TENDER SPECIFICATION

No EEAS-010-SER-FWC-Cleaning Services-2017

Cleaning Services

1. Background

The contracting authority is the Delegation of the European Union in Saudi Arabia, represented by the Head of Delegation (HoD) or its duly authorised representative.
The Delegation of the European Union in Saudi Arabia herein after referred to as 'the EEAS' or 'the Contracting Authority' has the intention to entrust to a specialized company the cleaning of its office building.
This Delegation was established in 2004. As a diplomatic mission it enjoys the privileges and immunities foreseen in Vienna Convention.
Since 2009 it occupies the premises subject of the service foreseen by the contract.

3. Subject of the contract

The object of the call for tender is the conclusion of a framework service contract with a company specialised in cleaning of premises, which will have to cover a cleaning service specific to the Delegation of the European Union to Saudi Arabia.
Any contractual aspect not explicitly covered by the present disposition will be subject to the laws of Saudi Arabia, so does any dispute between parties.
Of the companies responding to the tender notice only those that meet the exclusion and selection criteria and are shortlisted and invited to tender.

4. Place of performance

The office of the Delegation of the European Union to the Kingdom of Saudi Arabia located at Al-Maather District, Thabet Al-Loghawi St. Villa No.25
Riyadh - Saudi Arabia. is a subject of this contract.

The office space on the ground floor covers 402 square meter.
The office space on the 1st floor covers 402 square meter.

The total space of 1.500 square meters includes halls and corridors, offices, conference and meeting rooms, toilets, kitchens, doors, archives, storage, interior and exterior windows annexes, yard.

5. Technical specifications and standards

5.1. Schedule of the tasks and staff allocation

All tasks must be executed on working days when the Delegation of the Delegation of the European Union to the Kingdom of Saudi Arabia is open.
The office is open Sunday to Thursday, from 08:00 hours to 17:00 hours.
The office is closed on Friday, Saturday and on public holidays.

5.2. Tasks to be executed

5.2.1. Daily basis **(5 times/week)** in the premises:

- Cleaning and sweeping of floors and tiles.
- Dusting and cleaning of all exposed surfaces such as desks, bookcases, chairs, tables and cabinets.
- Emptying waste baskets and removal of waste to the containers.
- Collecting crockery and cutlery from offices and meeting rooms.
- Washing dishes.
- Cleaning of kitchen, dining area, and their contents.
- Cleaning, sweeping and disinfection of the toilets, washbasins, mirrors, ceramics and placing tissues in offices, toilet paper, paper towels, anti-bacterial soap, refreshers and toilet seat paper covers when necessary.
- Cleaning and sweeping of the staircase.

5.2.2. 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.
- Vacuuming of floors.
- Watering of plants.

5.2.3. Once a month:

- Polishing of floors and tiles.
- Cleaning of all windows (interior and exterior).
- Cleaning of curtains and vertical blinds with appropriate products

5.2.4. Once a year or at the request of the Delegation:

- Deep cleaning of all chairs and sofas, with appropriate products.

5.2.5. 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.

5.3. Number of staff to be allocated

For the execution of the tasks, the contractor will propose a team composed of qualified staff with at least one profile of site supervisor.
The proposal to be sent by the tenderer must include a comprehensive working plan foreseen for the organization of the different services; the system of rotation of this staff, the system proposed for the replacement of the staff in case of holidays, sickness or unexpected absence; the organization for the provision of supplies, consumables and material; the use of special machinery used for occasional tasks; the health and safety measures envisaged for the protection of the cleaning staff, the staff of the delegation and of the premises for the manipulation of chemicals or machinery and their storage and, if applicable, the organization of the transport of the staff and materials to/from the premises of the

Delegation.

Two different types of profiles are foreseen for the execution of tasks:
- Supervisor: Should have at least 5 years of experience in supervising a cleaning team in an international environment, he should also have an English read/write level of B2 according to CEFRL[1]
- Cleaner (daily tasks, weekly tasks, monthly tasks, yearly tasks, ad hoc tasks):
Should have at least 3 years of experience and a spoken level of A2 in English.

The tenderer will propose in the offer the staff necessary for the execution of the tasks taking into account its own organization.
The supervisor(s) employed by the contractor must ensure the proper execution of all tasks coordinating the cleaners and controlling its quality and the correct use of materials and consumables.

The cleaner(s) employed by the contractor must ensure the execution of the tasks mentioned above.

The tenderer must present a detailed cleaning work schedule taking into consideration, the office hours of the Delegation; the schedule shall be such that works will finish 30 to 45 minutes before closing hours of the Delegation.
It is up to the tenderer to propose the organization of cleaners and supervisor. It is part of the quality evaluation of the tenders to analyse what kind of proposal and organization is best for guaranteeing both a quality service and a minimum disruption of activities of the staff of the Delegation.

5.4. Cleaning equipment and materials to be provided by the contractor

1. Toilets:
- Toilet paper *of good quality (3 layers)*
- Paper towels *of good quality*
- Anti-bacterial soap (bar and liquid)
- Disposable toilet seat paper covers
- Refreshers
- Disinfection liquid

2. Kitchens:
- Paper napkins
- Dish washing liquid and tablets
- Anti-lime scale liquid
- Dish-cloths and sponges

3. Equipment – tenderer to indicate how many of each is required
- Machine(s) for polishing marble/ceramic flooring
- Machine(s) for cleaning floors.
- Professional vacuum cleaner(s) for floors.

[1] https://en.wikipedia.org/wiki/Common_European_Framework_of_Reference_for_Languages

All products should to the extent possible be free of phosphates, nitrilotriacetic, ammonia and free of substances that contribute to ozone depletion and made from natural ingredients. Compliance to these criteria will be part of the quality evaluation of the tender.

5.5. Terms applicable to the contractor and its employees

During the duration of the contract, the Contractor is and remains the employer of its staff.
The Contractor recruits, trains, provides uniforms and remunerates the staff required for the cleaning of the premises and engages this staff under his sole responsibility. However, motivation methods of the cleaning staff (such as training, medical follow-up, equipment, extra-legal advantages, etc ..) will be highly valued by the selection committee.

The Delegation of the European Union nevertheless reserves the rights to:

- Approve any staff that will be working in the Delegation's premises.
- At any time require proof of remuneration and social contributions paid for the cleaning personnel.

The Contractor insures its staff members against work accidents and engages itself to respect the legislation in place regarding sponsorship, visa, 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 to the Kingdom of Saudi Arabia, 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 also be responsible for providing criminal record and health report of his staff. 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 to the Kingdom of Saudi Arabia 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 responsible employee, having experience of several 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. 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.

The Contractor's staff shall be registered at each entrance and exit of the premises in the register at the reception.

The Contractor must submit a descriptive list of equipment and products used for all cleaning tasks.

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

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 their 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 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.

6. Presentation of tenders

Tenders must be submitted in triplicate, using the tender forms attached, taking account of the following:

a) Prices must be:

- Denominated in Saudi Riyals (SAR) and be firm and not subject to revision during the first year of performance of the contract;

- Calculated free of all duties, tax and dues (the European Union is exempt from all taxes and dues, including value added tax (VAT).

c) Tenders must be accompanied by:

- The technical specifications of the equipment proposed;
- The names and descriptions of the products proposed.

d) The tender must be signed and dated.

e) The forms to be filled in by the tenderer may not be altered in any way.

Documents to be submitted:

6.1 Documents constituting the financial bid (to be placed in the 'financial bid' envelope):

i) The **price schedule, duly completed;**

6.2 Documents constituting the technical bid (to be placed in the 'technical bid' envelope):

i) A general description of the organization of work, i.e. how the services will be provided, how supervision will be organized, how continuity of services will be ensured, (sick leave, annual leave, and so on), …

ii) A description of the method and tools put in place to ascertain continuous quality control and reporting to the EU.

iii) A technical description of the materials and equipment detailing the performance level of the equipment that the tenderer intends to use in order to meet the specifications. This description should be accompanied by any necessary graphic documentation (drawings, brochures).

iv) A technical description of the products detailing the performance level of the products that the tenderer intends to supply in order to meet the specifications. This description should be accompanied by any necessary graphic documentation (drawings, brochures, products with eco-labels, measures taken for the manipulation and storage of dangerous chemicals used in cleaning, such as bleach, ammonia derivate, caustic soda….).

v) A description of the approach concerning recruitment, salaries, benefits, training of staff to be deployed under the contract.

If any of the documents listed in points 6.1 and 6.2 are missing or incomplete, the tender will be judged not to conform to requirements and will be rejected, subject to the application of Article 160(3), of the implementing rules of the Financial Regulation applicable to the general budget of the European Union;

7. Award criteria and non-compliance of tenders

The contract will be awarded to the economically most advantageous tender of the technically compliant tenders, namely those which:

• satisfy technical compliance criteria, and
• offer the best value for money.

Once the tender's technical compliance has been verified, its technical quality will be evaluated on the basis of the award criteria below.
The weighting between the score for the technical offer and the score for the financial offer will be 40% for the technical score and 60% for the financial score.

7.1. Technical compliance

The evaluation committee will assess whether each tender has satisfied the technical compliance criteria set out in the tender document on the basis of the documents provided by the tenderers;

-that the list of material proposed is complete and provides enough quantities for delivering a professional cleaning service;
-that the minimum relevant experience of the staff proposed for the service is met from the CVs presented in the offer.

The technical compliance will be assessed using the following table:

No	Criteria	Compliant (Yes/No)
1	A descriptive list of supplies and machinery is attached (template in Annex 3)	
3	Cleaners have 2 years of experience and a spoken level of A2 in English	
4	Supervisor has at least 3 years of experience in supervising a cleaning team in an international environment, and an English read/write level of B2	

7.2. Evaluation of the technical quality of the offer

The quality award criteria are set out in the table below. They will be evaluated on the basis of documents provided in the technical offer and each is assigned a mark by the evaluation committee on the basis of the scale in the table.

N	Criteria/subcriteria	Max Points	Description
1	How the tenderer intends to provide the services specified in the contract.	**40**	Quality of the cleaning products provided and organization of the cleaners and methodology. More points will be given to an efficient distribution of tasks and timing to diminish the impact of the different cleaning activities on the staff working in the premises.
2	What are the arrangements proposed in the offer to deal with replacement of staff or to increase specific services.	**20**	More points will be given to those offers demonstrating the best organizational capacity to ensure service continuity in the event of planned or unannounced absences and their response capacity if extra staff are needed for specific

			reasons (for example before the visit of a Commissioner)
3	Measures to control the quality of the services provided.	**20**	Tenderers should explain how they intend to implement quality controls for the services provided, role of the supervisor, inspection, correct use of material and products and their manipulation.
4	Measures to motivate staff and ensure a stable team	**20**	Tenderers should describe any incentives for staff employed under the contract: pay scale, bonuses and allowances, promotion, training, medical cover and any other initiative designed to motivate staff and encourage staff loyalty. More points will be given to offers containing the higher number of efficient incentives to be kept during the whole duration of the contract.
TOTAL		100	

Any tender not scoring the minimum quality threshold of 50% per criterion and 60 points of the total will be eliminated.

The technical score for each tender will be calculated as follows:

Ti = (score for offer under consideration / score for best technical offer) *100

The best technical offer will thus score 100.

7.3. Evaluation of the financial offer

The financial offers are compared on the basis of the total price of each tender as calculated using the table in the price schedule; to do this the unit prices supplied by each tenderer are multiplied by the estimated quantities and added up to obtain a total.

The financial offers of tenderers who have obtained an overall technical score of 65 points or more will be opened.
They will be checked for arithmetical accuracy and corrections made where necessary.

Amendment of the tender form by the tenderer will lead to rejection of the offer.
The same holds for incomplete financial offers.

The financial score for each offer will be calculated as follows:

Fi = (price of the best financial offer (lowest price)/price of the offer under consideration) * 100

The best financial offer will thus score 100.

7.4 Calculation of the overall score

The offer chosen will be that which offers the best value for money among the compliant offers, namely the offer obtaining the best overall score Pi calculated as follows:

Pi = 0.40*Ti + 0.60*Fi

where
Pi is the total score for the tender in question (out of 100)
Ti is the number of points (between 0 and 100) obtained in the technical evaluation
Fi is the number of points (between 0 and 100) obtained in the financial evaluation.

8. Specific contract implementation procedures

8.1 Preparatory visit

A preparatory visit is foreseen, all details will be provided in the letter of invitation to tender.

8.2 Implementation period

The Contract is concluded for a period of four (4) years with effect from the date on which it enters into force.
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.

9. Other

Costs incurred in preparing and submitting tenders are borne by the tenderers and cannot be reimbursed.

Annex I(A) - Unit Price schedule form

Post	Price per working day (SAR, excl. VAT) *(1) Includes all staff costs and when applicable material, consumables, and special equipment.* *(2) Price is per post, not per person. If a post requires more than one person, or if the same person is used for different posts, the tenderer must take the total persons or percentages into account for calculating unit prices*
Post 1 – Supervision	*(daily price to completed by the tenderer)*
Post 2 – Cleaner - Daily tasks	*(daily price to completed by the tenderer)*
Post 3 – Cleaner - Weekly tasks	*(weekly price to completed by the tenderer)*
Post 4 – Cleaner -Monthly tasks	*(monthly price to completed by the tenderer)*
Post 5 – Cleaner- Yearly task	*(quarterly price to completed by the tenderer)*
Post 6 – Cleaner - Ad hoc tasks	*(daily price to completed by the tenderer)*

All prices are to be given exclusive of tax and customs duties. Should there be a difference between the price in words and the prices in figures, that in figures will prevail.

The unit prices are binding on the tenderer.

Date **Signature**

Annex I(B) – Summary price schedule

Post	Unit Price (SAR, excl. VAT) (1) Includes all staff costs and when applicable material, consumables, and special equipment. (2) Price is per post, not per person. If a post requires more than one person, or if the same person is used for different posts, the tenderer must take the total persons or percentages into account for calculating unit prices.	Number of working days proposed for the task per 4 years (3) Task cannot be cumulative but can be split by persons in different posts, (ex. if general cleaning and window cleaning are done by the same person one specific day, the total of both activities must add one day. Supervision is a "full day" task.	Total price of average year (SAR, excl. VAT) (4) The total of this column will be used for calculating the price points.
Post 1 – Supervision	*(daily price to completed by the tenderer)*	100 Days	*(to be completed by the tenderer)*
Post 2 – Cleaner - Daily tasks	*(daily price to completed by the tenderer)*	1700	*(to be completed by the tenderer)*
Post 3 – Cleaner - Weekly tasks	*(weekly price to be completed by the tenderer)*	200	*(to be completed by the tenderer)*
Post 4 – Cleaner - Monthly tasks	*(monthly price to be completed by the tenderer)*	48	*(to be completed by the tenderer)*
Post 5 – Cleaner- Yearly task	*(quarterly price to be completed by the tenderer)*	16	*(to be completed by the tenderer)*
Post 6 – Cleaner - Ad hoc tasks	*(daily price to be completed by the tenderer)*	20	*(to be completed by the tenderer)*
Total			*(to be completed by the tenderer)*

All prices are to be given exclusive of tax and customs duties.

Date Signature

Annex 2

Curriculum Vitae

Optional : Insert photograph

Personal information

First name(s) / Surname(s)	**First name(s) Surname(s)**
Address(es)	city, country
Nationality	
Date of birth	
Gender	

Occupational field

Work experience

Dates	Add separate entries for each relevant post occupied, starting from the most recent.
Occupation or position held	
Main activities and responsibilities	
Name and address of employer	
Type of business or sector	

Education and training

Dates	Add separate entries for each relevant course you have completed, starting from the most recent.
Title of qualification awarded	
Principal subjects/occupational skills covered	
Name and type of organisation providing education and training	
Level in national or international classification	

Personal skills and competences

Mother tongue(s)	**Specify mother tongue**
Other language(s)	

	Understanding		**Speaking**		**Writing**
	Listening	Reading	Spoken interaction	Spoken production	
Language					
Language					

Annex 3

List of supplies and machinery

Item	Minimum required	Specifications for the technical offer (to be completed by the tenderer)
Toilets	Materials: • Two ply toilet paper, white • Plastic bin with cover and pedal • Toilet brush with holder and reservoir to collect water,(and thus prevent leakage on the floor) Products: • Branded toilet cleaner and disinfectant • Branded floor and tile cleaner • Branded toilet naphthalene,(for all toilets)	
Kitchen	Materials: • Sponge and cloth • Plastic bin with cover and wheels to facilitate removal • Hand towel – replaced/cleaned weekly • Kitchen towel – replaced/cleaned weekly Products: • Branded dish washing liquid	
Office	Materials: • Duster Products: • Branded polish for wooden floors.	
Common Areas	Materials: • Caution wet floor signs Products: • Branded polish for wooden floors • Branded floor and tile	

	cleaner for tiled floors and staircases	
Windows	Materials: • Special window micro fiber cloth • Washers sleeves • T bars Products: • Branded window cleaning liquid	
Various	Materials: • Brooms • Dusters • Mop trolleys with two buckets • Buckets, brooms, etc. • Gloves • Ladders • Industrial type vacuum cleaner • Industrial type floor polishing machine	
Uniforms	White shirts Blue trousers/Skirt Black shoes	