



## **ANNEXE 1**

# **CLEANING SERVICE CONTRACT**

## **Technical Specifications and Terms & Conditions**

### **I. DESCRIPTION OF THE PREMISES**

The office of the Delegation of the European Union to the Republic of Mauritius located at 8<sup>th</sup> floor, St James Court, St. Denis Street, Port-Louis, Mauritius.

The office space on the 8<sup>th</sup> floor covers 1 363 m<sup>2</sup> including corridors, 34 offices, one conference room (appreciatively 25 pax), 8 toilets, 1 kitchen, 1 lunch room, doors, 3 archives rooms, 2 storages, 1 security area, 1 reception area, 1 lobby, 1 waiting area, 2 meeting areas.

The office space on the 1<sup>st</sup> floor covers 38m<sup>2</sup> and concerns only archives.

### **II. SCHEDULE OF THE TASKS AND STAFF ALLOCATION**

All tasks referred to in Article 1.3. must be executed on working days when the Delegation of the European Union to the Republic of Mauritius is open, within from 07:30 hours to 17:00 hours, from Monday to Friday.

The office is closed on Saturday and Sunday, on public holidays of the Republic of Mauritius and on the 9<sup>th</sup> of May.

#### **II.1. TASKS TO BE EXECUTED**

##### **II.1.1 Tasks to be executed on a daily basis in the premises of the Delegation:**

- Dusting and cleaning of all exposed surfaces such as lamps, pictures, skirting, window ledges, pipe work, desks, bookcases, tables and cabinets.
- Cleaning and sweeping of floors and tiles
- Emptying waste baskets and removal of waste to the containers
- Collecting crockery and cutlery from offices and meeting rooms
- Washing dishes
- Cleaning of kitchens and dining area and their contents
- Cleaning, sweeping and disinfection of the toilets, washbasins, mirrors, ceramics and placing toilet paper, paper towels, anti-bacterial soap and refreshers.
- Cleaning, sweeping and disinfection of the kitchen including sinks and cupboard surfaces.
- Cleaning and sweeping of the entrance outside lobby, entrance guard rooms and other open areas
- Washing of fabric hand towels
- Preparation of tea/coffee during meetings anytime in the day

### II.1.2. Tasks to be executed once a week in the premises of the Delegation

- Dusting and cleaning of technical appliances (computers, telephones, faxes, printers).
- Disinfection of computer keyboards and telephone sets
- Dusting all wood finished doors and cleaning the glass on the doors
- Dusting and cleaning of heating / cooling units
- Dusting all window frames
- Watering of plants
- Change fabric hand towels during working hours

### II.1.3. Tasks to be executed once a month:

- Cleaning of all windows (interior).
- Cleaning of curtains and vertical blinds with appropriate products
- Cleaning of archives located on 1<sup>st</sup> floor of the building

### II.1.4. Tasks to be executed on an ad hoc basis, when necessary and/or at the request of the Delegation

- Assisting in setting up meeting rooms, preparing cups and plates, providing water, tea and coffee during meetings or lunches, for members of staff and visitors

The Delegation of the European Union to the Republic of Mauritius reserves the right to modify at any time the services indicated in the schedule of the tasks, listed above. The volume of works can be modified on the basis of a written instruction.

## **II.2. ALLOCATION OF STAFF AND WORKING HOURS**

For general cleaning – the tenderer must specify the number of staff required based on the area to be cleaned, but with a minimum of **3 (Three) cleaners** employed on a full time basis.

- ✓ 5 working days x 8 hours and a half/day (including legal breaks)
- ✓ 3 cleaning personnel from 7h30 to 16h00
- ✓ Replacement during sick/local leave of cleaning personnel should be provided

The cleaners are not allowed to clean offices in the absence of the occupant. The first tasks in the morning should be dedicated to the cleaning of the common spaces (toilets, corridors) and the collection of the crockery and cutlery from meeting rooms.

The Company awarded the contract shall ensure the impeccable presentation of its agents at all times by means of uniforms. The company shall also provide each agent with a badge of identification.

## **III CLEANING EQUIPMENT AND MATERIALS TO BE PROVIDED BY THE CONTRACTOR**

### **1. Toilets:**

- Toilet paper (2 layers)
- Paper towels (2 layers)
- Anti-bacterial soap (liquid)
- Air fresheners for toilets
- Disinfection liquid
- 'Sanitact' service (for ladies' toilets)

## **2. Kitchens:**

- Paper napkins (2 layers)
- Dish washing liquid
- Liquid bleach
- Dish-cloths and sponges
- Buckets and cleaning mats
- Gloves
- Dust pan (Pelle)
- Bin
- Plastic bags for bin
- Liquid soap for washing of glass panes
- Other relevant tools to carry out the tasks

The annexe III should be completed indicating the monthly quantity of equipment / material to be used.

All products should be compliant with the green housekeeping criteria as it will make part of the technical evaluation. They should to the extent possible be free of phosphates, nitrilotriacetic, ammonia, free of substances that contribute to ozone depletion and made from plant-based ingredients, a renewable resource.

## **IV. OBLIGATIONS OF TO THE CONTRACTOR AND THE CONTRACTOR'S EMPLOYEES**

### **IV.1 CONTRACTOR**

During the duration of the contract, the Contractor is and remains the employer of its staff.

The Contractor recruits, trains, provide uniforms and remunerates the staff required for the cleaning of the premises and engages this staff under its sole responsibility.

The Contractor insures its staff members against work accidents and engages itself to respect the legislation in place regarding labour matters, social security and taxation, and all other matters related to the services rendered.

The Contractor shall inform the Delegation of the European Union, in writing, of the identity of the all staff allocated to perform the duties in the Delegation's premises (whether they are employed on permanent or temporary basis), by supplying a copy of their ID card. The contractor shall in addition inform, in writing in advance, of the identity of replacement staff.

The Contractor shall replace immediately any of his employees who would be absent for any reason, in order to ensure continuity of the service.

The Delegation of the European Union reserves the right to refuse access, for any reason of its own, to any employee of the Contractor. The Contractor shall replace immediately any such employee.

The Contractor shall designate a supervisor, having experience of at least 3 years in the sector of activities covered by the contract. The competence of the responsible employee, Contractor's contact person, shall be such that he/she is capable of solving problems, related to the execution of the contract, at all times and on the spot. This person will be the main contact point between the Delegation and the Company. He/she must be able to be contacted at any time during the working hours, in case of need. In case of absence a deputy with the same qualifications will replace him/her.

## **IV.2 CONTRACTOR'S EMPLOYEES**

The Contractor's staff shall be registered at each entrance and exit of the premises in the register at the reception. They are not allowed to take their mobile phones within the Delegation premises.

It is forbidden for the Contractor's staff to take with them any objects, even if declared useless, that belongs to the Delegation of the European Union.

It is forbidden for the Contractor's staff to take knowledge of any document of the Delegation of the European Union, except if related to this contract, to the concerned employee or to the execution of his/her duties.

The Contractor engages itself neither to use nor to communicate any information, document, knowledge regarding the Delegation of the European Union to any third party. This obligation will bind the Contractor and its employees. This obligation will also bind the Contractor and his employees after termination of the execution of this contract.

The Contractor must obtain a signed declaration, regarding the mentioned confidentiality, from each employee linked to the execution of this contract and must provide copy thereof to the Delegation of the European Union at the start of this contract and upon taking up function (for new employees). In this declaration, the employee must commit in writing to respect the secrecy of any information which he/she could have knowledge of on the occasion of the execution of his/her work and to not make known or public to any third party or to use for his/her own profit, any document or information, even after retirement from his/her job.

The Contractor and its staff shall not use the premises of the Delegation of the European Union and the equipment and material contained in it for other purposes than for the execution of this contract and exclusively for the needs of the Delegation of the European Union.

The Delegation of the European Union reserves the right to give instructions to the contractor's staff. These instructions can only be issued by the Head of Delegation or the Delegation's Administration. These instructions can only relate to the execution of this contract and can under no circumstances involve major changes which would result in the contractor becoming unable to perform the contractual duties.

## **V. EVALUATION OF THE TENDER**

The objective of the evaluation is to assess the technical and financial capacity of the tenderers to provide the services required and upon the results of this evaluation, to award the contract.

The criteria are the reference for the assessment and subsequently could lead to the selection for the next step of the evaluation or the rejection of the tenders.

### **V.1 EXCLUSION CRITERIA**

Candidates shall be excluded if provision of the following documents is not dully fulfilled (annex I-list of exclusion criteria):

- ✓ Attestation on honour (annex II – template to be used)

In case of non provision of this document, the tenderer will be rejected.

### **V.2 ADMINISTRATIVE CRITERIA**

This evaluation is based on the technical and professional capacity of the tenderer. The tenderer must provide the evidence of:

- ✓ Having at least 3 years of experience in the related field
- ✓ Providing a list of its main customers and at least one equivalent contract obtained in the last 3 years
- ✓ Name and quality of the person considered as the legal representative of the company

In case of non provision of these evidence or if they are declared insufficient, the tenderer will be rejected.

Furthermore, any tenderer will be asked to prove that he is authorised to perform the contract under national law, as evidenced by inclusion in a trade or professional register, or a sworn declaration or certificate, membership of a specific organization, express authorization, or entry in the VAT register.

### **V.3 TECHNICAL EVALUATION**

The objective of this evaluation is to assess the quality of the technical offer. In this respect, the tenderer should provide:

- ✓ Tasks: methodology to perform the tasks stated in point II.1..
- ✓ Staff: CV of the qualified supervisor and evidence of respect of the working schedule as well as of replacement of personnel in case of need as mentioned in point II.2
- ✓ Equipment and material stated in point III -1, 2, 3. The green housekeeping criteria for all products used during the service will be part of the technical evaluation (Annex III)

The following percentage attributed to each item will be used for the award of the contract:

1) Equipment and material + green housekeeping	20%
2) Methodology for the list of tasks to be performed	20%
3) Staff: the supervisor and the schedule of working hours	<u>10%</u>
<b>TOTAL</b>	<b>50%</b>

The minimum threshold of the technical offer to be eligible for the financial evaluation is set at 30%.

### **V.4 FINANCIAL EVALUATION**

Only the tenderers which have passed the minimum threshold of the technical evaluation will be eligible for the financial evaluation. In this respect the annex IV "price quotation form" should be duly completed.

## V.5 AWARD CRITERIA

The award of the contract will be based on the following proportion:

The method applying a weightage for the price (50/50)

Score for tender X	=	$\frac{\text{Lowest price}}{\text{Price in tender X}}$	x	Weighting for the price (50)	+	Total quality score (out of 100) of tender X for all the award criteria	x	Weighting for quality criteria (50)
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## VI. TERMS OF PAYMENT

At the end of each month the Contractor will provide an invoice to the Delegation of the European Union to request payment, in accordance with the conditions laid down in the contract.

In case no service has been provided on a working day, the monthly invoiced amount will be reduced as follows. For each day of non-service, the monthly amount invoiced will be deducted accordingly. Each part of a day of non-service will be counted as a full day.

The price tendered and contracted shall be in Mauritian rupees (MUR) and the monthly invoiced amount paid by the Delegation will be in Mauritian rupees (MUR). The Delegation of the European Union cannot be held responsible for any bank charges applied by the bank or the inter-bank clearing system.

## VII. CONTRACT

The conclusion of a contract of **12 months**, renewable **two (2)** times for the same period at the Delegation of the European Union initiative, and under the same conditions as the initial contract.

The Delegation of the European Union reserves the right to at any time assess the performance of the contractor. Failure to perform the requested tasks may be regarded as a basis for termination of the contract.



## ANNEXES

Annex I	Technical Specifications and Terms and Conditions
Annex II	Attestation on honour (Chapter V.1 exclusion criteria)
Annex III	List of cleaning equipment and material (Chapter III cleaning equipment)
Annex IV	Price quotation form (Chapter V.4 financial evaluation)
Annex V	Legal entity form and financial form
Annex VI	Draft contract

Annexes II, III, IV, V, VI make part of the offer. In case of no provision, the tenderer would be declared non eligible for further process of evaluation.



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## **ANNEX II**

### **ATTESTATION ON HONOUR**



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### **ANNEX III**

### **LIST OF CLEANING EQUIPMENT**



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**ANNEX IV**

**PRICE QUOTATION FORM**



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**ANNEX V**

**LEGAL ENTITY FORM  
BANK ACCOUNT FORM**



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**ANNEX VI**

**DRAFT CONTRACT AND SPECIAL CONDITIONS**