REQUEST FOR PROPOSAL - SPACE RENTAL FOR PROVISION OF LAUNDRY SERVICES FOR THE AMERICAN UNIVERSITY OF NIGERIA (AUN).

TENDER/RFP SUBJECT: SPACE RENTAL FOR LAUNDRY SERVICE	**Tender No:** AUN/LS04072023P
Location: American University of Nigeria, Yola, Adamawa State	Correspondence Language(s): ENGLISH
Summary Description of Project & Purpose: AUN is a domiciliary University with over 1,250 undergraduate students living on Campus and 669 faculty and staff members. The University as a development university strives to provide its reputable community occupants (Students, Staff, and Faculty) with quality laundry service. This motive necessitates the need for the RFP. The purpose of the (RFP) is to engage a contractor with the capacity and capability to provide the above-mentioned service to the AUN community. To achieve this objective, the American University of Nigeria (AUN) invites prospective bidders with the know-how and skills in laundry services to submit proposals for space rental within AUN Campus to operate laundry services.	
Issued Date:	28th July 2023
Last Day for Enquiries:	12:00 Noon, 2nd August 2023
Submission Deadline**:**	3rd August 2023
RFP/Proposal Language	English
RFP Validity Period	120 Days

Section A: General RFP Terms and Conditions;

1. **Proposal Submission-**

1.1 Any time or date in this bid is subject to change at the AUN's decision. The formation of time or date in this bid does not create a compulsion on the part of the AUN to take any action or create any right in any way for any bidder to demand that any action be taken on the date established.

1.2 All proposal are to be submitted electronically to ---------- No late submissions will be considered.

1.3 All proposals will only be considered if received by AUN before the closing date and time as indicated above, clearly subject-referenced with the RFP number. Proposals should consist two parts namely Technical and Financial proposal.

1.4 Proposals submitted by companies must be signed by a person or persons duly authorized.

1.5 Proposals received after the closing date and time will not be accepted for consideration and be rejected without any kind of explanation or notice to the bidder.

1.6 AUN will award the contract to qualified tenderer(s)' whose proposal is determined to be the most advantageous to the AUN, taking into consideration the technical and financial bid.

2. PRICING PROPOSAL-

2.1 Pricing proposal must be detailed and clearly labeled, void of ambiguity. Only firm prices* will be accepted during the tender validity period. Non–firm prices** (including prices subject to rates of exchange variations) will not be c 7.5

2.2 Payment will be according to AUN Payment Terms and Conditions.

3. APPOINTMENT OF SERVICE PROVIDER

3.1 The contract will be awarded to the tenderer who scores the highest total number of points during the evaluation process.

3.2 Appointment as a successful service provider shall be subject to the parties agreeing to mutually acceptable contractual terms and conditions. In the event of the parties failing to reach such an agreement, AUN reserves the right to appoint an alternative supplier.

3.3 Awarding of contracts will be conferred by a written and signed agreement and no regret letters will be sent to unsuccessful bidders.

4 SERVICE LEVEL AGREEMENT-

4.1 Upon award, AUN and the successful bidder will conclude a Service Level Agreement regulating the specific terms and conditions applicable to the services.

4.2 AUN reserves the right to accept or reject any or all amendments or additions proposed by a bidder if such amendments or additions are unacceptable to AUN or pose a risk to the University.

5. ENQUIRIES AND CONTACT WITH AUN-

Any inquiry regarding this RFP shall be submitted in writing/email to ---------- with "Tender No: AUN/LS04072023P - Space Rental for provision of Laundry services to AUN" as the subject. Any other contact with AUN personnel involved in this tender is not permitted during the RFP process other than as required through existing service arrangements or as requested by AUN as part of the RFP process.

6. CORRECTNESS OF RESPONSES-

6.1 The tenderer must confirm satisfaction regarding the correctness and validity of their proposal and that all prices and rates quoted cover all the work/items specified in the RFP. The prices and rates quoted must cover all obligations under any resulting contract.

6.2 The tenderer accepts that any mistakes regarding prices and calculations will be at their own risk.

7. VERIFICATION OF DOCUMENTS-

7.1 Tenderers should check the numbers of the pages to satisfy themselves that none is missing or duplicated. No liability will be accepted by AUN in regard to anything arising from the fact that pages are missing or duplicated.

7.2 A tenderer shall not assume that information and/or documents supplied to AUN, at any time prior to this request, are still available to AUN, and shall consequently not make any reference to such information document in its response to this request.

7.3 Copies of any affiliations, memberships, and/or accreditations that support your submission must be included in the tender.

7.4 An omission to disclose material information, a factual inaccuracy, and/or a misrepresentation of fact may result in the disqualification of a tender.

7.5 Failure to comply with any of the terms and conditions as set out in this document may invalidate a proposal.

8. SPECIAL CONDITIONS-

The American University of Nigeria (AUN) reserves the right:

8.1 To extend the closing date of the RFP;

8.2 To request documentary proof regarding any tendering issue;

8.3 To award this tender to a bidder that did not score the highest total number of points,

8.4 To negotiate with one or more preferred bidder(s) identified in the evaluation process, regarding any terms and conditions, including price without offering the same opportunity to any other bidder(s) who has not been awarded the status of the preferred bidder(s);

8.5 To accept part of a tender rather than the whole tender;

8.6 To request presentations/demonstrations from the short-listed bidders as part of the bid evaluation process;

8.7 To carry out site inspections, product/equipment evaluations or explanatory meetings in order to verify the nature and quality of the services offered by the bidder(s) or to verify any information contained in a proposal, whether before or after resolution of the RFP;

8.8 To correct any mistakes at any stage of the tender that may have been in the bid documents or occurred at any stage of the tender process;

8.9 To cancel and/or terminate the tender process at any stage, including after the Closing Date and/or after presentations have been made, and/or after tenders have been evaluated, and/or after the preferred bidder(s) have been notified of their status as such;

8.10 Award to multiple bidders.

9. Conflict of Interest-

9.1 Conflicts of interests in the awarding or management of contracts - If a company is owned by, whether directly or indirectly, in whole or in part, any AUN employee or any person who is related to an AUN employee, the company must ensure that it and the employee disclose the relationship as part of or prior to submitting the offer.

9.2 Collusion between/among offerors-
AUN requires fair and open competition for this solicitation. No two (or more) companies submitting bids can be owned or controlled by the same individual(s). Companies submitting offers cannot share prices or other offer information or take any other action intended to pre-determine which company will win the solicitation and what price will be paid.

Any company, or individual that participates in any of the above prohibited conduct, will have its actions reported to the appropriate authorities, will be investigated fully, will have its offer rejected and/or contract terminated, and will not be eligible for future contracts with AUN. Employees participating in such conduct will be penalized and/or have his/her employment terminated.

10. PREPARATION COSTS-
The Bidder will bear all its costs in preparing, submitting and presenting any response or Tender to this bid and all other costs incurred by it throughout the bid process. Furthermore, no statement in this bid will be construed as placing AUN, its employees or agents under any obligation whatsoever, including in respect of costs, expenses or losses incurred by the bidder(s) in the preparation of their response to this bid.

11. INDEMNITY-
If a bidder breaches the conditions of this bid and, as a result of that breach, AUN incurs costs or damages (including, without limitation, the cost of any investigations, procedural impairment, repetition of all or part of the bid process and/or enforcement of intellectual property rights or confidentiality obligations), then the bidder indemnifies and holds AUN harmless from any and all such costs which AUN may incur and for any damages or losses AUN may suffer.

12. PRECEDENCE-
This document will prevail over any information provided during any briefing session whether oral or written, unless such written information provided, expressly amends this document by reference.

13. TAX COMPLIANCE-

No tender shall be awarded to a bidder who is not tax compliant. AUN reserves the right to withdraw an award made or cancel a contract concluded with a successful bidder in the event that it is established that such bidder was in fact not tax compliant at the time of the award, or has submitted a fraudulent Tax Clearance Certificate to AUN. The University further reserves the right to cancel a contract with a successful bidder in the event that such bidder does not remain tax compliant for the full term of the contract.

14. DISCLAIMER-

This RFP is a request for proposals only and not an offer document. Answers to this RFP must not be construed as acceptance of an offer or imply the existence of a contract between the parties. By submission of its proposal, tenderers shall be deemed to have satisfied themselves with and to have accepted all Terms & Conditions of this RFP.

AUN makes no representation, warranty, assurance, guarantee or endorsement to the tenderer concerning the RFP, whether with regard to its accuracy, completeness or otherwise and the University or its employees shall have no liability towards the tenderer or any other party in connection therewith.

15 Section B: Evaluation Criteria

AUN has set minimum standards that a bidder needs to meet in order to be evaluated and selected as a successful bidder. The minimum standards consist of the following:

S/N	Criteria Application Process	
1	Pre-Qualification and Elimination Criteria (Phase 1)	Only bidders that comply with ALL the criteria set on paragraph 15.1 on Phase 1 below will proceed to Technical Evaluation (Phase 2).
2	Technical Evaluation Criteria (Phase 2)	Bidder(s) are required to achieve a minimum threshold of 60 points and above the technical criteria 15.2 to qualify for Financial evaluation
3	Financial Evaluation (Phase 3)	Bidder(s) will be evaluated out of 100 points i.e. 80 points for Technical and 20 points for price.

15.1 Pre-Qualification and Elimination Criteria (Phase 1)

Proposals will be eliminated under the following conditions:

- ➢ Submission after the deadline (Closing date and time);
- ➢ Proposals submitted to incorrect email.

16.2 Phase 2: Technical evaluation criteria:

S/N	Criterias	Weight
1	Bidding company's experience and capacity service years of experience in Laundry Services; **Provider's Staff (Employees) available to service AUN; **Capacity in terms of in terms of laundry /other equipment available to service AUN. ** Capacity	15
2	Contactable Reference Letters	20
3	Methodology and approach, This must include the actual process on how the laundry is done, a project plan and timelines. (i.e. ,delivery/collection points, frequency, turnaround time, etc.);	15
4	A contingency plan during urgent and emergency cases;	10
5	Value proposition to the AUN (E.g. flexibility);	5
6	Submit material price list, data-sheet of cleaning chemicals, and proof that the cleaning products adheres to required health and safety regulations;	10
7	** The offeror must be legally registered	5
	** The offeror must be in good standing with its governing tax authority	
	** Sufficient trained workers.	
	** Submit CAC & VAT Cert	

17 PROPOSAL SPECIFICATION

17.1 Scope of Work

a. Service providers must be able to collect and deliver the laundry as agreed with AUN;

b. Items damaged or lost due to the service provider's negligence will be replaced at the service provider's cost;

c. At times, a same-day service might be required;

d. The service providers' workplace must comply with all the set regulations under Health and Safety Act. AUN may conduct site visits to confirm such infrastructure as part of the evaluation.

e. Laundry to be washed, ironed, and/or dry-cleaned;

f. Vehicles used to deliver/collect laundry must be sealed/have canopies to protect the clean linen from dust and rain to serve as a packaging protector;

g. Cleaned laundry to be folded and packaged in a plastic bag;

h. Provide good quality transparent laundry bags for delivery of cleaned laundry;

i. The laundry bags must be properly sealed with the package slips placed inside;

j. Provide good quality big laundry bags for packing dirty laundry for collections;

k. Laundry items must be counted and sorted at the collection;

l. The number and description of the items must be logged in a register (log book), specifically allocated for the AUN client, and a receipt to verify the aforesaid must be issued to at the time and point of collection.

NOTIFICATION OF AWARD OF RFP

As soon as possible after approval to award the contract(s), the successful Respondent [the Service provider] will be informed of the acceptance of its Proposal. Unsuccessful Respondents may be advised in writing of the name of the successful Service provider and the reason why.

CERTIFICATE OF ACQUAINTANCE WITH RFP, TERMS & CONDITIONS & APPLICABLE DOCUMENT-SPACE RENTAL FOR PROVISION OF LAUNDRY SERVICES TO AMERICAN UNIVERSITY OF NIGERIA (AUN) RFP No. RFP No. AUN/LS04072023P

By signing this certificate, the Respondent is deemed to acknowledge that he/she has made himself/herself thoroughly familiar with, and agrees with all the conditions governing this RFP. This includes those terms and conditions contained in any printed form stated to form part hereof, including but not limited to the documents stated below.

As such, AUN will recognize no claim for relief based on an allegation that the Respondent overlooked any such condition or failed properly to take it into account for the purpose of calculating tendered prices or any other purpose:

Should the Bidder find any terms or conditions stipulated in any of the relevant documents quoted in the RFP unacceptable, it should indicate which conditions are unacceptable and offer alternatives by written submission on its company letterhead, attached to its submitted Bid.

Any such submission shall be subject to review by AUN's approved authorities who shall determine whether the proposed alternative(s) is acceptable or otherwise, as the case may be. A material deviation from any term or condition may result in disqualification.

Bidders accept that an obligation rests on them to clarify any uncertainties regarding any bid which they intend to respond on, before submitting the bid.

The Bidder agrees that he/she will have no claim based on an allegation that any aspect of this RFP was unclear but in respect of which he/she failed to obtain clarity.

The bidder understands that his/her Bid will be disqualified if the Certificate of Acquaintance with RFP documents included in the RFP is found not to be true and complete in every respect.

SIGNED at _____ on this _____ day of _____ 20_____

SIGNATURE OF RESPONDENT'S AUTHORISED REPRESENTATIVE: _____

Name_____

RFP KEY PERFORMANCE INDICATORS;

- ➢ Quality
- ➢ Delivery
- ➢ Cost
- ➢ Timeless and,
- ➢ Integrity

Note:
RFP response/Offer should be submitted **"ONLY"** to the email provided below:

procurement@aun.edu.ng & project@aun.edu.ng