

Request for Proposal for Office Cleaning Services for ASEF

30 January 2026, Singapore



SECTION A: REQUIREMENT SPECIFICATIONS

1. Introduction

ASEF is an intergovernmental not-for-profit organisation, which brings together the peoples of Asia and Europe to address common global challenges. As the sole permanent institution under the Asia-Europe Meeting (ASEM) process, ASEF promotes understanding, strengthens relationships, and facilitates cooperation among the people, institutions, and organizations of Asia and Europe. For more information, please visit <https://asef.org/about/what-we-do>.

2. Scope of work

The selected cleaning service provider shall be responsible for delivering comprehensive cleaning services for office areas, meeting rooms, toilets, pantries, corridors, staircases and other common areas such as reception areas and lift lobby. The scope of services shall include but not limited to the following:

2.1. Cleaning Personnel

- Provision of two (2) competent and experienced cleaning staff
- Personnel must be adequately trained and supervised
- All staff must observe confidentiality, professional conduct, and workplace safety standards
- Provide trained relief cleaners to maintain uninterrupted service during staff absences.

2.2. Provision of cleaning materials and supplies

- Provision of all required cleaning materials, equipment, and consumables necessary for effective service delivery

2.3. Provision of toilet consumables (including dispensers)

The service provider shall supply, install, and maintain the following:

- Jumbo toilet rolls, including dispensers (13 dispensers)
- Paper hand roll towels, including dispensers (10 dispensers)
- Foam-type hand soap units, including dispensers (9 dispensers)

2.4. Air Fresheners

- Provision of twelve (12) air freshener units
- Bi-monthly servicing and refilling of the air fresheners

2.5. Sanitary Waste Disposal

- Provision of eight (8) sanitary napkin disposal bins
- Fortnightly servicing and safe disposal in compliance with public health and environmental regulations

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3. Service Standards and Compliance

The service provider shall comply with all applicable laws and regulations in Singapore, including the Workplace Safety and Health Act, relevant guidelines issued by the National Environment Agency (NEA), and requirements of the Ministry of Manpower (MOM).

All cleaning materials, waste handling, and sanitary disposal shall meet Singapore health, safety, and environmental standards. The service provider ensures proper supervision, consistent service quality, timely replenishment of consumables, and lawful employment practices.

4. Eligibility and Proposal Requirements

Interested and eligible service providers are required to submit proposals containing the following:

- Company profile and relevant experience in similar assignments
- ACRA Bizfile, relevant licenses and certifications.
- Detailed proposal with a clear cost breakdown
- Staffing plan, including supervision and replacement arrangements
- At least two (2) references from organizations of similar scope and size

5. Contract Duration and Start date

The contract shall **commence on 1 April 2026** and shall be awarded for a period of **24 months**, subject to satisfactory performance and with the option for renewal at the discretion of ASEF.

6. Submission Guidelines

- Proposals must be submitted no later than **13 February 2026, 2359H (Singapore time)** with the subject line **"Office Cleaning Service Proposal - ASEF 2026"**
- Submissions should be emailed to michael.laserna@asef.org
- Late or incomplete submissions will not be considered

For any further information please contact: Michael Laserna, Asia-Europe Foundation (ASEF) at michael.laserna@asef.org.

7. Evaluation Criteria

Proposals will be evaluated based on the following criteria:

- Compliance with the scope of work
- Relevant experience and capacity of the service provider
- Cost-effectiveness and value for money
- Quality assurance and service delivery approach

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8. Reservation of Rights

ASEF reserves the right to accept or reject any or all proposals, in whole or in part, without obligation to provide justification.

SECTION B: CONDITIONS OF CONTRACT

Should your offer be accepted, the Terms and Conditions as set out in this Section shall govern the Contract between ASEF and your company.

- The Contract shall be subject to, governed by and interpreted in accordance with the Laws of the Republic of Singapore for every purpose.
- Vendor Proposals and all accompanying documents, plans, drawing, materials or other items that are submitted by Vendor in response to this request for proposal shall become the property of ASEF
- Except with the consent in writing of ASEF, Vendors shall not disclose to any third parties, this request for proposal, and any information shown or given to Vendors pursuant to this request for proposal by or on behalf of ASEF.
- The tender must remain valid for at least 3 months after the submission date.
- ASEF is not obliged to accept the lowest or any Vendor Proposal and is not required to provide reasons for rejecting any proposal.
- ASEF reserves the right to amend, suspend, cancel, or reissue this Open Call at any time without liability.
- Submission of a proposal does not create any contractual or legal obligation between ASEF and the submitting party.