



MINUTES OF PRE-BID MEETING

RFP No. 25-009

**Cleaning, Gardening and Pest Control Services to MRCS Premises
in Vientiane, Lao PDR**

1. Objective

The purpose of the pre-bidding meeting was to provide instruction and information on how to prepare responsive bids, as well as to conduct a site visit to the MRCS building and premises to all interested bidders.

Date and Venue

- Date: 29 December 2025 from 10:00am to 11:05 am, Lao Local Time
- Venue: Nam Ngum meeting room 304

2. Participants

This pre-bidding meeting was open to all interested bidders. The meeting with the presence of the following participants:

MRCS:

1. Mr. Pheara Lek, Procurement Officer
2. Ms. Chansouk Souphanthavong, Governance and Administration Assistant

Interested Bidder:

- Khammany General Service (KGS)

3. Pre-Bidding Proceeding

To make this pre-bid meeting more beneficial to all interested bidders, the presentations covered the following contents:

- Instructions to Bidders
- Documents to be submitted and Mandatory Form
- Evaluation Criteria and Method
- Scope of work and technical evaluation criteria

To begin the presentation, MRCS welcomed and thanked the participants who attended this pre-bid meeting and explained about the purpose of the meeting. All participants to openly ask for clarification if they are not sure about any part of the presentation.

The presentations on procurement and technical aspects were delivered respectively and clarification from bidders were addressed during the pre-bidding meeting.

The presentation highlighted key documents to be submitted including forms of section V and section VII per indicated in RFP document.

4. Queries Raised by Participants and Answers

Few questions and clarifications were raised by potential bidders and the responses were given by MRCS team as follows.

No.	Questions/Clarifications asked for	Answer/Clarification given as
1	Glass wall/door cleaning by using chemicals was not mentioned in the ToR.	The bidder may propose the activity into the technical proposal to promote environmental protection and hygiene.
2	Can MRCS consider extending the deadline?	The submission deadline will only be extended in the event that an insufficient number of bids are received. If a bidder anticipates being unable to submit the proposal by the stated deadline, the bidder is required to notify the Procurement Unit via email at least a few days in advance. The MRCS may consider the request based on reason provided
3	Please provide detailed requirements of the evaluation criteria.	Each evaluation criteria was explained during the meeting and also clearly stated in ToR of the RFP document.

5. Site Visit

After the pre-bidding session, the bidder was invited to visit the MRCS building and premises.

Annex

- Presentations of MRCS for Pre-Bidding Meeting
- Term of Reference

29 December 2025
MRCS Vientiane Office



Pre-Bidding Meeting

RFP No. 25-009

Cleaning, Gardening and Pest Control
Services to MRCS Premises in Vientiane

Presented by Pheara Lek



Contents



**Instruction to
bidders**



**Documents to be
submitted**



**Preliminary
Examination**



Mandatory Forms



**Technical
Evaluation Criteria**



**Evaluation
Method**

1. Instruction to Bidders



Currency of Bid: **United States Dollars (US\$)**



Language: **English**



Proposal validity: **120 days**



Request for clarification: **7 days before the deadline** and email to
procurement@mrcmekong.org



Deadline: **No later than 12 January 2026 by 3 p.m., local time.**

1. Instruction to Bidders

- Submission Manner: **by courier or email**
- Don't disclose price information in the Technical Proposal
- Outer Sealed Envelope: Mark "Proposal RFP25-009: Cleaning, Gardening and Pest Control Services to MRCS Premises in Vientiane"

1. Instruction to Bidders

A. By Courier in Sealed Envelope

Include 1 original and 5 copies inside one outer sealed envelope

One outer sealed envelope containing two separate sealed envelopes, one envelope containing the Technical Proposal(s) and one envelope containing the Financial Proposal



1. Instruction to Bidders

B. By Email Submission

**Technical and Financial Proposals
must be in separate files**



Technical Proposal – in one file



Financial Proposal – in another file,
Password-protected

2. Document to be submitted

1. Technical Proposal

- Technical Proposal Form (**section V**)-**Mandatory Doc**
- Supplier Declaration Form (**section VII**)- **Mandatory Doc**
- Legal business registration-**Mandatory Doc**
- Portfolio/Company profile including organization structure
- Detailed proposal (methodology, approaches and implementation plan)
- Copies of at least three similar contracts
- CV of at least **7 cleaners** and **2 gardeners**

2. Financial Proposal

- Financial Proposal Form (**section VI**)

3. Preliminary Examination

Bidders failing to meet the following criteria will not be disqualified.

Subject	Criteria (Pass/Fail basis)	Required Document
Legal Status	The bidder must be a registered firm.	Copy of the legal business registration document
Bid Validity	120 days	Form Tech-1 of Section V: Technical Proposal Submission Form must be signed by the authorized person with date. <u>Note:</u> The technical and Financial Proposals must be submitted in separate envelopes.
Mandatory Documents	Confirmation of submission of technical and financial proposals	
	Complete with respect to minimum documentary requirements including proper signature and date.	Form Section VII: Supplier Declaration

4. Mandatory Forms for Technical Proposal

Form Requirements:

- Attach on bidder's letterhead
- Fill all fields in red and yellow highlighted.
- Provide signature with company stamp

SECTION V

TECHNICAL PROPOSAL FORMS

FORM TECH-1 TECHNICAL PROPOSAL SUBMISSION FORM

[Location, Date]

o: Mekong River Commission Secretariat P.O. Box 6101, 184 Fa Ngoum Road, Unit 18,
Ban Sithane Neua, Sikhottabong District, Vientiane 01000, Lao PDR.

Dear Mr. Phetsamone Khanophet, AD Director

We, the undersigned, offer to provide the consulting services for [Insert title of assignment] in accordance with your Request for Proposal dated [Insert Date] and our Technical Proposal. We are hereby submitting our Proposal, which includes this Technical Proposal, and a Financial Proposal sealed under a separate envelope.

If negotiations are held during the period of validity of the Proposal of 120 days, i.e., before [Insert Date], we undertake to negotiate on the basis of the proposed staff. Our Proposal is binding upon us and subject to the modifications resulting from contract negotiations.

We understand you are not bound to accept any Proposal you receive.

We remain,

Yours sincerely,

Authorised Signature [In full and initials]: _____
Name and Title of Signatory: _____
Name of Firm: _____
Address: _____

4. Mandatory Form for Technical Proposal

Form Requirements:

- Complete all required fields
- Provide signature and date

SECTION VII Supplier Declaration Form

As an important and highly visible inter-governmental organization the Mekong River Commission (MRC) has a special obligation to ensure that its mission is performed to the highest standards. To this end, the MRC Fraud Prevention and Anti-Corruption (FPAC) Mechanism (as provided to bidders) has been adopted that applies to the MRCS activities and those involved in it. The FPAC Mechanism includes a commitment to ensuring that opportunities for fraud and corruption are reduced to the lowest possible level of risk.

As part of the risk mitigation and due diligence processes set out in the FPAC Mechanism, the MRCS requires all prospective service providers and their legal representatives to undertake that they shall comply with the standards set out in the FPAC Mechanism.

Full Name of Individual/Entity:			
Current Business Natures	<input type="checkbox"/> Water Resource Management (WRM) and Development Services <input type="checkbox"/> Consultancy services including Research on WRM <input type="checkbox"/> Training Services <input type="checkbox"/> Communication, PR	<input type="checkbox"/> Research Institution or Development Studies <input type="checkbox"/> Freelancer/general consultancy <input type="checkbox"/> Others (please specify):	
Consent:	Agrees to the MRC rules for protection of personal data.	Yes <input type="checkbox"/>	No <input type="checkbox"/>
	Agrees to the MRC publishing information regarding the bidder in accordance with its Procurement Manual.	Yes <input type="checkbox"/>	No <input type="checkbox"/>
	Agrees to the MRC's established rules and regulations, and disciplinary measures will be undertaken as per terms and condition set in the contract should any violation occurred.	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Signature and Date:	<i>I declare, on behalf of the entity or myself, that I have the power to represent the entity in making the declarations contained in this Supplier Declaration Form, that to the best of my knowledge the statements made in this Supplier Declaration Form are complete, true and correct and undertake to provide verification for any information that the MRC Secretariat may request:</i>		

5. Technical Evaluation Criteria

No	Criteria	Score
1	Company Qualification and experience	60
1.1	Be a legally registered firm and demonstrate good reputation with references from at least three organizations located in Vientiane <i>(Please provide at least 3 similar service contracts with current and/or previous clients)</i>	15
1.2	Minimum 5 years of experience, including cleaning service, gardening and pest control services in the local market	15
1.3	Have experience providing service to international Organizations and UN agencies	5
1.4	Availability of all necessary equipment and sufficient experienced personnel to deliver services effectively	10
1.5	Propose methodology, approaches and implementation plan for cleaning, gardening and pest control services	5
1.6	List of Cleaning products, tools, brand name of chemical use, equipment and supplies provided by the service provider to perform the services	10
2	Qualification of Personnel	40
2.1	Clear organizational structure, and key personnel roles.	10
2.2	Quality of key personnel working on this contract, suitability of personnel and sustainability of personnel Cleaners: at least 3 years of relevant experience in cleaning service Gardeners: at least 3 years of relevant experience in gardening service	30
TOTAL TECHNICAL SCORE (*)		100

6. Evaluation Method

🔧 **Technical:** min. 70 % as qualified proposal

💰 **Financial:** 30% weight

🏆 **Award :** Highest Combined Technical + Financial score



Thank you!



SECTION III

Terms of Reference
Cleaning, Gardening and Pest Control Services to MRCS Premises
in Vientiane, Lao PDR

1. Consultancy Summary

Title:	Cleaning, Gardening and Pest Control Services to MRCS Premises in Vientiane, Lao PDR
Consultancy Type:	Service Firm
Division:	Administration Division (AD)
Duration:	Initial period from 01 April 2026 to 31 March 2027 (with possible extension for up to two years, maximum 3 year)
Duty Station:	MRC Secretariat (HQs), Vientiane, Lao PDR

2. Background

The Mekong River Commission Secretariat (MRCS) office in Vientiane is currently seeking office cleaning and gardening services at the MRCS to ensure optimal hygiene and safe working environment for its staff while maintaining the landscapes of the MRC Headquarters green and clean.

The MRCS expects to receive proposals from companies who provide general cleaning, gardening and Pest Control services to the entire MRCS Premises to the highest industry standards. Areas will include all offices, meeting rooms and Conference Room, Library, Lobby, Cafeteria, staircases, elevators, corridors, entrance/exist gates including security 2 posts, parking areas, Server Rooms, glass walls/windows/doors, fences, balconies, gardens and all restrooms etc.

MRCS looks forward to working with a service provider who can provide:

- Competitively priced commercial cleaning and gardening services,
- Qualified and well-trained janitors and gardeners who work with detail-oriented skills and practices to guarantee reliable standards of cleanliness for the workplace.
- Commitment to reduce the use of chemicals which may harm both the environment of the Secretariat, at the same time, the staff's health.
- Provision of labour good standard tools and equipment to the cleaners and gardeners for high work productivity at the same time to protect them from work related injuries.
- Professional cleaning staff and gardeners

3. Scope and objective of the assignment

Service Provider is to make sure and maintain:

Office Building:

- All desks, tables, chairs, and other office furniture free of dust, dirt and stains at all times.

- All floors, balconies, corridors and their corners, all gaps between office furniture, tops of office furniture, office pillars, walls inside the office, window edges inside the office, etc. that are completely free of dust and dirt at all time;
- All glasses (of office windows, lobby walls) and doors that are completely free of dirt, dust and stains at all times;
- Pest control: treatments against termites, mosquitoes, rats, cockroaches, flies and spider at Mekong River Commission Secretariat. 4 times per year)
- New Canteen and all toilets on premise that are free of dirt, dust, rubbish, insects, stains on walls and on toilet sinks, shoe marks and bad smell at all times, together with all ventilation fans are cleaned and well-functioning with minimal of noises,
- Elevators are clean and free from water, stain and bad smell,

Garden, yard and parking Areas

- All lawn areas are cut and cleaned; landscapes are maintained with regular trimming of trees, grass and well-organized plants. All lawn, trees, grass and plants are well watered in dry days.

The Service provider should guarantee:

- All cleaning and gardening personnel (including a quality control supervisor),
- Main cleaning and gardening equipment and materials,
- Highly qualified, well-trained and detail-oriented cleaning and gardening personnel,
- The quality of chemical used and with standard method including clean up all wastes affected by the treatment,
- The chemical used should be recommended by WHO, authorized and registered by the service provider in concerning Ministry of the Lao PDR.

4. Deliverables

The Service Provider must provide the following key deliverables:

4.1 Cleaning Services:

Key deliverables	Daily
<ul style="list-style-type: none"> • Clean, wipe, vacuum or dust-remove furniture, shelves, portraits, office equipment, carpets, floors, trash bins, walls (including class walls), etc. of all rooms, including the Library, meeting rooms and Conference Room and storage. • Clean all glass walls/doors/windows, mirrors and boards in all rooms. • Clean all toilets including toilet bowls, lavatory basins, mirrors, floor and walls. Keep adequate paper towel, toilet paper, hand soap, etc. • Empty and clean all trash bins and carry to designated area and replace the removed trash bags. • Water and maintain potted plants in the rooms. • Sweep and clean the concrete floor of the front and back gardens, parking lots, exit/entrance areas. 	

Key deliverables	
<ul style="list-style-type: none"> • Clean, wipe and dust remove the entrance/exist gates and nearby areas. • Wash, mop or wipe staircases and elevator. • Any defects noticed by cleaners must be reported to the Maintenance personnel so that the necessary repairs can be made. • The cleaning personnel will occasionally be requested to assist the office events such as parties, meetings, etc. • Clean up the rest room for 2 times a day, early morning and afternoon • Check and refill (as required) liquid soap, air-freshener, paper-towel, and tissue papers; • Clean kitchenware, including dishwashing, placing of dishes, ensuring absolute purity of dishes, when necessary, wiping dry dishes for visitors (teaspoons, glasses), washing of sinks, toilet bowls, cranes, mixers; replacement and addition of personal hygiene products placing of dishes and wiping dry dishes for visitors (teaspoons, glasses); • Clean indoor plants, plant-pots at least twice a week • Remove and clean dust, paper, plastic or leaves etc. from all around of the MRCS premises 	
<ul style="list-style-type: none"> • Clean all windows and blinds. • Vacuum or remove dirt and dust from carpets in the OCEO office. • Clean the area of the air conditioning chillers (in the lobby) and in the Conference Room, • Big clean day for every Friday (in and outside MRC building and premises) 	Weekly
<ul style="list-style-type: none"> • Thoroughly clean the Cafeteria including kitchen, floors, walls, ceilings, etc. • Clean/wash the parking houses in the compound including roofs, ceilings and other structures • Shampoo, wash and remove oily and dirty stains from carpets in the conference rooms • Remove dirty, dust and spider webs from the power supply houses and fences 	Monthly
<ul style="list-style-type: none"> • Thoroughly clean both sides of fences around the premises • Thoroughly clean all external high structures of the building including concrete and wooden walls, glass windows/walls, wooden and metal sunscreens, iron-frames, steel structures to support the roof, wooden shows on each floor, balconies around building, staircase structures, etc • Pest control: treatments against termites, mosquitoes, rats, cockroaches, flies and spider at Mekong River Commission Secretariat. (4 times per year) 	Quarterly
<ul style="list-style-type: none"> • Washing table skirt in the conference room 	when required

4.2 Gardening Service:

The Service Provider must provide the following key deliverables:

Key Deliverables	
<ul style="list-style-type: none"> ▪ All lawn areas are kept clean and green. ▪ All potted plants inside & outside the office premises are watered and well maintained for their greenness. ▪ Mosquitos are sprayed (in assigned garden areas) 	Daily
<ul style="list-style-type: none"> ▪ All small ponds have their water changed regularly to make sure they will not be mosquito born areas. ▪ Garden green fences are nicely cut and trimmed. 	Weekly
<ul style="list-style-type: none"> ▪ Assist the office for some table and chairs arrangements when MRCS organizes meetings or ceremonies ▪ The gardener will report to the company and the company will work with MRCS on the tools necessary for purchasing/providing periodically as agreed with MRCS. ▪ All big trees are trimmed as required and as necessary. 	As end when necessary

Cleaning and gardening equipment and cleaning consumable:

Service provider shall provide all basic cleaning and gardening equipment, as well as environmentally friendly cleaning and mosquito spray supplies required for carrying out the work such as:

- Vacuum cleaners and shampooers for carpets, air blowers, water buckets, brooms, dustpans, brushes, mops, etc.
- Detergents and disinfectants to be used when cleaning toilets, floors, carpets and glass surfaces (windows, doors and mirrors), etc.
- Mosquito spray
- Gardening tools and equipment (as agreed with MRCS)
- Garbage bags.

The MRCS will spare a storage room in the premises for keeping the supplies and equipment provided by the Service Provider.

The MRCS will provide hand soap, roll tissue, paper towel and air fresher.

4.3 Pest control:

Key Deliverables	
<p>1. Treatment against termites:</p> <ul style="list-style-type: none"> • inspection area concerned in the agreement • inspection all wood, door flame, windows, ceiling and etc • treatment against termites will be organized for any special case at areas that found termites base on contract agreement without any charge. • preventive treatment at important or necessary points • Injection or treatment by point if necessary or places that found problem occurs 	2 <u>times/year</u>
<p>2. Treatment against Mosquitoes:</p> <ul style="list-style-type: none"> - Treatment will be made exterior(interior as customer request) 	<u>6 times/year</u>

Key Deliverables	
<p>3. Treatment against (Ants, Cockroaches, spiders and Flies):</p> <p>A. <u>Curative treatment</u>:</p> <ul style="list-style-type: none"> - Searching for ants and cockroaches' way and hill - Boring place by place of ants' hill in the wall, on the ceiling or another point infestation <p>B. <u>Preventive treatment</u>:</p> <ul style="list-style-type: none"> - treatment by injection in the hole and fissure - Treatment by pulverization to the bottom if the building periphery walls - or treatment by powder or by gel. <p>4. Treatment against Rats:</p> <p>A. <u>Curative treatment</u></p> <ul style="list-style-type: none"> - Destruction the rat' nest - Blocking the rats' way - Treatment by putting paraffin baits or treating by powder - Checking all place in the building to control rats 'evolution 	<u>(1 time every 2 months)</u>
Monthly schedule shall be sent to customer (MRCS) at the beginning of each month when schedule planned	Monthly

5. Timeframe

The service contract shall cover for initial one year from 1 April 2026 to 31 March 2027 with possibility extending for another two years based on satisfactory performance of services and if proposed prices will remain valid for the whole contract period.

6. Required Tasks and Responsibilities

Provision of cleaning and gardening staff who shall work with MRC Calendars including public holidays and statutory holidays as the following:

- **7 cleaners**
- **2 gardeners**

They are required to support the MRC Calendars

7. Working relationship and contractual arrangements

Reporting and working relationship: The service provider will report to the AD Director from time to time and will work closely with the Maintenance and Technician under Administration Division on daily basis.

Transportation: Contractor shall be responsible for arranging the transportation of its personnel and equipment to and from MRCS premises.

Appearance: A great attention should be given to the good presentation and appearance of the cleaning personnel. Cleaning personnel shall be dressed in uniforms showing the Company's badge and their name identification and shall wear

gloves during the implementation of the cleaning services.

Work hour: Daily cleaning services should take place on weekdays, Monday to Friday, between the hours of 6:30 am - 3:30 pm, included one-hour lunch break. If it is necessary, some cleaning services may be requested to take place on weekend.

Personnel: The service providers' employees should be appraised and accepted by MRCS in the beginning of the contract period. The same person(s) should be providing the service(s) for the full contract time, excluding the period of annual leave and other official leave. During these periods, the company is responsible for providing replacement person. Before starting the service, the replacement person should be accepted by MRCS.

Contractual provisions and payment terms: MRCS intends to sign the initial contract for one-year period which might be extended for another one-year period after satisfactory performance of services and if proposed prices will be stable without major changes.

The contracted company will be responsible for all employee related cost for the government, e.g. tax, pension fee, etc. MRCS will pay the contractor a fixed amount monthly.

Safety of the MRCS' property: Safety and security of the MRCS property ensuring highest standards of integrity of the company's personnel that guarantee no damage occurred due to the cleaning processes.

8. Minimum Qualification and Requirement

8.1. Firm Qualifications

- Good reputation of the company and legal business registration (references from at least 3 companies located in Vientiane).
- Minimum 5 years of experience on the local market.
- The company shall have all the necessary equipment and shall employ a enough experienced and professional staff to provide continuous services to the MRCS as contracted.
- The company should ensure safety and security of the MRCS' property ensuring highest standards of integrity of company's personnel.
- The company shall ensure that its personnel are properly insured thus MRCS is exempt from any third-party claims.

8.2. Personnel Qualification

- Number of required personnel: at least **7 cleaners and 2 gardeners**
- Have at least 3 years of relevant experience (please provide CVs of personnel proposed)

9. Premises inspection

All invited cleaning service companies will be welcome to make a visit to assess the premises prior to submitting an offer. Floor plans could be obtained. If required at the visit to the premise

10. Technical Evaluation Criteria

No	Criteria
1	Company Qualification and experience
1.1	Be a legally registered firm and demonstrate good reputation with references from at least three organizations located in Vientiane.
1.2	Minimum 5 years of experience, including cleaning service, gardening and pest control services in the local market
1.3	Have experiences providing service to international Organizations and UN agencies
1.4	Availability of all necessary equipment and sufficient experienced personnel to deliver services effectively.
1.5	Proposed methodology, approaches and implementation plan for cleaning, gardening and pest control services
1.6	List of Cleaning products, tools, brand name of chemical use, equipment and supplies provided by the service provider to perform the services
2	Management Qualification of Personnel
2.1	Clear organizational structure and key personnel roles.
2.2	Quality of key personnel working on this contract, suitability of personnel and sustainability of personnel Cleaners: at least 3 years of relevant experience in cleaning service Gardeners: at least 3 years of relevant experience in gardening service