

*The Indian School*

KINGDOM OF BAHRAIN

Estd. 1950



المدرسة الهندية

مملكة البحرين

ISO 9001: 2008 Certified Institution

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## **Cleaning Service Tender**

**For**

**Riffa Campus**

12.12.2018

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## **INSTRUCTIONS TO TENDERERS**

The Tenderer is to read carefully the instructions set out below and no claim will be entertained on the grounds of failure to read or comply with these instructions or for any alleged misunderstanding of their importance.

### **1. Premises Inspection**

The Tenderer is to visit and inspect the premises and equipment and obtain all requisite information regarding the nature of the finish surfaces and their cleaning methods, local conditions, means of access and any other matters affecting this tender.

### **2. Pricing**

- i) All items requested to be or priced by the Tenderer are to be completed or priced in INK and any alteration must be initialed by the person signing the Tender Form.
- ii) The price set down by the Tenderer in the "Form of Tender" is to be the fully inclusive value of the service described and are to include for profit and all obligations and liabilities of every kind which under the Contract are to be borne by the Contractor

### **3. Form of Tender**

- a) The Tender must be submitted on the Form of Tender provided. The tender amount is to be inserted in words and in figures in the space provided and all other blank spaces elsewhere in the Form of Tender must be filled in with information required.
- b) The Tender must be signed by the principal of the firm or by a person properly authorized for this purpose and the registered name and address of the Contractor must be printed in **BLOCK LETTERS** or typed in the space provided. No Tender that is incompletely or improperly filled in will be considered.
- c) Any doubt or specific assumptions raised or made during the compilation of the Tender should be reflected at the time of tendering in a covering letter submitted with the Form of Tender.

### **4. Delivery of Tenders**

- a) Tenders must be delivered in a properly sealed envelope and with no external inscription or mark of identification other than "**TENDER FOR CLEANING SERVICES -RIFFA CAMPUS**" on the top left hand corner of the envelope.
- b) The sealed envelope shall be deposited, in the tender box placed in 1<sup>st</sup> Floor, Executive Committee Room, Administration Block, Isa Town Campus, Indian School Bahrain, not later than **10.00 am, 20.12.2018**

- c) Tenders delivered after the date and time stated above will not be considered.

## **5. Formal Contract**

The Contractor whose tender is accepted will be required to execute the formal contract. If the Contractor fails to sign the formal contract documents within fourteen days of notification that the contract documents are ready for signature, then the acceptance of this tender shall be considered cancelled without prejudice to any rights or remedies the Employer may have in respect of such failure.

## **6. Validity of Tender**

The Tender shall remain a valid offer open for acceptance at any time up to ten weeks from the date for receipt.

## **7. Employer Accepts No Obligation**

- a. Indian School will not reimburse a Tenderer for any costs incurred in the preparation of the Tender.
- ii) Indian School are not bound to accept the lowest or any Tender and will not assign a reason for the rejection of any Tender.

## **PRELIMINARIES**

### **1. Term**

- The term “**The Employer**” means the Indian School, PO Box 558 Kingdom of Bahrain.(ISB)
- The term “**Supervising Officer**” means The Cleaning Supervisor
- The term “**Works**” means the cleaning services to be provided by the Contractor.

### **2. Premises**

Premises described as Riffa Campus , Indian school Bahrain where the comprehensive cleaning services are to be carried out is as follows:

- Inside the school building
- Entire campus area within the boundary wall of ISB

### **3. Scope of Work**

Provide comprehensive cleaning services at in the following areas:

- Entire Riffa Campus , Indian school Bahrain common areas
- Toilets, prayer rooms, Portable cabins, office buildings, security office, Play grounds, car/bus parking area common area and furniture,
- The above list shall include other cleaning work as required and instructed by the School Supervising officer during the duration of the contract.

The Contractor shall be responsible for carrying out the and planning the cleaning services as detailed in the: “**Scope of works**” as well as the normal cleaning requirements where in any emergencies shall be attended to by the Contractor as soon as they are reported to their representative at site, and shall be completed on the same day.

### **4. Instructions**

The School Supervising Officer may issue written instructions in the form of work order, which the Contractor shall forthwith, carry out. If instructions are given orally they shall in the following day be confirmed in writing by the Supervising Officer.

**5. Damages**

The Contractor shall make good any damage free of charge and caused during execution of his cleaning work. He shall be responsible for the protection of works of any adjoining property exposed by his work.

**6. Daily Report \ Late Evening Report**

The Contractor shall submit weekly and monthly, to the School Supervising Officer giving the progress of the planned cleaning, materials used, Toilet consumption materials the condition and the problems noticed and all cleaning areas. And on daily basis, the planned & completed cleaning work to be reported and all daily monitoring checklist to be signed.

**7. Safety Precautions**

The Contractor shall take such measures as may be necessary to ensure the safety of persons at the work sites. These measure, shall include of capacity of cleaning equipment, safety precautions, handling in terms of power, strength, using scaffolding, ladders etc.

**8. Method of Working**

The Method of working to be adopted by the Contractor shall be approved by the Supervising Officer, but any approval that may be given will not relieve the Contractor of his responsibility for the proper execution and safety of the Works.

**9. Attendance**

In addition to providing the required man power to carry out cleaning work, the Contractor shall ensure that the regular attendance of adequate cleaners is maintained at ISB to attend to any normal cleaning or any kind of cleaning work associated with their responsibility, and their attendance sheet to be signed by the contractor's representative as well as school supervising Officer on daily basis. The Contractor shall indicate the actual rates of cleaners assigned for various tasks in the "Schedule of Man Power".

The Quantity / Number of cleaners and staff listed in the "Schedule of Man Power" shall be in attendance during all normal working days, according to the following terminology:

Weekdays: Sunday, Monday, Tuesday, Wednesday, Thursday

Weekends: Friday, Saturday

## **CONTRACT CONDITIONS**

### **1. Period of Contract**

This Contract shall be for a term of **two years** and may be renewed by the mutual written consent of the parties provided the Contractor give notice in writing to Chairman, ISB of its wish to renew the contract three months prior to its expiry.

### **2. Duties of the Contractor**

#### **a) General**

The Contractor shall provide to the satisfaction of the ISB, cleaning services in accordance with the provisions included in this Tender.

#### **b) Contractor's Staff**

The Contractor shall provide fully trained and qualified cleaning staff who have been satisfactorily investigated as to their honesty and who are competent to execute the Works. Should the Employer for any reason whatsoever be of the opinion that any member of the staff appointed by the Contractor is unsatisfactory, the Contractor upon receipt of written notice from the Employer shall immediately terminate the assignment of such person and make arrangements for a suitable replacement without stopping the execution of the Works during this time. Contractor shall not transfer or withdraw staff without written consent of the Employer.

Should the Contractor fail to comply with written instructions ISB reserves the right to withhold payment of the cost of the unsatisfactory person. Insofar as may be necessary to ensure compliance with the Contractor's obligations, the Employers designated staff shall be entitled to give instructions to any of the Contractor's staff provided that such instructions will not absolve or relieve the Contractor from any of its responsibilities or obligations here in.

Should the contractor staff have problems with the contractors they shall be replaced immediately by appropriate notification to the Employer.

#### **c) Supervision**

The Contractor shall at all reasonable times keep upon the works a competent person in charge and any instruction given to him by the School Supervising officer shall be deemed to have been issued to the Contractor.

d) **Specification**

The Works shall be executed to the highest standards and in accordance with all relevant safety codes, codes of practice, instruction manuals and handbooks

e) **Tools Chemicals, and Equipment**

The Contractor shall provide all tools and equipment necessary for its staff to execute the works. In the form of tender, contractor has to submit the contract price for two options:

**Option: 1 Indian school shall provide required materials and chemicals for cleaning.**

**Option:2 Contractor shall provide required materials and chemicals for cleaning.**

Contractor shall provide the list & quantity of cleaning material & chemicals to the cleaning supervisor in advance

f) **Uniforms**

All personnel will wear only approved apparel whilst working in public and service areas in the ISB Campus. Specification of such work wears to be approved 14 days prior to the commencement date. Sufficient change of uniform will be provided within the contract sum for all personnel, so that they are clean, neat and tidy at all times.

g) **Communications**

The cleaning lead supervisor is to be provided with a mobile telephone by the contractor and all associated cost to be to the contractor's account.

h) **Cleaning Consumables**

The Employer shall be responsible for procuring all toilet rolls, maxi rolls, garbage bags, hand soap, hand towel, white tidy bag that are necessary for the continued operation and performance of the ISB. If necessary the Employer will instruct the Contractor to procure these cleaning consumables based on qualities certified by the supervising officer.

i) **Transport**

The Contractor shall provide all necessary transport for its staff to and from the location of the works as and when required.



**j) Regulations and Laws**

The Contractor shall comply with all the Statutes Ordinance Laws regulations and Bye-Laws of the Kingdom of Bahrain (including but not limited to the Kingdom of Bahrain Labour Law 1976, any subsequent amendments thereto) and shall pay and indemnify The Employer against any fees or charges legally demandable under the same in relation to the execution of the works.

**3. Contract Sum**

- a) In consideration of the due execution of the works, The Employer shall pay to the Contractor the total inclusive monthly lump sum payable monthly in arrears.
- b) The additional cleaning work will be paid extra on the actual cost with prices substantiated by actual document and mutually agreed, as and when they occur.
- c) The cost of all tools, and equipment spares purchased by the Contractor for the purpose of carrying out his cleaning services under his obligation of this contract, shall be to his account.

**4. Access**

The Employer will allow the Contractor access to ISB - every day, including official Holidays. In the event of urgent cleaning works, the Contractor shall be required to attend at any time as required/instructed by the Employer. There shall be extra payment for any such emergency work/unsociable hours etc.

**5. Indemnity and Insurance**

The Contractor shall (as between the parties hereto) accept liability for and shall indemnify the Employer against any liability claim proceedings expense or loss in any respect of personal injury to or the death of any person whatsoever (unless due to the negligence or willful default of the Employer or of its employees or agents other than the Contractor) or in respect of damage to any property whatsoever to whomsoever belonging and wherever situated (including the works) where such injury death or damage as the case may be shall be caused by or arise out of or in course of the execution of the Works.

**6. Confidentiality**

No information relating to the Works shall be given transmitted or disclosed by the Contractor to any third party except in the proper performance of the works or with the prior written permission of the Employer.

**7. Use of Other Contractors**

In case of default on the part of the Contractor at any time during the currency of this Agreement for a period exceeding twenty-four (24) working hours, the Employer shall have the power to employ and pay other persons to execute the works and all expenses consequent thereon or incidental thereto shall be borne by and recoverable from the contractor and may be deducted by The Employer from any monies due or which may become due to the Contractor.

**8. Termination**

The Employer shall have the right to terminate this Agreement at any time without specifying a reason by giving thirty (30) days' notice in writing to the Contractor and in this event the Contractor shall be paid for that part of the works executed prior to the time of termination and such payment shall be accepted by the Contractor in full settlement of its entitlement to payment. The Contractor cannot terminate this Agreement unless frustrated by force major continuing for a period of at least sixty (60) days or unless the Employer is in default of its obligations under this Agreement in which case the Contractor shall give sixty (60) days' notice in writing to the Employer specifying the default provided that if such default is remedied within the period there be no termination.

**9. Governing Law**

The formal contract shall be executed in Kingdom of Bahrain and in accordance with laws in Kingdom of Bahrain. All dates and periods of time shall be construed in accordance with the Gregorian Calendar.

**10. Arbitration**

Any dispute or difference arising out of this Agreement shall be referred to the arbitration and final decision of a person to be mutually agreed, or failing agreement within thirty (30) days of notice by one party to the other calling on the other to agree to the person named in the notice, a person to be appointed by a Competent Court in the Kingdom of Bahrain. The award of such arbitrator shall be final and binding on both parties. This Arbitration shall take place in Kingdom of Bahrain in accordance with Kingdom of Bahrain Law and shall be conducted in the English Language.

**11. Assignment and Subletting**

The Contractor shall not assign this Agreement or sublet the execution of the whole or any part thereof without the prior approval in writing of the Employer.

**12. Designated Staff**

The following employees of the client are designated to co-ordinate on behalf of the School Supervising Officer and are entitled to give instructions.

Cleaning Supervisor

**13. Bank Guarantee / Performance Bond**

Should the contract be awarded to the Contractor. The Contractor must provide a Bank guarantee/ Performance bond to Indian School of the value equal to **3 Months** contract payment. The Bank guarantee / Performance bond should be valid for entire duration of the contract. ( 2 years)

**14. Site Mobilization**

The commencement date of the contract is **1<sup>st</sup> January 2019**. The Contractor shall mobilize the cleaning staff and cleaning equipment necessary for the performance of the cleaning services and be ready to begin working at site on **1<sup>st</sup> January 2019**.

**15. Schedule of Manpower**

Period	Manpower Requirements			
	Male	Female	Total	Supervisor
January to June & September to December (10 months)	10	8	18	1
July & August			9	1

## 16. Tender Price

**Option-1 ( ISB shall provide the cleaning Material)**  
**January to June & September to December ( 10 months) 2019 -2020**

Manpower	Number	BD.	Amount	Total *
Cleaners	18			
Supervisors	1			

**July to August 2017 ( 2 months)**

Manpower	Number	BD.	Amount	Total*
Cleaners	9			
Supervisors	1			

\*amount to the form of tender

**Option-2 ( Contractor shall provide the cleaning Material)**  
**January to June & September to December ( 10 months) 2019 -2020**

Manpower	Number	BD.	Amount	Total *
Cleaners	18			
Supervisors	1			

**July to August 2017 ( 2 months)**

Manpower	Number	BD.	Amount	Total*
Cleaners	9			
Supervisors	1			

\*amount to the form of tender

**MAN POWER HOURLY RATE**

- 1) Male/Female Cleaner normal rate BD \_\_\_\_\_
- 2) Male/Female Cleaner overtime rate BD \_\_\_\_\_
- 3) Supervisor normal rate BD \_\_\_\_\_
- 4) Supervisor overtime rate BD \_\_\_\_\_

**Note: In case of 2<sup>nd</sup> Option – List of cleaning material, their brand, quantity and price to be tabulated.**

**FORM OF TENDER –**

Chairman,  
Indian School Bahrain,  
P O Box  
Manama, Kingdom of Bahrain

Dear Sir,

I / We the undersigned, having examined the Scope of Works and the Conditions of Contract for the cleaning services hereby offer to carry out and complete the full Works referred, described and shown, therein on a fixed basis for the sum of

**Option 1 ( ISB will provide the cleaning Material)**

1. BD.....for the regular working months (January to June & September to December- 10 months) and
  
2. BD.....for the school vacation months (July & August-2 months)

**Option 2(Contractor will provide the cleaning Material)**

1. BD.....for the regular working months (January to June & September to December -10 months) and
  
2. BD.....for the school vacation months (July & August-2 months)

And in the event my / our Tender is accepted in apart, I / We offer to carry out and complete the assigned work for the sum indicated in the Price Summary page for the assigned Works.

I / We undertake if our Tender is accepted in part or full, to commence cleaning works within a period of **7 days** from receipt of your instructions to commence and execute the cleaning works as detailed in the Schedule of cleaning for a period of two years.

I / We agree to abide by this Tender for the period of eight weeks from the date fixed for receiving same and it shall remain binding upon me / us and may be accepted at any time before expiration of that period.

Signed : \_\_\_\_\_

Name : \_\_\_\_\_

Designation : \_\_\_\_\_

Company : \_\_\_\_\_

Address : \_\_\_\_\_

Date : \_\_\_\_\_

CR. No. : \_\_\_\_\_

Stamp : \_\_\_\_\_

## **METHODS OF CLEANING**

### **Toilets**

- Empty waste bins change the bags; wash the bucket if required.
- Wipe the wall tiles.
- Apply toilet bowl cleaner closest bowl (keep for some time to react).
- Clean the wash basin and mirror using a neutral detergents and wipe using glass wiper and wet flannel cloths.
- Brush the bowl base (inside) with the toilet brush and flush the system.
- Disinfectant the bowl using pine drops.
- Clean the outer side of the bowl and flush tank with a soft pad and soap. Spray the water and wash.
- Splash the soap liquid on the floor scrub with long handle hard brush and squeeze the water with wiper.
- Wipe closest & flush tank exterior (with separate color cloth)
- Wipe the wash basin (with separate color cloth)
- Mop the floor and make it dry.

### **Glass Cleaning:**

- Check the glass if there any damage or any hard particulars.
- Soak the sponge (glass applicator in the water) apply the sponge on the glass
- Remove any paint or hared particles using sharp glass blade.
- Apply the sponge again if required.
- Use the glass wiper squeegee and squeeze the water.
- Use assigned glass clothe on the frame and edges to remove the water.
- Mop the floor immediately.
- Keep always wet floor sign, while cleaning.

### **Maintaining the floor (check the floor and remove the water)**

- Empty the waste bins.
- Sweep the floor using dust control.
- Clean the entire floor through walk be hinder machine.
- Arrange (mop bucked ,fill the water as required and drop the soap (mild) as required)
- Soak the mop -squeeze- (if the mop is Kentucky\_ squeeze the mop by wringer)
- Mop the floor (keep the wet floor indicator sign)



- Mop the floor without leaving gaps.
- Leave the floor to get it dry naturally (machine buffing is recommended only if it required)  
Change the water after each operation.
- Dry dusting (common area) using flannel clothes.
- Use soft hand brush if required.
- Use vacuum cleaner if required.
- **If found more and accumulated dust:**
  1. Use vacuum cleaner for more and accumulated dust.
  2. Use soft hand brush and dry cloths to remove fine dust.
  3. Keep additions bucket of water and cloths if required.
  4. Use furniture polishes for wood and steel polish for stainless steel hand railing-painted railing or any other painted surface clean with damp cloth then the dry cloth.

**Common area lifts (steel polish should be used in polishing the lift surface and lobby)**

- Check the lifts panel, mirrors , hand railing and always keep the kit
- Change the cloths often.
- Check for better result and better finishing .

**Weekly:**

- Clean all the plastic plants inside the school.
- Deep clean all the toilets.
- Clean all the garbage bins.

**Monthly:**

- Cleaning of all the school roof area.
- Clean all the lights and fittings inside the school area.
- Clean all the electric room, pump room and store room.
- Clean the entire common area through pressure pump.
- Clean all the playground area