling student from Kindergarten through grade 12. The school is currently located on a purpose built campus in Ciputra Hanoi International City, Tay Ho district, about 10 kilometers from Hanoi City Centre.

2. BRIEF DESCRIPTION OF FACILITIES

The Campus is 92,000 square meter, including 26,000 sqm under roof facilities of classrooms, offices, lounges, laboratories & workshops, art center & auditorium, gymnastic & sport areas, cafeteria, library, playgrounds, laundry & storage, and outdoor artificial turf field, UNIS’s cleaning staff is not sufficient to cover the whole school premise. UNIS needs to outsource our general cleaning work to a professional service supplier to provide a caring, professional and high quality hygiene service. Currently, the cleaning services are contracted out to an independent third party. UNIS is now accepting expressions of interest from qualified operators to provide cleaning service for the period end **31 July 2021**. The commencing date will be mutually agreed upon.

3. SCOPE OF SERVICES

3.1 Term of contract

- The contract will be initially for up to 3 (three) years period, with an option to renew for up to additional 2 (two) years. The performance of the operator will be subject to annual review to ensure compliance with UNIS’ safety and performance Standards. Failure to comply with UNIS’ safety and performance standards may result in early termination of the contract.

3.2 Term of service

- UNIS has developed a dry cleaning system applied for in-house hygiene activities. The efficiency was proved by the less visits for common infectious ailments in our Health Center.
- The service provider will be required to provide cleaning services as follows:
 - Periodical cleaning service (during school holidays in 1 week of Autumn break, 3 weeks of Winter break, 1 week of Spring break and 8 weeks of Summer break) for the whole school, which require extra cleaners, tools and equipment
 - Daily cleaning service (weekly from Monday to Saturday) working with UNIS cleaner
- The all-in service includes: the manpower (salary, allowance, insurance, uniforms), as well as extra cleaning equipment if needed, chemicals for flooring and outdoor, and all the necessary basic tools, special machines, supporting structure to fulfill the works.
- Manpower must include workers and at least 01 daily capable manager as well as 01 extra supervisor for periodical cleaning service. All workers will be trained one more time in UNIS to understand the new system
- The all-in service includes salary and other benefits, insurance, uniforms, Public and Professional Liability (USD1,000,000) and Fidelity Guarantee (USD200,000) insurance coverage.

- Full details of the scope of work (indoor and outdoor areas) will be provided at the site meeting tentatively from **April 18, 2018** onward upon request.

4. APPROACH AND SELECTION CRITERIA

4.1 Identification and method of addressing the key issues

- United Nations International School of Hanoi (UNIS) will select the tender of the provider it deems has the demonstrated knowledge and experience and who fulfills the needs of the School at a competitive price. Proponents are expected to demonstrate their capability and understanding of the requirements of UNIS.

4.2 Understanding of the content

- The works require proponents to review the existing cleaning service operations, routes, schedules and service quality and provide a tender that will successfully complete the required service in an efficient, cost effective and professional manner.

4.3 Technical Capability

The Tender shall include:

- All Services that will be provided, tenderers are encouraged to provide recommendations in their bid document for improvements to the services or additional services that they feel will add value to the UNIS cleaning service.
- A list of Chemical and tools to be used and MSDS attached
- Cleaning process, the service provider will be required to follow the professional cleaning process in accordance with UNIS Procedures.
- Written reference and details of experience in similar types of works and demonstrating a proven track record.

4.4 Legal status & financial capability

- ❖ Tenderers must be legally authorized to carry out business in Vietnam and should submit a copy of their business registration certificate and VAT registration certificate with their bid.
- ❖ Tenderers should provide recent audited financial statements of either:
 - Their registered legal entity in Vietnam or
 - Their immediate parent company to demonstrate their financial capacity to deliver the required services.
 - The successful tenderer will be required to submit Public and Professional Liability (USD1,000,000) and Fidelity Guarantee (USD200,000) insurance coverage
 - The successful tenderer will be required to submit a performance guarantee, issued by a bank approved by UNIS or security deposit in the amount of US\$5,000 equivalent in VN Dong.
- ❖ Tendered should provide in a separate envelop a financial proposal for the provision of services. Their financial proposal should be in the following form:
 - Periodical cleaning service – Lump sum, with detailed workings of how the lump sum

- is calculated
- Daily cleaning service – lump sum, with detailed workings of how the lump sum is calculated
- Ad hoc cleaning service (per additional cleaner/per hour or day)
- ❖ Tenderers should include a capability statement and other supporting documentation that demonstrates adequate expertise and experience in delivering the required services.
The capability statement should list key personnel that will be responsible for delivering their services required under the contract, detailing their experience in cleaning service management.

4.5 Bid queries

- Tenderers are encouraged to submit clarification of any queries they may have in relation to this information memorandum by e-mail to smo@unishanoi.org by April 27, 2018. UNIS will collate all queries and provide answers in the form of a consolidated query answer sheet to all tenderers by May 3, 2018. Bids will be received up to noon (12:00pm) on May 7, 2018.
- Tenderers interested in site visit to UNIS should inform us via e-mail to smo@unishanoi.org by **April 16, 2018** and we will organize a site visit for all interested proponents.

The bids should be submitted in **hardcopy, by hand or post, as well as a copy in PDF** addressed to:

**UNIS Business Administration Office
United Nations International School of Hanoi
G9 Ciputra, Phu Thuong, Tay Ho, Hanoi
Attn: Thango Vu
Senior Manager Business Administration
E-mail: smba@unishanoi.org**

Bids received after 12:00pm (noon) on May 7, 2018 will not be considered.

A short list of preferred tenderers will be invited to an interview tentatively on the second week of May 2018.

It is envisaged that a preferred tenderer will be decided and that contract negotiations will take place shortly thereafter.

UNIS reserves the right to accept or reject any and all tenders and the lowest or any tender will not necessarily be accepted.

5. OTHER INFORMATION

We will view with interest, proposals that justify material choices, supply chains, procurement sources, recyclability and sustainability from a standpoint of environmental impact. We will be keen to know the cost implications of some of these decisions so we can have an informed discussion about the choices we face and the extent to which the company we are contracting shares our commitment to environmental issues.

School Mission

Our mission is to encourage students to be independent, lifelong learners who strive for excellence and become responsible stewards of our global society and natural environment, achieved within a supportive community that values diversity and through a programme reflecting the ideals and principles of the United Nations.

The United Nations International School, Hanoi

UNIS Hanoi, is an all age school of 1100 students, set in a residential enclave of Hanoi. The school moved to this 11 hectare, purpose built, site in 2004.

UNIS Hanoi is one of only two schools in the world with direct affiliations to the United Nations Organization, having been established to provide schooling for the children of UN agencies active in the Vietnamese capital after the American war.

The school was originally designed by Australian architects, Darryl Jackson and additions have stayed broadly within the same concept design and now comprises eleven, separate, two story buildings. Despite a harsh, humid climate, the main classroom blocks have external corridors and, together with the extensive estate, there is a feeling of openness about the campus.



United Nations International School of Hanoi

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On the curriculum side, the school has a well-developed (western influenced) Physical Education programme. Outdoor facilities include two full sized soccer fields, three floodlit tennis courts and a 25 m covered, outdoor, swimming pool. A recent addition is an indoor gymnasium to include a two full sized FIBA basketball courts. For more details see: <http://virtualtour.unishanoi.org/>

UNIS is widely regarded by the expatriate community as having the best sports and playground facilities in the city, probably in comparison with the overcrowded and cramped residences of Hanoi. However, a survey by US architects Perkins Eastman, identified a shortfall in playground space both as a ratio for the number of (Elementary School) students and given our aspirations to compete with competitor schools in the region.