

**INTERNATIONAL CENTER FOR BIOSALINE AGRICULTURE**

# **PROVISION OF CLEANING SERVICES**

## **Request for Proposals**

RFP18-003-Facilities-Cleaning Services

Procurement Section  
009714336110  
Procurement@biosaline.org.ae

International Center for Biosaline Agriculture - ICBA is an international, non-profit organization that aims to strengthen agricultural productivity in marginal and saline environments through identifying, testing and facilitating access to sustainable solutions for food, nutrition and income security.

## I. GENERAL INFORMATION

### 1.1 Purpose

The International Center for Biosaline Agriculture (ICBA) seeks written proposals from qualified vendors able to provide Office Cleaning Services. The contract term will be one year with options to renew for two additional one-year terms, subject to satisfactory contract performance.

### 1.2 Instruction to Bidders

Bidders are requested to read the bidding documents carefully to be able to submit a responsive proposal. In submitting the proposal, bidders must respect all instructions, forms and specifications contained in this bidding document. Failure to submit a proposal containing all the required information and documentation within the deadline specified may lead to the rejection of the proposal.

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### 1.3 Deadlines

|  |                  |
|--|------------------|
| Deadline for requesting clarifications, meeting, site visit... | January 16, 2018 |
| Deadline for submission of proposals                           | January 21, 2018 |

### 1.4 Submission of Proposals

Proposals must be submitted in sealed envelopes at ICBA reception or electronically through ICBA procurement website: <http://procurement.biosaline.org/>

### 1.5 Proposal Contents

Proposal responses should include the following:

- a. The Bidder company valid trade license
- b. 3 Client references
- c. Company Brochure or Website URL
- d. ISO certifications if any

### 1.6 Validity of Proposal

Proposals must remain valid and open for the acceptance of ICBA for 120 days from the RFP closing date. Proposals specifying a shorter acceptance period may be considered as non- responsive proposals.

### 1.7 Incomplete and Late Offers

Incomplete and late proposals will not be accepted. It is the bidder's responsibility to ensure that the proposal is submitted complete, on time and in accordance with the RFP terms and conditions.

### 1.8 Inquiries

Bidders may submit questions in writing through e-mail to the following address and before the deadline stated in the deadlines table:

Contact name : Ms. Imane Boujidane  
Senior Procurement Executive  
Tel. no. : 009714 3361155- Ext. 201  
Email : [Procurement@biosaline.org.ae](mailto:Procurement@biosaline.org.ae)

Any clarification issued by ICBA will be communicated in writing to all the bidders before date stated in the table above. No further clarifications will be given after the stated date.

Note: Any clarification issued by ICBA will be communicated in writing to all the bidders & will be published on ICBA- Procurement website: [www.procurement.biosaline.org](http://www.procurement.biosaline.org)

Any prospective bidders seeking to arrange individual meetings with ICBA or any of its employees concerning this contract during the bidding period may be excluded from the bidding process.

### **1.9 Alteration of Proposals**

Bidders may alter their proposals by written notification prior to the deadline for submission of proposals stated in this RFP. No proposals may be altered after this deadline.

### **1.10 Eligible Bidder**

Bidders considered eligible to submit proposals are defined as follows:

- Entity /organization that is legally registered to do business in UAE and can provide a valid certificate of legal registration/ trade registration license.
- Bidder must Have the technical and financial capacity to perform this Contract successfully.

### **1.11 Costs for preparing proposals**

Under no circumstances will, ICBA, be liable for any costs incurred in connection to the preparation and submission of proposals even if ICBA decides to reject all the proposals or cancel the bid.

### **1.12 Clarification**

During the evaluation process, ICBA may request additional information and meetings from bidders if it is necessary for further clarifications regarding the submitted proposal.

### **1.13 Evaluation of proposals**

Each Proposal will first be examined to determine compliance with requirements identified in this RFP:

- Company Trade license
- Company References
- Company profile

Only compliant proposals will pass to the technical and financial evaluation.

The proposals will be evaluated against the criteria below:

| Range     |     | Criteria          | Weight |
|-----------|-----|-------------------|--------|
| Non-Price | 50% | Company expertise | 50%    |
| Price     | 50% | Cost              | 50%    |

### **1.14 Amendments**

During the proposal submission period, if ICBA decides to modify/ change any requirement/s of the RFP, the modification/s shall be released through the issuance of an amendment to the RFP. Any amendment will be issued in writing and will be sent to all bidders.

### **1.15 Confidentiality**

The entire evaluation procedure is confidential, and all proposals are for official use only and may be communicated neither to the bidders nor to any party other than ICBA.

### **1.16 Bid Cancellation**

ICBA has the right at any stage in the bidding process to cancel the whole bid without the need to give a justified reason to any of the bidders. Bidders will be notified in writing of the cancellation.

### **1.17 Discussion/Negotiation**

ICBA may initiate discussions should clarification or negotiation be necessary. Bidders should be prepared to provide qualified personnel to discuss technical and contractual aspects of the proposal.

### **1.18 Award Letter & Contract**

ICBA reserves the option of contracting only for a portion of the specified project scope or of not awarding a contract to any bidder. Final approval to enter into a contract, the contract form and the scope of services to be provided pursuant to the contract, rests with ICBA. A contract may be awarded to more than one bidder based on the quality of the proposals and ICBA's needs. Please note that an award letter is not a contract and can be withdrawn at ICBA sole discretion.

Bidder's Failure to accept the award at the time of receiving notification from the bidder will give ICBA the right to award the contract to the next bidder.

### **1.19 Performance Bond**

The Vendor will be required to secure a performance bond in an amount equal to 10% of the total estimated award amount within 10 days from signing the contract and to be in effect for the duration of the contract period. The performance bond may be used to satisfy penalties for lack of delivery and/or loss incurred in the event of the Vendor's failure to deliver or perform according to the requirements of this RFP and the purchase order. The performance bond may be liquidated by ICBA to satisfy penalties should they be applicable.

### **1.20 Bidder Responsibility**

It is the responsibility of each bidder before submitting a proposal:

- To examine thoroughly the contract documents and other related data identified in the proposal documents.
- To consider federal and local laws and regulations that may affect costs, progress, performance or furnishing of the service.
- To promptly notify the Procurement Section of all conflicts, errors, ambiguities, or discrepancies in or between the contract documents and such other related documents.

### **1.21 Governing Law and Language**

This Bid is subject to and shall be construed according to the applicable laws and regulations of the United Arab Emirates. The bid documents and all notices pursuant to the provisions thereof shall be in English.

## **II. SCOPE OF WORK**

The Contractor shall provide cleaning services to all offices, server/printer room, corridors, toilets, conference/meeting room (s) including the kitchen areas, all internal glass panels, windows (internal/external), doors and cabinets.

1.1. Following is the scope of services to be performed by the selected supplier:

- To provide high quality of Office Cleaning Service for ICBA offices as per above table
- Serve official tea/coffee to office staff and guests as and when required and maintain the office kitchen all the times in a hygienically clean condition.

1.2. 02 personnel, are to be provided by the contractor. Equipment and cleaning materials (including garbage bags) will be provided by ICBA.

1.3. The personnel should be given a basic training in office cleaning and be knowledgeable of cleaning, use of detergents, requisite cleaning methods and cleaning equipment.

1.4. Attention should be given to the presentation of the personnel. All personnel are to be dressed in uniforms and name and identification badges are to be supplied by the contractor. The contractor is to ensure that all personnel assigned to ICBA, their contact details and Emirates ID copies are supplied to ICBA Facilities Supervisor upon contract commencement and regular updates

provided on any personnel changes.

- 1.5. Cleaning of the building interior: all work should be undertaken in accordance with recognized best practice in the industry and with locally applicable health and safety standards. The Contractor is responsible for the maintenance of the minimum standards of cleaning and performance quality set forth in this document, regardless of the staff absences due to sickness or holidays. The surface of the floor must be completely free of dust, stains, paint, stripes, shoe marks, anything spilt and any other blemish that can be removed with standard industry techniques. Any defects noticed by Cleaners must be registered and reported to ICBA Facilities Supervisor so that the necessary repairs can be made.

#### SCHEDULE OF SERVICES

- 1.6. Office cleaning should take place 6 days a week, Saturday to Thursday, between the hours of 07:00 - 19:00. No changes in the agreed days or time can be made without prior clearance by ICBA.
- 1.7. Contracted staff should be available for 12.00 hours per day (09:00 – 19:00 hrs) with 1 hour' break.
- 1.8. In exceptional cases where ICBA requires the services of the contractor's personnel, the latter shall be prepared to render overtime services, the cost of which shall be billed to ICBA on the same month the services were rendered.

#### CLEANING SERVICES

- 1.9. Office:

##### ***Daily:***

- All rubbish bins and plastic bags emptied, and the bag replaced.
- Horizontal surfaces that are clear of obstructions should be dusted or vacuum cleaned
- Visible dirt, shoe marks should be vacuumed cleaned or washed from floor surfaces. All cafeteria crockery left in corridors, offices and meeting rooms to be returned to the cafeteria.

##### ***Weekly:***

- Carpets/linoleum vacuum cleaned and washed from wall to wall including moving any chairs or other easily moved obstructions,
- Vertical free areas cleaned to remove dust, cobwebs and visible dirt.
- Lamps, pictures, closets, phones, doors (including handles) and frames, chair legs, ceiling lamps,
- Window sills dusted or cleaned as necessary to remove visible dirt.
- Banisters in stairwells dusted and wiped clean,
- The upholstered furniture vacuum cleaned,
- The doors, glass panels, the skirting boards, shelves, and the radiators dusted or wiped clean as necessary to remove visible dirt

- 1.10. Toilets

##### ***Daily:***

- All sanitary-ware (washbasins, WC pans) and mirrors cleaned to remove all traces of visible dirt.
- Garbage bin emptied, floors washed to remove all traces of visible dirt.
- Toilet consumables (toilet paper, paper hand towels and liquid soap) re-stocked,
- Complete cleaning of all sanitary elements including the removal of all stains and scale,
- Toilets should be checked every 01 hour for all of the above and assigning check sheet be used,

**Weekly:**

- Walls and doors cleaned / washed,
- WC pans and urine pans-thoroughly cleaned to remove all traces of chalk and stains,

1.11. Reception:

**Daily:**

- Horizontal surfaces that are clear of obstructions wiped off or vacuum cleaned,
- Floors vacuumed cleaned or washed to remove all traces of visible dirt and shoe marks

**Weekly:**

- Floors vacuum cleaned and washed, from wall to wall, a minimum of once per week.

1.12. Conference/Meeting rooms

**Daily:**

- Floor / horizontal surfaces that are clear of obstructions should be washed or vacuum cleaned as necessary to remove all traces of visible dirt

**Weekly:**

- Once a week, as a minimum, carpets, including smaller rugs, vacuumed cleaned from wall to wall once, moving chairs as necessary.

1.13. Cleaning of outside Windows

Every 03 months cleaning of outside windows in accordance with the best industry standards for window cleaning.

CAFETERIA SERVICES

**Daily:**

- Serve official tea/coffee to office staff and guests as and when required and maintain the office kitchen all the times in a hygienically clean condition.
- Cleaning of Kitchens, wash and dirty utensils, cleaning of cupboard doors (outside), cleaning the exterior of refrigerators, and the cleaning of all kitchen electric and non-electric gadgets.

**2. REQUIREMENTS FOR CONTRACTOR'S STAFF AND LABOUR**

- The Contractor shall provide uniforms meeting international standards.
- It is responsibility of the Contractor to ensure compliance with UAE legislation with regard to Salary wage, accommodation, annual leaves and medical insurance coverage for their employees.

**The company must provide the details of staff benefits in their technical proposal**