



RFP for Cleaning Services

ATOMA

ATOMA/RFP#A25006

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Executive Summary

Request for Proposal (RFP) for Cleaning Services - ATOMA

ATOMA, a leading telecommunications company in Afghanistan, is seeking a qualified vendor to provide comprehensive cleaning services for its offices and stores. This RFP outlines the requirements for a one (1) year contract, with the possibility of renewal based on performance. ATOMA recently transitioned from MTN-A to ATOMA and has a main office in each zone, one owned Store in each province, and an additional eight CSPs in Kabul.

1. Scope of Work

The successful vendor will provide cleaning services for all ATOMA offices and stores, including data center and switches and guesthouses:

ATOMA has One office / Guesthouse per zone, one store in each province, and Eight Store in Kabul. Specific addresses will be provided upon request for qualified bidders.

1.1 Frequency:

The day-to-day cleaning service is needed to perform 6 days of week (Saturday to Thursday), 9 hours per day, including One hour lunch break during the summer and 8 hours per day, including once hour break during the winter session.

1.2 Services:

Comprehensive cleaning of all office spaces, including Offices, rooms, Corridors, data centers, Toilets, Conference rooms (including kitchen areas) , Internal glass panels, windows (internal/external) * Doors and cabinets table and accessories and furniture.

1.3 Cleaning Materials:

The vendor needs to offer the financial proposal in two separate classes, one **the average salary for a Cleaner per month** and other for **materials** (to allow cost comparison) and the quality (Brand Name) and quantity (item list of each month needs to be supplied) of materials provided each monthly should be stated. This includes but is not limited to. cleaning chemicals, mops, brooms, **Paper Tissue**, replenishment papers (e.g., toilet paper, paper towels, acid, sop), room spray, etc.

Actual quantity of materials will be ordered on need basis, detailed specification of items needed for cleaning purpose listed below

1.4 Equipment:

No	Specification	Unit	Qnt	Unit price	Total price
1	Cleaning powder - MAX 430 gr or similar quality	Each	1		
2	Toilet cleaner – Harpic 450 ML or similar quality	Each	1		
3	Toilet cleaning acid – Moor or similar quality	Each	1		
4	Acid – Duck 900 ML original made in Thailand or similar quality	Each	1		
5	Withix – Niloo 1000 gr or similar quality	Each	1		
6	Dettol – 3 liter/barrel Finis or similar quality	Each	1		
7	Glass cleaner – Gul Rang 1000 gr or similar quality		1		
8	Dish washing liquid – Milad 1000 gr or similar quality	Each	1		
9	Powder 20 kg/pocket Dorran or similar quality	Pockett	1		
10	Hand washing liquid Gulrang or similar quality	Bottle	1		
11	Hand washing soap high quality	Each	1		
12	Furniture polishing spray – Karron 300 ML or similar quality	Bottle	1		
13	Air refreshing spray – Eligant 300 ML or similar quality	Bottle	1		
14	Insect killer spray – Taromar 400 ML or similar quality	Bottle	1		
15	Computer screen cleaner spray (Aid duster) 450 ML or similar quality	Bottle	1		
16	Mop with metallic handle large size high quality	Each	1		
17	Hand scrub brush	Each	1		
18	Brush sweeper with handle size 40 cm	Each	1		
19	Dustpan plastic medium size	Each	1		

20	Wiper plastic with strong handle size 40 cm	Each	1		
21	Sweeper size 30 cm plastic made with handle high quality	Each	1		
22	Wiper Rober made 20*20 cm	Each	1		
23	Toilet brush size medium 33 cm	Each	1		
24	Mop Spring with metallic handle	Each	1		
25	Textile for cleaning purpose 50*50 cm good quality	Each	1		
26	Disposable mask 3 layer (50 pc per box)	Box	1		
27	Spong large size	Each	1		
28	Sponge for dish washing purpose)12 pcs per box	Box	1		
29	Glove Gelan or similar quality	Pair	1		
30	Scotch Brite sponge (3 pcs per box)	Box	1		
31	stainless steel scourer	Each	1		
32	Plastic bag (25 kg) black high quality	Kg	1		
33	Plastic bag 25 kg black, high quality	Roll	1		
34	Bucket 30 liter	Each	1		
35	Dust bin small size high quality	Each	1		
36	Dust bin medium size high quality	Each	1		
37	Toilet paper Jasmin or similar quality	Roll	1		
38	Tissue paper Gulbarg 75 tissues 2 ply	Box	1		
39	Tissue paper Gulbarg 150 tissues 2 ply	Box	1		
40	Antiseptic Dettol high quality	Liter	1		

2. Personnel

The vendor will provide adequately trained cleaning staff. The number of cleaners required per location will be determined based on the size and needs of each facility and should be specified in the proposal. All personnel must be appropriately dressed in company uniforms with name and identification badges provided by the vendor. The vendor must provide ATOMA with contact details and police clearance for all personnel at the commencement of the contract, with regular updates provided on any personnel changes.

3. Responsibilities of the Vendor

3.1 Cleaning Services:

Providing thorough and efficient cleaning services as specified above.

3.2 Material Supply:

Providing and replenishing all necessary cleaning materials as outlined in their proposal.

3.3 Equipment Provision:

Supplying stated the time need for the maintaining all necessary cleaning equipment.

3.4 Personnel Management:

Managing and supervising the cleaning staff under Direct control for ATOMA FAC.

3.4 Reporting:

Reporting any damaged facilities or broken items to the ATOMA Facilities Department weekly.

3.4 Security:

Ensuring that all cleaning personnel are trustworthy and will not engage in any unauthorized activities, including administrative tasks or establishing personal relationships with ATOMA staff.

4. Responsibilities of ATOMA

4.1 Supervision:

ATOMA's Facilities team will supervise the cleaning staff to ensure adherence to the contract and quality standards.

4.2 Approval of Materials:

ATOMA will approve the quality and quantity of cleaning materials and equipment to be used in the monthly based one delivery.

4.3 Access:

ATOMA will provide access to the facilities during cleaning hours.

4.4 Payment:

ATOMA will make timely payments as per the agreed-upon contract terms.

4.5 Contract Termination:

ATOMA reserves the right to terminate the contract or dismiss cleaning personnel for breach of contract or unsatisfactory performance at any time.

5. Proposal Requirements:

Proposals must include the following:

5.1 Company Profile:

Detailed description of the vendor's experience, qualifications, and financial stability.

5.2 Detailed Service Plan:

A comprehensive plan outlining how the vendor will meet the requirements of this RFP. This includes staffing plans, proposed cleaning schedule, a detailed list of all cleaning materials and equipment, and a proposed cost breakdown for each class of materials.

5.3 Pricing:

A clear and detailed pricing structure for the entire contract period, broken down by:

- Salary per each cleaning services provider staff including government taxes applicable on salary.
- Supplier administrative cost including of government direct and indirect taxes cost.

5.3 References:

At least three references from previous clients.

5.4 Insurance and safety:

Contractor has to ensure and provide all facilities by their own cost to ensure safety of their employee (service provider) and they will be ultimate responsible for any inconvenience.

5.5 Personnel Details:

Process for conducting background checks and obtaining police clearance for cleaning personnel.

6. Submission of Proposals:

Proposals should be submitted to ATOAM main office :

7. Evaluation Criteria

Proposals will be evaluated based on the following criteria:

7.1 Price:

Competitiveness and reasonableness of pricing.

7.2 Experience:

Demonstrated experience in providing similar cleaning services.

7.3 Quality:

The quality of materials and services proposed.

7.4 Personnel:

Proposed personnel management plan and security measures.

7.5 Compliance:

Adherence to the requirements of this RFP.

8. Contract Award

ATOMA reserves the right to award the contract to the vendor that best meets its needs and requirements. This RFP is not an offer to contract but an invitation to submit proposals. ATOMA reserves the right to reject any or all proposals received. Any questions regarding this RFP should be submitted in writing to [ATOMA Procurement by due submission deadline.

Evaluation Criteria:

1. Technical compliance and maintenance plan
2. Commercial Compliance
3. Legal Compliance
4. Financial Compliance, Company Historical profile, Experience and qualifications
5. Delivery Time plan
6. References and past performance

Category	Weighting %	Rating		Weight
Technical	50%	Work Experience	1) At least 3 years of general working experience. 2) Minimum 3 similar working experiences along with copies of contracts/POs, demonstrate experience in providing similar cleaning services.	13%
		Company profile	Company profile and organization structure	10%
		Expert Staff	1) Team Technical Skills 2) CVs and Identity cards (A minimum of 1 years of relevant experience, qualification in the relevant field.	10%
		Quality	Quality of material and Services proposed	7%
		Safety and Security Measures	1) Health, Safety and environment (HSE) compliance. 2) Security measures	10%
Commercial	35%	Price	Proposed salary for service provider per month + price of cleaning material.	20%
		Bank Statement	Bank statement during the last 6 months	10%
		Delivery	Delivery methods	5%
Legal Compliance	15%	Business license	1) Valid business license in the relevant field from the Ministry of Commerce.	5%
		Tax clearance	1) Updated tax clearance and Annual Audit Report.	10%

Instructions to submit proposal:

- National qualified and eligible suppliers who meet the requirement of this RFP are requested to drop their proposal along with the required supporting documents in a sealed and stamped pocket in the tendering box located in the reception, at the ATOMA office located in the (Park plaza, opposite to park shahr-e- now), and the proposal submission form should be filled and signed by suppliers representative who submit the proposal.
- International qualified suppliers who are registered with the relevant entity of the Afghanistan government and holding partnership with a local company are requested to send scan copy of their proposal along with the required supporting documents in the password protected folder (the folder password will be requested later) to the attention of Sadeequllah Ahmadzai: Sr. Supply chain Directo.
E-mail address: sadeequllah@atoma.com.af . aman.zafar@atoma.com.af
- Along with the documents requested in selection criteria, respected suppliers must provide the following information:
 - Provide at least three similar experiences with supporting documents and providing references from reputable organizations to which the supplier has provided similar services. The proposer company should provide the contact names and numbers of the at least Three reference companies. The Email Address should be an official Domain.
 - Financial stability: Please provide a Bank Statement for the last year to show ongoing project and transaction. The Bank Statement should be in the name of the Company and must be signed by an authorized Bank.
 - Provide List of Company's working capital.
 - Provide Company Annual Audit financial statements for the last three years.
 - Proof of updated tax clearance and declaration form for the previous year.
- The proposal's submission deadline is CoB July 27, 2025, Kabul time.
- Potential international and national suppliers are kindly requested to submit their proposal before the proposal submission deadline; no proposal will be considered if submitted after the submission deadline CoB July 27, Kabul time.

ACKNOWLEDGEMENT/ PRELIMINARY NON-DISCLOSURE AGREEMENT

- ATOMA reserves the right to accept or reject any or all bids and to annul the bidding process at any time, without thereby incurring any liability to the affected supplier(s) or any obligations to inform the affected supplier(s) on the grounds of ATOMA action.
- We agree that all information and documents contained in or related to this RFP as provided by ATOMA is proprietary information and shall be treated as confidential.
- We undertake that all such information and documents, as described above, shall not be divulged to any other party (such prohibition applies to any further release of information regarding this RFP by ATOMA) without prior written permission from ATOMA to do so.
- We agree that this RFP and all information and documents relating to it and provided hereunder by ATOMA are not to be used for any purpose other than for the preparation of our tender submission. This undertaking will also apply to any subsequent contract resulting from this RFP.

Non-Compliance and Compensation Clause

In the event the Service Provider fails to meet their responsibility as will be agreed in the contract:

- On the first occurrence, the Service Provider shall compensate ATOMA with 10% of the total Purchase Order (PO) value.
- On the second occurrence, the Service Provider shall compensate ATOMA with 20% of the paid PO value.
- On the third occurrence, ATOMA reserves the right to terminate the Agreement immediately, without any further liability to the Service Provider.
- These remedies are without prejudice to any other rights or remedies available to ATOMA under the Agreement or applicable law.