



Request for Proposals

Service: Provision of Comprehensive Cleaning Services

Date: September 10, 2026

RFP Number: RSOG-RFP-2026/09/001

Issue Date: September 21, 2026

Submission Deadline: September 30, 2026

Contracting Entity: Rwanda Society of Obstetricians and Gynecologists (RSOG)

TERMS OF REFERENCE

1. Background:

The Rwanda Society of Obstetricians and Gynaecologists (RSOG) is seeking to engage a competent, reliable and experienced cleaning service provider to provide comprehensive cleaning services for its office premises in Kigali.

RSOG intends to engage a professional cleaning company that will take full responsibility for maintaining the premises in a clean, hygienic, safe, and presentable condition throughout the contract period.

The selected service provider will be responsible for providing all personnel, supervision, cleaning equipment, tools, cleaning products, materials and consumables required to deliver the services.

RSOG will therefore not be responsible for the purchase, provision or replenishment of cleaning materials, equipment, tools or consumables required for the performance of the contract.

RSOG invites eligible and experienced cleaning service providers to submit their technical and financial proposals in accordance with these Terms of Reference.

2. Objective:

The objective of this assignment is to engage a professional cleaning service provider to maintain RSOG premises in a consistently clean, hygienic, safe and presentable condition.

The service provider should provide a complete and self-contained cleaning solution and shall be responsible for determining the appropriate staffing, equipment, materials, consumables and cleaning frequency required to meet the service standards specified in this TOR.

3. Duration of the Contract:

The selected service provider will be awarded a one (1) year contract, subject to satisfactory performance, availability of funds and any other applicable procurement requirements. The detailed terms and conditions of the engagement will be set out and agreed upon in the service contract.

4. Scope of Services:

The selected service provider shall provide comprehensive cleaning services during working days and, where required by RSOG, on Saturdays and Public Holidays. Such services shall be

considered part of the overall service requirement and shall be included in the bidder's proposed monthly fee.

The scope shall generally include, but shall not be limited to the following:

4.1 General Office Cleaning:

- Sweeping, mopping and/or vacuuming floors as appropriate
- Dusting and wiping office furniture, desks, shelves, cabinets and other accessible surfaces
- Cleaning doors, door handles, frames, windows and other accessible glass surfaces and other frequently touched surfaces
- Removing dust from walls, ceilings (any webs) and other areas
- Emptying and cleaning waste bins and ensuring appropriate handling of waste.
- Maintaining common areas, corridors and reception areas in a clean and presentable condition.
- Clean meeting and conference rooms before and after use, where applicable.

4.2 Toilet and Sanitary Area Cleaning:

- Cleaning and disinfecting toilets, sinks, and surrounding areas
- Cleaning mirrors and other sanitary fixtures
- Mopping and disinfecting toilet floors
- Maintaining toilets in a hygienic and odor-free condition, and
- Replenishing applicable sanitary and hygiene consumables

4.3 Common Areas

- Clean floors, surfaces, sinks and surroundings
- Clean tables and any other common-use surfaces
- Clean and maintain common areas in a hygienic condition
- Emptying waste bins and replacing liners (where applicable)

4.4 Garden and External Areas:

- Sweeping and cleaning outdoor areas, walkways, entrances and surroundings
- Removing any debris from external areas
- Maintaining the garden area in a neat and clean condition
- Remove any overgrown herbs where applicable
- Any other routine cleaning to maintain the external areas clean and neat

4.5 Periodic Cleaning:

The service provider shall undertake periodic cleaning activities as necessary to maintain the premises. This may include:

- Deep cleaning of the floors and other surfaces
- Thorough cleaning of windows, glasses and curtains
- Removal of accumulated dust, webs and dirt from difficult-to-reach areas

The frequency and method of this can be proposed by the service provider based on its assessment of the premises and professional experience.

4.6 Waste Handling:

The service provider shall:

- Collect waste generated within the areas covered by the cleaning service
- Empty waste bins regularly
- Provide appropriate bags or other materials required for waste collection
- Maintain waste collection points in a clean and hygienic condition
- Handle and dispose waste in accordance with local regulations

5. Service Requirement (All-Inclusive):

The cleaning services should be provided on an all-inclusive basis.

The service provider's financial proposal shall include all costs associated with the delivery of the required cleaning services, including but not limited to:

- Cleaning personnel
- Salaries and personnel-related costs
- Supervision
- Cleaning equipment
- Cleaning tools
- Cleaning chemicals and products
- Cleaning materials
- Cleaning consumables
- Garbage bags and waste-handling materials
- Personal protective equipment (PPE)
- Transportation and logistics
- Replacement personnel where required
- Periodic/deep-cleaning activities
- Any other costs necessary to provide the services satisfactorily.

RSOG shall not make separate payments for cleaning materials, consumables, equipment or other inputs required to deliver the cleaning services.

The proposed monthly service fee shall therefore represent the complete cost to RSOG for the provision of the cleaning services.

6. Personnel and Staffing:

The service provider shall determine the number of cleaning personnel required to adequately perform the services based on its assessment of the premises and the service standards contained in this TOR.

The service provider shall:

- Deploy adequately trained, qualified and competent cleaning personnel.
- Provide sufficient personnel to ensure uninterrupted service delivery.
- Ensure that cleaners are appropriately dressed and identifiable while on RSOG premises.
- Provide appropriate PPE and work equipment.
- Supervise its personnel and ensure proper performance of duties.
- Ensure that staff conduct themselves professionally while on RSOG premises.
- Replace any cleaner who is absent, unavailable or unable to perform the required duties without disrupting service delivery.
- Ensure that its personnel respect RSOG's property, staff, visitors and confidentiality.
- Ensure that personnel do not interfere unnecessarily with RSOG's operations.
- The service provider shall remain fully responsible for the management and conduct of its employees and personnel assigned to the contract.

The number of personnel proposed, together with the proposed working hours and deployment arrangements, shall be clearly indicated in the technical proposal.

7. Working Hours and Service Timing:

The cleaning services shall be provided between 6:00 AM and 5:00 PM.

The service provider should organize its staffing and cleaning activities to minimize disruption to RSOG staff and daily operations.

Office and workspace cleaning shall be prioritized during the early morning period, before staff commence their work, to minimize disruption to staff while they are working. Where access to an office or workspace is not available during this period, the service provider shall organize the cleaning at an appropriate time with minimal disruption to RSOG operations.

The bidder shall indicate its proposed staffing and cleaning schedule within the above service hours as part of its technical proposal.

8. Cleaning Materials, Equipment and Consumables:

The service provider shall provide, at its own cost, all materials, equipment, tools and consumables necessary for the performance of the services.

These shall include, but shall not be limited to:

- Detergents and cleaning agents
- Disinfectants and sanitizing products
- Toilet and bathroom cleaning products
- Floor cleaning products
- Glass/window cleaning products
- Waste collection materials and Garbage bags (where applicable)
- Mops, buckets, brushes, brooms and dustpans
- Vacuum cleaners and other cleaning equipment as required
- Cleaning clothes and other cleaning accessories
- Gloves and appropriate PPE
- Air fresheners; and
- Any other materials or equipment required to achieve the specified service standards.

The service provider should ensure that all cleaning products and equipment are suitable for their intended use and safely handled, stored and maintained.

9. Quality and Service Standards:

The service provider should maintain the RSOG premises to a consistently high standard of cleanliness and hygiene.

The expected service standards include:

- Offices and workspaces are clean, dust-free and orderly
- Floors are clean and free from visible dirt, waste and spills
- Toilets and sanitary facilities are clean, disinfected, hygienic and free from unpleasant odors
- Kitchen and other shared-use areas are clean and hygienic
- Reception areas, corridors and common areas are clean and presentable
- Waste bins are regularly emptied and maintained in a clean condition
- Frequently touched surfaces are cleaned regularly

- Windows, glass surfaces and other applicable areas are maintained in a clean condition.

RSOG will monitor the quality of the services and communicate any identified deficiencies to the service provider for corrective action.

10. Health, Safety and Environmental Requirements

The service provider shall:

- Provide and ensure the proper use of appropriate PPE by its personnel
- Ensure safe handling, storage and use of cleaning chemicals and products
- Take appropriate precautions when cleaning wet floors and other potentially hazardous areas
- Ensure that cleaning activities do not cause damage to RSOG property or equipment
- Comply with applicable health, safety, labour and environmental requirements

11. Eligibility and Minimum Qualification Requirements:

Interested companies must meet the following minimum requirements:

- The company must be legally registered and authorized to provide cleaning services in Rwanda
- Valid VAT Registration Certificate
- Valid Certificate of Tax Clearance issued by RRA
- Valid RSSB Clearance certificate
- Demonstrated experience through at least five (5) relevant cleaning service assignments or contracts of similar nature.
- Availability of adequately trained and competent cleaning personnel
- Demonstrated the capacity to provide all necessary cleaning equipment, materials and consumables

Supporting documentation shall be submitted as part of the proposal.

12. Mandatory Site Visit:

A mandatory site visit will be conducted to enable interested companies to assess the premises and fully understand the scope and requirements of the assignment.

Date: 24th September 2026

Time: 10:00 AM

Meeting Point: RSOG Premises, located at Kimihurura, Rugando

The site visit will allow companies to assess, among other things:

- The nature and size of the premises
- Number and type of rooms
- Toilets and sanitary facilities
- Kitchen areas
- Common areas
- Cleaning requirements and
- Resources required to provide the services.

Bidders shall be responsible for undertaking their own assessment of the premises and incorporating all requirements into their proposals and pricing.

13. Proposal Requirements:

Interested companies shall submit both Technical Proposal and a Financial Proposal.

13.1 Technical Proposal

The technical proposal shall include:

- Company profile
- Relevant experience and evidence of at least five (5) similar assignments or contracts
- Proposed staffing and deployment arrangements
- Proposed cleaning methodology and frequency
- Proposed working hours and supervision arrangements
- Details of cleaning equipment, materials and consumables to be provided
- Quality assurance measures for ensuring consistent service delivery.

13.2 Financial Proposal

The financial proposal shall be all-inclusive and show their monthly fee using the following format:

Description	Unit	Monthly Price-RWF (Tax inclusive)
Comprehensive cleaning services, including personnel, supervision, equipment, materials and consumables	Month	
TOTAL		

The quoted price shall include all taxes and any other costs necessary for the satisfactory delivery of the services.

14. Submission

A detailed Financial and Technical proposal must be submitted by End of Day, 30 September 2026.

All submissions must:

- Be in PDF Format
- Be sent via email procurement.rsog@rsog.org.rw
- Include the subject line: "Submission of Proposal – RSOG-RFP-2026/09/001"

15. Clarifications:

All inquiries and requests for clarifications must be submitted in writing to the same email address indicated above.

Sincerely,

Procurement
RSOG