



**REQUEST FOR PROPOSALS Supply of CLEANING
SERVICES IN SCCI HEAD QUARTERS, EXPO CENTER
SHARJAH, TEJARA 1 AND TEJARA 2**



Bid issue date:

Deadline for submission of proposals:

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Instruction to Bidders

Bidder is requested to read the documents carefully to be able to submit a responsive proposal. In submitting the proposal, contractor must respect all instructions, forms, Terms of Reference, contract provisions and specifications contained in this document. Failure to submit a proposal containing all the required information and documentation within the deadline specified will lead to the rejection of the proposal.

1 -SITE SURVEY

All suppliers are requested to visit SCCI HEAD QUARTER, EXPO CENTER SHARJAH, TEJARA 1 AND TEJARA 2 BUILDINGS for a walk through inspection to investigate prior submitting their proposal. Submitting proposals without the Site survey would be at the supplier's own risk.

Date of Site Survey:

Time of Site Survey:

Contact Person: RAJAGOPAL, KUMAR

Telephone No: 0557947871, 0505398996

Important Note: Above contact is only for the purpose of the Site Survey. Please note that the Site Survey is only for the suppliers to check the project delivery site. Suppliers are strictly not allowed to inquire about any financial or procedural questions. Any deviation to such rules will eliminate the supplier from participation in this tender.

2 - Packing and Labelling of Proposals

Each submitted proposal must comprise a Technical offer and a financial offer, each of which must be submitted separately in sealed envelopes. Each Technical offer and financial offer must contain one original, clearly marked "Original", and 1copy, marked "Copy".

3 -Submission of Proposals

Proposals must be submitted hand delivery directly to the SCCI in return for a signed and dated receipt to the following address:

**Noura Jasim Almaazmi,
Head of Procurement department,
Sharjah Chamber of Commerce and Industry,
Post Box No. 580, Sharjah, UAE.**

Note: Proposals submitted by any other means (fax or e-mail) will be rejected. Any deviation from these instructions (e.g., unsealed envelopes or references to price in

the technical offer) is to be considered a breach of the rules, and will lead to rejection of the proposal. The pages of the Technical and Financial offers must be numbered.

4 - Proposal Contents

4.1 Technical offer

The Technical offer must include the following documents:

1. Table of contents, including page numbers.
2. Full contact details of the key person in the company in case of any clarification requirements.
3. Letter of Submission on the contractor's letterhead signed and stamped by the person in charge or company's authorized representative acknowledging the supplier's agreement of the terms and conditions of this RFP and certifying that all information offered in the submitted proposal are true, accurate, and complete.
4. An executive technical summary including Items, Technical Specifications (Bill of Quantities) unpriced, demonstrating the supplier understands of the RFP's requirement, including the specification of requested item, delivery and installation schedule.
5. Copy of valid trade license / legal registration, Documents/agency registration in the UAE
6. Business references from different clients that shows that the Supplier has a satisfactory performance record. Supplier is required to include details of points of contact (name, address, telephone number, etc.) for such references. Soft copy of the technical proposal ONLY "with no reference to commercial offer".

Important Notes: After the bid opening of the TECHNICAL proposals and in case any bidder did not submit the required documents state above, the proposal will be administratively rejected without further consideration for review.

REVEALING THE FINANCIAL OFFER IN TECHNICAL OFFER WILL LEAD TO THE REJECTION OF THE PROPOSAL.

4.2 Financial offer

The Financial offer must be presented as an amount in U.A.E currency (DHS), inclusive of all applicable tariffs and /or taxes and must be submitted using the attached template in filling the prices (Annex III). Bidder has to put the prices showing the unit price per item intended to be proposed.

- Payments under this contract will be made, in U.A.E currency (DHS).

- The hard copy of the priced list should be submitted stamped and signed.
- Soft Copy (CD) of financial offer

5- RFP Terms and Conditions

- Failure to accept the terms and conditions of this RFP at time of submission of proposal may result in giving the award to the next supplier.

6 - Incomplete and Late Offers:

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

7 - Inquiries

- Suppliers may submit questions in writing through e-mail to the following address before the deadline stated in the above timetable,

Contact Name: Mohammad Al Mazrouei (Director of Services Sector)

E Mail : m.almazrouei@sharjah.gov.ae

Phone No : 06-5938899

- Any clarification to be issued by the Services Sector will be communicated in writing to the supplier before the deadline stated in the timetable above. No further clarifications will be given after this date.

8 - Alteration of Proposals

Suppliers 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.

9 - Bidder Responsibility

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

a) To consider federal and local laws and regulations that may affect costs, progress, performance or furnishing of the service.

b) To study and carefully correlate supplier's knowledge and observations with the contract documents and such other related data.

c) To promptly notify the section Head of Procurement & Services Sector of all conflicts, errors, ambiguities, or discrepancies which supplier has discovered in or between the contract documents and such other related documents.

10 - Eligible Bidder

Bidders considered eligible to submit proposal is defined as the entity /organization that is legally registered to do business in UAE and can provide a valid certificate of legal registration/ trade registration license.

11- Clarification

During the evaluation process, SCCI may request additional information from suppliers if it is necessary for further clarity in regards to the submitted proposal.

12 - Evaluation of proposals

Technical evaluation of bids

- All suppliers have to comply with 80% of the mandatory requirements stated in Vendor Risk Assessment form to be eligible for the completion to the technical evaluation stage.**
- The quality of each technical offer will be evaluated in accordance with the evaluation factors specified in this document.**
- No other award criteria will be used. The award criteria will be examined in accordance with the requirements indicated in the Terms of Reference.**

13 – Amendments

During the proposal submission period, if the SCCI decides to modify/change any requirements of the RFP, the modifications 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 suppliers.

14 - 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 the SCCI.

15 -Ownership of Proposals

The SCCI retains ownership of all proposals received as part of this tender. Consequently, suppliers have no legal right to have their proposals returned to them.

16 -Bid Cancellation

The SCCI has the right at any stage in the tender process to cancel the whole tenders without justification to any of the suppliers. In the event, Suppliers will be notified in writing of the cancellation by the SCCI.

17 - Discussion/Negotiation

Although proposals may be accepted and a contract awarded without discussion, the SCCI 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.

THE CLEANING WORKS DESCRIPTION

Daily cleaning works

Sweeping and mopping of floors by using vacuum cleaner and dust control sweepers and the suitable type of chemicals as per type of tiles whether it is ceramic, stone, marble or vinyl. The tiles after application of chemicals should be cleaned with water to remove these chemical subtotals and to reduce the risk of slipping.

Cleaning of carpet by using the vacuum cleaner and removal of stains from it.

Cleaning of kitchens. Lift and stairs with detergents and disinfectants.

Cleaning and polishing the building entrance, internal corridors and public open areas by using a polishing machine and emptying of garbage bins to the central collection point.

Removals of garbage from bins to public bags to be transported to the central collection areas to confirm the removal of garbage and cleaning of surrounding area.

Cleaning and washing of garbage collection rooms with detergents and disinfectants.

Cleaning of toilets in public Areas by using suitable detergents, Chemical and disinfectants, (separate cleaning equipment shall be used for toilets)

Cleaning of toilets and washing of its floors , walls and sanitary by using chemicals , providing flushers with chemical in addition to water and applying disinfectants on counters, floors and drainage areas in the toilets.

Using deodorants and disinfectants in the toilets bowls and urinals.

Supply and re-supply of consumables (such as the paper tissue, roll toilets papers and liquid hand wash soap.

Sweeping and wiping of glass internally and externally and clearing of windows panes internally.

Removing dust and cleaning of furniture including the table's stands, Files cabinet, books shelves, telephones, faxes, photo copiers, and all other office equipment.

Arranging, organizing and taking glasses from meeting rooms and offices.

Removing and cleaning stains from the walls whenever so required.

Cleaning of public areas in the chamber the restaurant, the businessmen club and the swimming pool.

Weekly Cleaning Works

Cleaning of floors by use of deep cleaning machine and chemicals.

Cleaning and wiping of light accessories fire hoses, emergency exits and emergency exits lights.

Cleaning of doors and windows glass internally and externally.

Cleaning of waste containers through water pressure and disinfectants and cleaning of corridors (with the machine suitable with corridor size).

Machine brushing of car parking area.

Cleaning and keeping clean the building external appearance.

Fortnight Cleaning Works

Polishing of wooden furniture

Removing dust from high places, horizontal surfaces and shelves.

Removing dust from portraits and photos and polishing it.

Tiles cleaning, washing and buffing.

Monthly Cleaning Works:

Machine scrubbing or rubbing for floors whenever so required

Furniture full cleaning.

Full cleaning for toilets and kitchens with chemicals.

Cleaning of window panes or slides, glasses and frames internally and externally.

Removing stains from carpets.

Removing dust from light accessories and painted walls and removing the same from high surfaces and polishing of wooden walls.

Cleaning of windows curtains with wet cloth and carpets with shampoo.

Machine brushing of car parking in the underground area, the corridors and out building.

Cleaning of light fixtures from dust and cleaning of air-conditioning openings and washing of external lights.

Half Yearly Cleaning Works:

Carpet shampooing

The cleaning shall cover offices of ground floor, offices of first floor, stairs, lifts parlors, roofs, car parking areas and external yards.

ALL THE CONSUMABLES LIKE TISSUES, HANDWASHING LIQUID AND THE CHEMICALS ARE INCLUDED TO SUPPLIER'S SCOPE.

NOTE: AS PER REQUIREMENT THE MANPOWER WILL USE IN ALL BUILDINGS, WHICH BUILDINGS ARE MENTIONED IN THE RFP.

MAN POWER (CLEANING)

**SCCI HEADQUARTER BUILDING (FROM 6.00 AM TO 6.00 PM, 7 DAYS/WEEK)
INCLUDING CONSUMABLES**

- | | |
|-------------------|---|
| 1) SUPERVISOR | : 1 NO |
| 2) MALE CLEANER | : 8 NOS |
| 3) FEMALE CLEANER | : 5 NOS (3 FOR THE OFFICE, 2 FOR THE KIDS ROOM) |

EXPO CENTER SHARJAH (CONSUMABLES EXCLUDED) (FROM 6.00 AM TO 6.00 PM, 7 DAYS/WEEK)

- | | |
|-------------------|---------|
| 1) MALE CLEANER | : 4 NOS |
| 2) FEMALE CLEANER | : 4 NOS |
| 3) SUPERVISOR | : 1 NO |

TEJARA 1 BUILDING (FROM 6.00 AM TO 6.00 PM, 7 DAYS/ WEEK) INCLUDING CONSUMABLES

- | | |
|-------------------|--------|
| 1) MALE CLEANER | : 1 NO |
| 2) FEMALE CLEANER | : 1 NO |






TEJARA 2 BUILDING (FROM 6.00 AM TO 6.00 PM, 7 DAYS/ WEEK) INCLUDING CONSUMABLES



- 1) MALE CLEANER : 1 NO
- 2) FEMALE CLEANER : 1 NO

MACHINERY LIST (FOR SCCI)

CLEANING MACHINE LIST

SI NO	MACHINE	QUANTITY	IMAGE
1	RIDE ON MACHINE	1	
2	WALK BEHIND MACHINE	1	
3	CARPET EXTRACTOR	1	
4	ULTRA HIGH SPEED BUFFING MACHINE	2	

5	SCRUBBING MACHINE	2	
6	WET AND DRY SUCKING MACHINE	3	
7	VACUUM CLEANER	5	
8	CLEANING SERVICE TROLLEY	2	
9	MOP TROLLEY DOUBLE	5	



10	MOP TROLLY SINGLE	10	
11	AIR BLOWER FOR CARPET DRYING	2	

MACHINERY LIST (FOR EXPO CENTER)

CLEANING MACHINE LIST

SI NO	MACHINE	QUANTITY	IMAGE
1	RIDE ON MACHINE	1	
2	WALK BEHIND MACHINE	1	

3	CARPET EXTRACTOR	1	
4	ULTRA HIGH SPEED BUFFING MACHINE	2	
5	SCRUBBING MACHINE	2	
6	WET AND DRY SUCKING MACHINE	3	
7	VACUUM CLEANER	5	
8	CLEANING SERVICE TROLLEY	2	

9	MOP TROLLY DOUBLE	5	
10	MOP TROLLY SINGLE	10	
11	AIR BLOWER FOR CARPET DRYING	2	