



Bidding Document

PROVISION OF CLEANING SERVICES FOR SICOM PREMISES

Procurement Reference No. SIC-QUO/CL-2025-068

02 October 2025

State Insurance Company of Mauritius Ltd | Business Registration No. C07007065

SICOM Building, Sir Célicourt Antelme Street, Port Louis, 11302

t: (230) 203 8400 | f: (230) 208 7662

sicom.mu

A decorative graphic at the bottom of the page consisting of several overlapping circles and semi-circles in shades of blue and yellow.

Letter of Invitation

30 September 2025

Dear Sir/Madam

**State Insurance Company of Mauritius (SICOM) Ltd
Invitation to Bid
Provision of Cleaning Services for SICOM Premises
Procurement Reference No: SIC-QUO/CL-2025-068**

The State Insurance Company of Mauritius Ltd (SICOM) is inviting you to submit your bid for the service(s) at SICOM Building 1, SICOM Building 2, SICOM Tower Ebene, Ex-Harel Mallac, Ex-Rey & Lenferna, SICOM Archive Coromandel and SICOM Branches, as described in this bidding document.

We commit ourselves to maintain the highest standard of integrity and ethical principles during all stages of the procurement cycle.

Please prepare and submit your bid in accordance with the instructions given or inform the undersigned if you will not be submitting a bid. **Late bids will not be accepted and bids sent by email will not be considered.**

We thank you for your kind consideration.

Yours faithfully



F. Budaly
Senior Executive Officer (Property, Facilities & Procurement)



Table of Contents

Section I – Instructions to Bidders	1
Section II – Bidding Forms	19
Section III – Scope of Service and Performance Specifications	25
Section IV – Activity Schedules	38
Section V – General Conditions of Contract	40
Section VI – Schedules.....	52

Section I – Instructions to Bidders

Section I. Instructions to Bidders

Table of Contents

A. General.....	3
1. Scope of Bid.....	3
2. Corrupt or Fraudulent Practices	3
3. Eligible Bidders	4
4. Qualification of the Bidder	5
5. Cost of Bidding.....	6
6. Site Visit.....	6
B. Bidding Documents	8
7. Content of Bidding Documents	8
8. Clarification of Bidding Documents.....	8
9. Amendment of Bidding Documents	8
C. Preparation of Bids	9
10. Language of Bid.....	9
11. Documents Comprising the Bid.....	9
12. Technical Proposal.....	9
13. Bid Prices	12
14. Contract Price.....	12
15. Bid Validity.....	12
16. Bid Securing Declaration	12
17. Format and Signing of Bid.....	12
D. Submission of Bids	13
18. Sealing and Marking of Bids	13
19. Deadline for Submission of Bids	13
20. Late Bids	14
21. Modification and Withdrawal of Bids	14
E. Bid Opening and Evaluation	14
22. Bid Opening	14
23. Process to be Confidential	14
24. Clarification of Bids.....	14
25. Examination of Bids and Determination of Responsiveness.....	15
26. Errors and Omission	15
27. Comparison of Technical Proposal.....	16
28. Correction of Errors	16
29. Evaluation and Comparison of Financial Proposals	17
F. Award of Contract.....	17
30. Award Criteria	17
31. Employer’s Right to Accept any Bid and to Reject any or all Bids	18
32. Signing of Agreement.....	18
33. Performance Security.....	18

Instructions to Bidders

A. General

- 1. Scope of Bid**
 - 1.1 The State Insurance Company of Mauritius Ltd (SICOM) also referred to herein as the Employer invites bid for the Provision of Cleaning Services for SICOM Building 1, Sicom Building 2, SICOM Tower Ebene, Ex Harel Mallac Building, Ex Rey&Lenferna Building, Archive at Coromandel and SICOM Branches as described in Section III- Scope of Service and Performance Specifications.

- 2. Corrupt or Fraudulent Practices**
 - 2.1 The Employer requires that bidders/suppliers/contractors, participating in procurement, observe the highest standard of ethics during the procurement process and execution of contracts.

 - 2.2 The Employer will reject a proposal for award if it determines that the Bidder recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive, coercive or obstructive practices in competing for the contract in question;

For the purpose of this Sub-Clause:
 - (i) “corrupt practice” is the offering, giving, receiving or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party;
 - (ii) “fraudulent practice” is any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation;
 - (iii) “collusive practice” is an arrangement between two or more parties designed to achieve an improper purpose, including to influence improperly the actions of another party;
 - (iv) “coercive practice” is impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party;

 - (v) “obstructive practice” is deliberately destroying, falsifying, altering or concealing of evidence material to the investigation

or making false statements to investigators in order to materially impede an investigation into allegations of a corrupt, fraudulent, coercive or collusive practice; and/or threatening, harassing or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation.

3. Eligible Bidders

- 3.1 The Employer may in the course of bids evaluation require the submission of signed statements from the bidders, certifying eligibility, in the absence of other documentary evidence establishing eligibility.

Eligibility compliance may refer to the following:

- (a) Business registration, for which evidence may include the certificate of company registration;
 - (b) Tax status, for which documentation of tax registration and tax clearance are particularly relevant;
 - (c) Certification of status regarding conviction for any offence involving fraud, corruption or dishonesty.
- 3.2 A Bidder shall not have a conflict of interest. All Bidders found to have a conflict of interest shall be disqualified. A Bidder may be considered to have a conflict of interest with one or more parties in this bidding process, if :
- (a) they have a controlling partner in common; or
 - (b) they receive or have received any direct or indirect subsidy from any of them; or
 - (c) they have the same legal representative for purposes of this bid; or
 - (d) they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about or influence on the Bid of another Bidder, or influence the decisions of the Employer regarding this bidding process; or
 - (e) a Bidder participates in more than one bid in this bidding process. Participation by a Bidder in more than one Bid will result in the disqualification of all Bids in which the party is involved. However, this does not limit the inclusion of the

same subcontractor in more than one bid; or

- (f) a Bidder or any of its affiliates participated as a consultant in the preparation of the design or technical specifications of the contract that is the subject of the Bid.

3.3 Bidders shall not be eligible to bid in the procurement exercise if they have, over the past 12 months, been found liable for:

- (a) non-compliance with any environmental Law;
- (b) non-fulfilment of obligations relating to the payment of social security contributions in accordance with the legal provisions of the country of origin in which the bidder is established or with those of Mauritius;
- (c) non-compliance with the following National Legislation:
 - (i) The Employment Relations Act 2019;
 - (ii) The Workers' Right Act 2019;
 - (iii) Equal Opportunities Act; and
 - (iv) Occupational Safety & Health Act.

4. Qualification of the Bidder

4.1 Bidders shall include the information and documents listed hereunder with their bids. If, after opening of bids it is found that any document is missing the Employer may request the submission of that document subject to clause 26.1. The non-submission of the document by the Bidder within the prescribed period may lead to the rejection of its bid.

- (a) copies of original documents defining the constitution or legal status, place of registration, and principal place of business;
- (b) total monetary value of cleaning services performed for each of the;
- (c) experience in services of a similar nature and of similar size as far as possible, in each of the last five years, and details of services under way or contractually committed; and names and address of clients who may be contacted for further information on those contracts;
- (d) major items of resources, logistics support and strategies proposed to deploy for the execution of this contract;
- (e) qualifications and experience of all personnel including

supervisory proposed to ensure good performance of the service;

- (f) reports on the financial standing of the Bidder for the last three years, such as certified copies of Financial Statements/ Audited Accounts as filed at the Registrar of Companies before the deadline set for such submission of bids;
- (g) information regarding any litigation, current and during the last five years, in which the Bidder is involved, the parties concerned, and disputed amount;
- (h) lists of contracts that have been terminated prior to their expiry dates in the last three years and reasons for such occurrences., and

4.2 To qualify for award of the Contract, Bidders shall meet the following minimum qualifying criteria:

- (a) the average annual financial amount of services provided over the last three years should represent a reasonable percentage of the annual contract value or part thereof for which the Bidder is selected for award.
- (b) experience and satisfactory performance over the last five years as prime contractor in providing services on sites of similar nature as specified in the scope of service;
- (c) proposals for the timely acquisition or arrangements (of additional resources and logistics) in case the contract or part thereof is awarded;
- (d) an undertaking from the Bidder that the salaries and wages to be paid in respect of this bid are compliant with the relevant Laws, Remuneration Order and Award where applicable and that it will abide to the sub-clause 4.6 of the General Conditions of Contract, if it is awarded the contract or part thereof.

A consistent history of litigation or arbitration awards against the Bidder may result in disqualification.

5. Cost of Bidding

5.1 The Bidder shall bear all costs associated with the preparation and submission of his bid, and the Employer will in no case be responsible or liable for those costs.

6. Site Visit

6.1 The Bidder, at his own responsibility and risk, is encouraged to visit and examine the site(s) and its surroundings where the

services are required and obtain all information that may be necessary for preparing the bid and entering into a contract for the services. The costs of visiting the Site shall be at the Bidder's own expense.

Site visits are scheduled as follows:

- on **Tuesday, 7 October 2025 at 10h00 (local time) at SICOM Building 1 & 2, Ex-Harel Mallac Building, Ex Rey&Lenferna Building, Port Louis and Archives Coromandel.**
- on **Wednesday, 8 October 2025 at 10h00 (local time) at SICOM Tower, Ebene and at 14h00 (local time) at La City, Trianon.**
- on **Thursday, 9 October 2025 at 10h00 (local time) at NLTA, Flacq and La Source, Flacq.**
- on **Friday, 10 October 2025 at 09h00 (local time) at Curepipe and 10h15 (local time) at Rose Belle.**

Should you wish to attend, kindly send your contact details to sicom.procurement@sicom.mu by **Monday, 6 October 2025 before noon**, for all site visits.

B. Bidding Documents

- 7. Content of Bidding Documents**
- 7.1 The set of bidding documents comprises the documents listed in the table below and addenda issued in accordance with ITB Clause 9:
- | | |
|-------------|---|
| Section I | Instructions to Bidders |
| Section II | Bidding Forms |
| Section III | Scope of Service and Performance Specifications |
| Section IV | Price Activity Schedule |
| Section V | General Conditions of Contract |
| Section VI | Schedules |
- 7.2 The Bidder is expected to examine all instructions, forms, terms, and specifications in the bidding documents. Failure to furnish all information required by the bidding documents or to submit a bid substantially responsive to the bidding documents in every respect will be at the Bidder's risk and may result in the rejection of its bid. Sections II and IV should be completed and returned with the bid in the number of copies specified in ITB Clause 17.
- 8. Clarification of Bidding Documents**
- 8.1 A prospective Bidder requiring any clarification of the bidding documents may contact SICOM by emailing at sicom.procurement@sicom.mu.
- The Employer will respond to any request for clarification received earlier than 7 days prior to the deadline for submission of bids. Copies of the Employer's response having any incidence in the preparation of bids will be forwarded to all those who received the bidding documents directly from the Employer, but without identifying its source.
- 9. Amendment of Bidding Documents**
- 9.1 Before the deadline for submission of bids, the Employer may modify the bidding documents by issuing addenda.
- 9.2 Any addendum thus issued shall be part of the bidding documents and shall be communicated in writing to those who obtain the bidding documents directly from the Employer. Prospective bidders shall acknowledge receipt of each addendum in writing to the Employer.
- 9.3 To give prospective Bidders reasonable time in which to take an addendum into account in preparing their bids, the Employer

shall extend, as necessary, the deadline for submission of bids, as necessary in accordance with ITB Sub-Clause 19.2 hereunder.

C. Preparation of Bids

- 10. Language of Bid**
- 10.1 All bids, proposals and contract documents relating to the bid shall be in “English”.
- 10.2 Notwithstanding the above, documents in French submitted with the bid may be accepted without translation.
- 11. Documents Comprising the Bid**
- 11.1 The bid submitted by the Bidder shall comprise the Technical and Financial Proposals as detailed hereunder:
- (a) Qualification Information Form and Documents annexed to the Bid Submission Form in Section II;
 - (b) Documents listed in ITB Sub-Clause 4.1 and
 - (c) Proposal as required in ITB Sub-Clause 12.1
 - (d) Bid Submission Form (contained in Section II);
 - (e) Price Activity Schedule (Section IV);
 - (f) Schedule A-Duties for Service Provider and Operators. Schedule B -Key Performance Indicator (KPI) for Cleaning Contractors
 - (g) Bid Securing Declaration; and
 - (h) An undertaking on the part of the Bidder that the salaries and wages payable to its personnel in respect of this proposal are compliant to the relevant laws, Remuneration Order, and Award, where applicable and that it will abide to sub-clause 4.6 of the General conditions of Contract if it is awarded the contract or part thereof.
 - (i) Documents required in the Section VI: Schedules- Part 2: Sustainability Criteria.
- 12. Technical Proposal**
- 12.1 The Bidder shall structure the operational and technical part of its Proposal as follows:
- (a) Management plan

This section should provide a brief description of the

Bidder's present activities. It should focus on services related to the Proposal.

The Bidder should comment on its experience in similar projects and identify the person(s) representing the Bidder in any future dealing with the Employer.

(b) Resource plan

This should fully explain the Bidder's resources in terms of personnel and facilities necessary for the performance of this requirement. It should describe the Bidder's current recruitment and training policy, capabilities/facilities and any plan for their expansion.

(c) Safety and Health Policy

The Bidder should produce its Safety and Health Policy and describe the arrangements made to fulfill its obligations to ensure compliance of the duty of the employer, as defined under the Occupational Safety and Health Act.

(d) Proposed Plan of Work

This section should demonstrate the Bidder's responsiveness to the specification by identifying the specific components proposed, addressing the requirements, as specified, point by point; providing a detailed description of the essential performance characteristics proposed, and demonstrating how the proposed methodology meets or exceeds the requirements. The Bidder must submit a detailed staff (cleaning operators & cleaning supervisor) management plan and site monitoring plan, including the number of staff, their tasks, and timelines for performing cleaning tasks as outlined in Section III, Scope of Service and Performance Specification. In addition to the above information, as a minimum, the Bidder must submit the following documentation:

- 1) Number of experienced cleaning operators and experienced cleaning supervisor available, including their level of experience;
- 2) confirmation that the Service Provider is able to communicate with the cleaning team and to respond promptly in case of any major incident to assist its

- personnel on site. List of tools, equipment and other strategic arrangement to cope with unforeseen circumstances;
- 3) information of how the Service Provider will manage the provision of replacement of cleaning operators during sick leave and annual leave;
 - 4) leave entitlement for the operators and method of managing staff leave entitlements.
 - 5) Client reference list, including contact details; and
 - 6) List of major recent contracts.
- (e) A copy of the Service Provider's insurance covers for on-going contracts, namely: (a) The Contractors' All Risks Insurance Cover and (b) The Third-Party Liability Insurance Cover.

[Note; The Successful Service Provider will be required to arrange for its insurance covers in respect of these risks at the time of contract award to cater for at least Rs 5 Millions for the Contractor's All Risks Insurance Cover for the whole contract value or apportioned as per value of contract awarded, extended to loss/damages to guarded assets (excluding all monies and securities). The Third Party Insurance Cover should cater for at least Rs 5 Millions at any one occurrence and an annual aggregate of Rs 5 Millions against bodily injuries/ death and damages to property].

Non-submission of these information or submission of incomplete information could prove to be detrimental to the Bidder's proposal in the evaluation and marks allocation of its Technical Proposal.

- 13. Bid Prices**
- 13.1 The Contract shall be for the services or part thereof, as described in Section III and based on priced activity schedules submitted by the Bidder.
- 13.2 Bidders shall fill in prices for the items of the services described in Section III and listed in the Section IV.
- 13.3 All duties, taxes, and other levies payable by the Service Provider under the Contract, or for any other cause, as of the date 14 days prior to the deadline for submission of bids, shall be included in the total bid price.
- 13.4 Prices shall be fixed and inclusive of all taxes, end-of –the year bonus and gratuities as well as any increase that may be awarded by government during the contract period.
- 14. Contract Price**
- 14.1 The total amount contained in the Activity Schedule shall be brought forward in the Financial Bid Form as a lump sum in Mauritian Rupees.
- 14.2 Bidders may be required by the Employer to substantiate that the amounts included in the Lump Sum are reasonable and responsive also to ITB Sub-Clause 4.2.
- 15. Bid Validity**
- 15.1 Bids shall remain valid for the period of 120 days after the closing date for submission of bids.
- 15.2 In exceptional circumstances, the Employer may request that the Bidders extend the period of validity for a specified additional period. The request and the Bidders' responses shall be made in writing. A Bidder may refuse the request without having the Bid Securing Declaration executed. A Bidder agreeing to the request will not be required or permitted to otherwise modify the bid.
- 16. Bid Securing Declaration**
- 16.1 The Bidder shall be aware of the content of the Bid Securing Declaration and shall subscribe to it by signing the Bid Submission Form.
- 16.2 If a Bid Securing Declaration is executed, the bidder may be disqualified to be awarded a contract for a period of time as determined by the Employer.
- 17. Format and Signing of Bid**
- 17.1 The Bidder shall prepare one original set of the documents comprising the Technical and Financial Proposals as described in ITB Clause 11. In addition, the Bidder shall submit 1 copy of the Technical and Financial Proposals and one set of accompanying documents as listed in ITB Sub-Clause 4.1. In

the event of discrepancy between them, the original shall prevail.

- 17.2 The original and all copies of the bid shall be typed or written in indelible ink and shall be signed by a person or persons duly authorized to sign on behalf of the Bidder, pursuant to ITB Sub-Clauses 4.1(b). All pages of the bid, where entries or amendments have been made, shall be initialed by the person or persons signing the bid.

D. Submission of Bids

18. Sealing and Marking of Bids

- 18.1 The Bidder shall seal the original in one envelope
- 18.2 The envelope shall:
- (a) bear the name and address of the Bidder;
 - (b) be addressed to: the Group Chief Executive Officer, Attention: Mr Fayaz Budaly, Senior Executive Officer, Property, Facilities and Procurement Department, SICOM Building 1, Sir Cécilcourt Antelme Street, Port Louis.
 - (c) bear the name and identification number of the Contract as defined in the Invitation to bid; and
 - (d) provide a warning not to open before the specified time and date for Bid Opening as mentioned in ITB Clause 21.
- 18.3 If the envelope is not sealed and marked as above, the Employer will assume no responsibility for the misplacement or premature opening of the bid.

19. Deadline for Submission of Bids

- 19.1 Bids shall be deposited **in the Tender Box at Ground Floor, SICOM Building 1, Sir Cécilcourt Antelme Street, Port Louis not later than 13.30 hrs (local time) on Thursday, 23 October 2025 at latest. Late bids will not be accepted and bids sent by email will not be considered.**
- 19.2 The Employer may extend the deadline for submission of bids by issuing an amendment in accordance with ITB Clause 9, in which case all rights and obligations of the Employer and the Bidders, previously subject to the original deadline, will then be subject to the new deadline.

- 20. Late Bids** 20.1 Any bid received by the Employer after the deadline prescribed in ITB Clause 19 will **not be accepted.**
- 21. Modification and Withdrawal of Bids**
- 21.1 Bidders may modify or withdraw their bids by giving notice in writing before the deadline prescribed in ITB Clause 19.
- 21.2 Each Bidder's modification or withdrawal notice shall be prepared, sealed, marked, and delivered in accordance with ITB Clauses 18 and 19, with the outer and inner envelopes additionally marked "MODIFICATION" or "WITHDRAWAL," as appropriate.
- 21.3 No bid may be modified after the deadline for submission of bids.
- 21.4 Withdrawal of a bid between the deadline for submission of bids and the expiration of the period of bid validity specified in Clause 15.1 or as extended pursuant to ITB Sub-Clause 15.2 shall result in execution of Bid Securing Declaration pursuant to ITB Clause 16.
- 21.5 Bidders may only offer discounts to, or otherwise modify the prices of their bids by submitting bid modifications in accordance with this clause or included in the original bid submission.

E. Bid Opening and Evaluation

- 22. Bid Opening** 22.1 Bids will be opened at SICOM. No bid shall be rejected at Bid Opening except for the late bids pursuant to ITB Clause 21.
- 23. Process to be Confidential** 23.1 Information relating to the examination, clarification, evaluation, comparison of bids and recommendations for the award of a contract shall not be disclosed to Bidders or any other person not officially concerned with such process. Any effort by a Bidder to influence the Employer's processing of bids or award decisions, may result in the rejection of his bid.
- 24. Clarification of Bids** 24.1 To assist in the examination, evaluation, and comparison of bids, the Employer may, at the Employer's discretion, ask any Bidder for clarification of the Bidder's Bid, including breakdowns of the prices in the Activity Schedule, and other information that the Employer may require. The request for clarification and the response shall be in writing via e-mail or facsimile, but no change in the price or substance of the Bid shall be sought, offered, or permitted except as required to confirm the correction of arithmetic errors discovered by the Employer in the evaluation of

the bids in accordance with ITB Clause 28.

- 24.2 Subject to ITB Sub-Clause 24.1, no Bidder shall contact the Employer on any matter relating to its bid from the time of the Bid Opening to the time the contract is awarded. If the Bidder wishes to bring additional information to the notice of the Employer, he should do so in writing.
- 24.3 Any effort by the Bidder to influence the Employer in the Employer's bid evaluation or contract award decisions may result in the rejection of the Bidder's bid.

25. Examination of Bids and Determination of Responsiveness

- 25.1 Prior to the detailed evaluation of bids, the Employer will determine whether each bid:
- (a) meets the eligibility criteria defined in ITB Clause 3;
 - (b) has been properly signed; and
 - (c) is substantially responsive to the requirements of the bidding documents.
- 25.2 A substantially responsive bid is one which conforms to all the terms, conditions, and specifications of the bidding documents, without material deviation or reservation. A material deviation or reservation is one:
- (a) which affects in any substantial way the scope, quality, or performance of the Services;
 - (b) which limits in any substantial way, inconsistent with the bidding documents, the Employer's rights or the Bidder's obligations under the Contract; or
 - (c) whose rectification would affect unfairly the competitive position of other Bidders presenting substantially responsive bids.
- 25.3 If a bid is not substantially responsive, it shall be rejected by the Employer, and may not subsequently be made responsive by correction or withdrawal of the nonconforming deviation or reservation.

26. Errors and Omission

- 26.1 In the examination of substantially responsive bids, the Employer shall distinguish between errors and omissions that are properly subject to correction and those that are not. A Bidder should not be automatically disqualified for not having presented complete information, either unintentionally or because the requirements

in these bidding documents were not sufficiently clear. Provided that the error or omission in question is subject to correction – generally a situation arising in the context of issues relating to data, information of a factual or historical nature, or issues that do not affect the principle that bids should be substantially responsive, the Employer must permit the Bidder to promptly provide the missing information or correct the mistake. However, there are certain basic errors or omissions which, because of their nature are not subject to correction. Examples of these are failure to sign a bid or submit a guarantee. Furthermore, the Bidder may not be permitted to correct errors or omissions that alter the substance of an offer, constitute material deviation or reservation, or in any way improve it.

- 27. Comparison of Technical Proposal** 27.1 The Technical Proposals shall be evaluated as per a marking system as indicated in Section VI- Schedule.

F. Opening and Evaluation of Financial Proposals

- 28. Correction of Errors** 28.1 Bids determined to be substantially responsive shall be checked by the Employer for any arithmetic error. Errors shall be corrected by the Employer as follows:
- (a) where there is a discrepancy between the amounts in figures and in words, the amount in words shall govern; and
 - (b) where there is a discrepancy between the unit rate and the line-item total resulting from multiplying the unit rate by the quantity, the unit rate as quoted shall govern, unless in the opinion of the Employer there is an obviously gross misplacement of the decimal point in the unit rate, in which case the line item total as quoted shall govern, and the unit rate shall be corrected.
- 28.2 The amount stated in the bid shall be adjusted by the Employer in accordance with the above procedure for the correction of errors and, with the concurrence of the Bidder, shall be considered as binding upon the Bidder. If the Bidder does not accept the corrected amount, the bid shall be rejected, and the Bid Securing Declaration exercised in accordance with ITB Sub-Clause 16.2.

29. Evaluation and Comparison of Financial Proposals

- 29.1 The Employer will evaluate and compare only those bids that have scored the minimum pass mark.
- 29.2 In evaluating the bids, the Employer will determine for each bid the evaluated bid price by adjusting the bid price as follows:
- (a) making any correction for errors pursuant to ITB Clause 28; and
 - (b) making appropriate adjustments to reflect discounts or other price modifications offered in accordance with ITB Sub-Clause 21.5.
- 29.3 The prices shall be compared as per a marking system. The lowest financial proposal (F_m) will be given the maximum mark (S_m) allocated to financial proposals and the marks shall be computed as follows:

$$S = S_m \times F_m / F$$

Where F is the price of the proposal under consideration.

(Example: If the price quoted by the lowest bidder is Rs. 250 000 and the maximum marks allocated for the Financial Proposal is 100 marks, the lowest bidder gets 100 marks and a bidder having quoted Rs. 300 000 gets $(Rs\ 250\ 000 / Rs\ 300\ 000) \times 100$, that is, 83 marks and so on and so forth for the other bidders).

The method of selection of the service provider shall be Quality Cost Based Selection. The formula for determining the overall score is as follows: -

The weights given to the Technical and Financial offers are:

$T = 0.6$ and

$F = 0.4$

Overall Score = (Technical Score x 0.6) + (Financial Score x 0.4) based on markings specified in Schedule VI.

G. Award of Contract

30. Award Criteria

- 30.1 Subject to ITB Clause 32, the Employer will award the Contract to the Bidder whose bid has been determined to be substantially responsive to the bidding documents and who has scored the highest marks provided that such Bidder has been determined to be:

- (a) eligible in accordance with the provisions of ITB Clause 3; and
- (b) qualified in accordance with the provisions of ITB Sub-Clause 4.2.
- (c) The Employer reserves the right to split the contract as per the best evaluated cost per building.

31. Employer's Right to Accept any Bid and to Reject any or all Bids

31.1 Notwithstanding ITB Clause 30, the Employer reserves the right to accept or reject any bid, and to cancel the bidding process and reject all bids, at any time prior to the award of Contract, without thereby incurring any liability to the affected Bidder or Bidders.

32. Signing of Agreement

32.1 The Contract, in the form provided in the bidding documents, will incorporate all agreements between the Employer and the successful Bidder. It will be signed by the Employer and sent to the successful Bidder along with the Letter of Acceptance. Within 21 days of receipt of the Contract, the successful Bidder shall sign the Contract and return it to the Employer, together with the required Performance Security pursuant to Clause 33.

33. Performance Security

33.1 Within 21 days after receipt of the Letter of Acceptance, the successful Bidder shall deliver to the Employer a Performance Security in the amount (*5 % of the annual contract value*) denominated in Mauritian Rupees in the form of Bank/insurance company guarantee as per the format in Section VI, and in accordance with the General conditions of Contract.

33.2 Failure of the successful Bidder to comply with the requirements of ITB Sub-Clause 33.1, shall constitute sufficient grounds for cancellation of the award and execution of the Bid Securing Declaration.

Section II – Bidding Forms

Table of Forms

Bid Submission Form	20
Qualification Information	23

Bid Submission Form

Date:

To:[name and address of Employer]

(a) Having examined the bidding documents, [includingaddenda], we offer to execute the.....
 [name and identification number of Contract] in accordance with the Conditions of Contract, Scope of Service and Performance Specifications and the Activity Schedules accompanying this bid for the Contract Price of Rs.....

.....
 [Insert the total bid price in words and figures, indicating the various amounts and the respective currencies];

(b) .We hereby confirm that this proposal complies with the bid validity required by the bidding documents.

(c) We have read and understood the content of the Bid Securing Declaration form contained in Section II and subscribe fully thereto. We further understand that this declaration shall be construed as a signed Bid Securing Declaration which could lead to disqualification on the grounds mentioned therein.

(d) We confirm that the salaries and wages payable to our personnel in respect of this proposal are in compliance with the relevant Laws, Remuneration Order and Award, where applicable and that we shall abide with the provisions of sub clause 4.6 of the General Conditions of Contract, if we are awarded the contract or part thereof.

(e) Commissions or gratuities, if any, paid or to be paid by us to agents relating to this bid, and to contract execution if we are awarded the contract, are listed below:

Name and address of agent	Amount and Currency	Purpose of Commission or gratuity

[if none, state "none"]

(f) We have taken steps to ensure that no person acting for us or on our behalf will engage in any type of fraud and corruption as per the principles described hereunder, during the bidding process and contract execution:

- i. We shall not, directly or through any other person or firm, offer, promise or give to any of the SICOM’s employees involved in the bidding process or the execution of the contract or to any third person any material or immaterial benefit which he/she is

not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the tender process or during the execution of the contract.

- ii. We shall not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelisation in the bidding process.
- iii. We shall not use falsified documents, erroneous data or deliberately not disclose requested facts to obtain a benefit in a procurement proceeding.

We understand that transgression of the above is a serious offence and appropriate actions will be taken against such bidders.

(g) We understand that you are not bound to accept the lowest or any bid you receive.

(h) We understand that this bid, together with your Letter of Acceptance, shall constitute a binding Contract between us, until a formal contract is prepared and executed.

Authorized Signature: _____

Name and Title of Signatory: _____

Name of Bidder: _____

Address: _____

[Company's seal]

Appendix to Bid Letter

Bid Securing Declaration

By subscribing to the undertaking in respect of paragraph (c) of the Bid letter:

I/We* accept that I/we* may be disqualified from bidding for any contract with the State Insurance Company of Mauritius Ltd (SICOM) for the period of time that may be determined by the company, if I am/we are* in breach of any obligation under the bid conditions, because I/we*:

- (a) have modified or withdrawn my/our* Bid after the deadline for submission of bids during the period of bid validity specified by the Bidder in the Bid letter; or
- (b) have refused to accept a correction of an error appearing on the face of the Bid; or
- (c) having been notified of the acceptance of our Bid by the State Insurance Company of Mauritius Ltd (SICOM) during the period of bid validity, (i) have failed or refused to execute the Contract, if required, or (ii) have failed or refused to furnish the Performance Security, in accordance with the Instructions to Bidders.

I/We* understand this Bid Securing Declaration shall cease to be valid (a) in case I/we am/are the successful bidder, upon our receipt of copies of the contract signed by you and the Performance Security issued to you by me/us ; or (b) if I am/we are* not the successful Bidder, upon the earlier of (i) the receipt of your notification of the name of the successful Bidder; or (ii) thirty days after the expiration of the validity of my/our* Bid.

In case of a Joint Venture, all the partners of the Joint Venture shall be jointly and severally liable.

* To delete as appropriate

Annex to Technical Proposal Form

Qualification Information

1. Individual Bidders

- 1.1 Constitution or legal status of Bidder: *[attach copy]*
- Place of registration: *[insert]*
 Principal place of business: *[insert]*
 Power of attorney of signatory of bid or alternative acceptable evidence: *[attach]*
- 1.2 Total annual volume (amount in rupees) of services performed in each of the last three years: *[insert]*
- 1.3 Services performed as prime Service Provider on the provision of services of a similar nature over the last three years. Also list details of work under way or committed, including expected completion date.

	Project name	Client	Client's contact person	Contract Price MUR	Ongoing/ Completed	Payment received (MUR)		
						(yr)	(yr)	(yr)
(a)								
(b)								
Annual Turnover								

[The selected bidder will be required, at post qualification assessment to submit, within seven days, written evidence for each of the listed projects certified by his client or by a professional) having worked on those projects stating inter alia that the project was executed by the said contractor in its capacity as prime service provider]

- 1.4 Major items of Service Provider's Equipment and logistics proposed for carrying out the Services. List all information requested below. Refer also to ITB Sub-Clause 4.2(c).

Item of equipment	Description, make, and age (years)	Condition (new, good, poor) and number available	Owned, leased (from whom?), or to be purchased (from whom?)
(a)			
(b)			

- 1.5 Qualifications and experience of key personnel proposed for administration and execution of the Contract. Attach biographical data. Refer also to ITB Sub-Clause 4.2(d) and GCC Clause 4.

Position	Name	Years of experience (general)	Years of experience in proposed position
(a)			
(b)			

- 1.6 Proposed subcontracts and firms involved.

Sections of the Services	Value of subcontract	Subcontractor (name and address)	Experience in providing similar Services
(a)			
(b)			

- 1.7 Financial reports for the last three years: balance sheets, profit and loss statements, auditors' reports, financial statements etc. List below and attach copies.
- 1.8 Name, address, and telephone, and facsimile numbers of banks that may provide references if contacted by the Employer.
- 1.9 Information regarding any litigation, current or within the last five years, in which the Bidder is or has been involved.

Other party(ies)	Cause of dispute	Details of litigation award	Amount involved
(a)			
(b)			

- 1.10 Statement of compliance with the requirements of ITB Sub-Clause 3.1.

2. Additional Requirements

- 2.1 Bidders should provide any additional information required in the ITB and to fulfill the requirements of ITB Sub-Clause 4.1, if applicable.

Section III – Scope of Services and Performance Specifications

3. SCOPE OF SERVICES AND PERFORMANCE SPECIFICATIONS

3.1 Introduction

SICOM is hereby inviting prospective service providers to bid for the provision of cleaning services and the supply of amenities at its premises. The descriptions of the buildings/premises are given in section 3.2.

The scope of services for SICOM Buildings are as follows:

- a) For Provision of cleaning services in the whole buildings/premises at SICOM Building 1, Ex HM Building, Ex Rey & Lenferna Building, Archives and all SICOM Branches.
- b) For SICOM Building 2, provision of cleaning services in all common areas, roof, reception, parking, part of level 2-office, plant rooms, 1 toilet, building perimeter, air conditioning ledges, risers and staircases.
- c) For SICOM Tower, provision of cleaning services in all common areas, roof, toilets, plants rooms, reception, gate post, terraces, air conditioning ledges, risers and staircases.
- d) Provision of hygiene services for all sites.
- e) Provision of toilet amenities for all sites
- f) Provision of gardening services at all sites.
- g) Liaison with maintenance team and specialized contractors at SICOM for cleaning services and emergency interventions on all sites.
- h) Providing feedback to SICOM and follow up on cleaning services for all sites.
- i) Provision of monthly report on cleaning performance for all sites.

3.2 Description of Buildings

1. **SICOM Building 1 (SB1)** is located at Sir Celicourt Antelme Street, Port Louis. It is multi-storey office building (basement, ground floor + 11 floors). The building comprises:
 - A basement which accommodates car parks, store, office and water tanks
 - The ground floor accommodates the main reception area, Customer lounge, stairs, lifts, security office, car parking facilities.
 - From 1st floor to the 10th floor offices, kitchens, toilets and each floor having a lift lobby area, and staircases.
 - On 11th floor - cafeteria, kitchen, balcony, chiller room, lift room, pump room, generator room and the roof
2. **SICOM Building 2 (SB2)** is located at Corner Chevreau and Reverend Jean Lebrun Street, Port Louis. It is multi-storey office building (basement, ground floor + 13 floors).

Lift lobby – Basement to Level 13- Tiled floors, Wall tiles, stairs, inox handrails, back areas

- Main entrances and lift lobby- Tiled floor and granite, large panes

- Ground floor & Basement- window panes, doors, pavements, parking areas, concrete floor, toilets
 - Part of level 2 and corridor connected to SICOM Building 1
3. **SICOM Tower Ebene** is located at Wall Street, Ebene. It is multi-storey office building (ground floor + 14 floors). The building comprises:
- A ground floor and 14 No. upper office floors. An executive office space has been provided on level 14 with an internal staircase access from the 13th floor. There is also a maintenance office on ground floor. A pump room, a generator room, a gate keeper post and a transformer room have been constructed externally. All floors have balconies.
 - The building comprises approximately 223 parking facilities
4. **Ex Harel Mallac Building** is located at Sir Celicourt Antelme Street, Port Louis. It is an office building (ground floor + mezzanine). The building comprises:
- The ground floor accommodates the main reception area, Customer lounge, office, stairs, car parking facilities, toilets, kitchen mess, plant room and pavements
 - The first floor- Mezzanine
5. **Ex Rey Lenferna Building** is located at Edith Cavell Street, Port Louis. It is a multi-storey office building (basement, ground floor + 1st floor). The building comprises: Two filing blocks, toilet areas and pavements.
6. **SICOM Archives** is located at the DBM complex at Coromandel. It is located on the first floor.
7. **SICOM Branch Tamarin** is located at Coeur de Ville, Tamarin. It is found on the ground floor of the shopping mall, Coeur de Ville at Tamarin.
8. **SICOM Branch Curepipe** is located at Chasteauneuf Street, Curepipe.
9. **SICOM Branch Rose Belle** is located Plaisance Shopping Village, Rose Belle. It is found on the ground floor of the Plaisance shopping mall.
10. **SICOM Branch Trianon** is located at La City, Trianon. It is found on the 1st floor of the La City Shopping mall.
11. **SICOM NLTA Flacq** is located at Flacq NTA, Customer Service, Centre Flacq.
12. **SICOM Flacq La Source** is located at Centre Commercial La Source, Centre de Flacq.

In view to maintain the above buildings, cleaning services must be done as per schedule A.

Contract Duration

The contract of the above services will be initially for a period of three months. After successful delivery of the services, the contract will be then extended up to nine months (Year 1). The contract will be thereafter renewed for the subsequent years (Year 2 and Year 3), subject to satisfactory performance of the service provider during the initial contractual period.

For avoidance of doubt, the contract shall automatically terminate at the expiry of each agreed period without any requirement for the Client to any notice whatsoever. If the Service Provider is allowed to stay on site after the termination of any period or continue services, it is agreed that it will neither be construed nor deemed to be an implied or express renewal of the contract. Tacit reconduction of the contract is hereby expressly excluded.

Note:

- a) Bidders shall refer to **schedule A** for more details of the specifications and performance requirements for the provision of cleaning services and supply of amenities.
- b) Bidders are **strongly advised to visit the sites before submission of tender** to be fully acquainted with the nature of the sites and extent of work involved.

Scope of Services for All Branches

The scope of services shall consist of the provision of one part-timer daily from 9:00 am – 11:00 am for the following cleaning activities:

- Sweeping, mopping and scrubbing of floors.
- Cleaning of all windowpanes and all window frames (Interior and Exterior)
- Cleaning of all office furniture (tables, chairs, meeting table, sofa, coffee tables, etc..)
- Cleaning of office equipment such as photocopy machines, printers, fax machines, data cabinet and any other equipment.
- Cleaning and disinfecting of all telephones.
- Cleaning of mess, table counter and stools.
- Removal of all garbage and carting away to the location provided by the Centre Management/District Council.
- Cleaning of flowerpots.
- Watering of plants.
- Cleaning not specifically mentioned above but that forms part of the general cleaning of office.

3.3 Reports/Checklists

The Service Provider shall submit the following reports to SICOM: -

No	Description	Frequency
1	Checklists for all SICOM Buildings	To be submitted daily by 9:30 a.m.
2	Checklists fixed on each toilet door and always be visible	To be fixed and updated daily
	Report that clearly indicates all the works carried out.	To be submitted weekly
4	Preventive Planning	To be submitted weekly
5	Other Checklists as requested by SICOM	To be submitted as and when required
6	Planning and schedule of work	To be submitted on a fortnightly basis
7	Annual work plan	To be submitted Annually

The checklist shall be fully signed by the Supervisor of the Service Provider and not by the operators.

3.4 Amenities (Approximate Monthly Usage)

S/N	Sites	Toilet Paper	Air Freshener	Dishwashing Liquid (Crest)	Pinky	Spontex	Garbage Bag
		Quantity used is in Rolls	Quantity used is in Units	Quantity used is in Litres	Quantity used is in Units	Quantity used is in Units	Quantity used is in Units
1	SICOM Building 1	475 Jumbo 48 small	300	40	50	50	700: 90x90 cm 100: 75x120c m
2	SICOM Building 2	10 small	1	Nil	Nil	Nil	Nil
3	SICOM Tower Ebene	6000 Small	250	10	Nil	Nil	300*
4	SICOM Ex Harel Mallac	330 Jumbo	20	6	10	10	40
5	SICOM Ex Rey Lenferna	96 Small	5	Nil	Nil	Nil	Nil
6	SICOM Archives Coromandel	Nil	Nil	Nil	Nil	Nil	Nil
7	SICOM Branch Tamarin	Nil	Nil	Nil	Nil	Nil	Nil
8	SICOM Branch Curepipe	75 small	10	10	10	10	50
9	SICOM Branch Trianon	NIL	5	10	5	5	50
10	SICOM Branch Rose Belle	NIL	10	NIL	NIL	NIL	50
11	SICOM Branch Flacq La Source	50 small	5	2	5	5	50
12	SICOM Branch Flacq NLTA	15 small	2	2	2	2	25

*SICOM Ltd will request the service provider to provide same as and when required

Note: The Service Provider will have to supply the amenities based on the approximate monthly usage as stated in the above. However, the quantity of amenities required may be subject to a slight increase or decrease. Under these circumstances, the Service Provider will have to make the necessary adjustment, without any additional cost.

3.5 Toilet Amenities – Descriptions

1. The Service Provider shall continuously provide Liquid Soap for every soap dispenser in each toilet for all SICOM premises. The liquid soap provided must be of Material Safety Data Sheet (MSDS) norm. The Service Provider must provide the Certificate of Conformity to the Employer every year.
2. The Service Provider shall provide Toilet Detergents of good quality and pleasant smell to his cleaning operators for cleaning of all the Toilets.
3. The Service Provider shall supply Toilet Paper (Jumbo size of 30 cms diameter and small rolls) to all toilets in all SICOM premises. The Toilet Paper will have to conform to the specifications of the Mauritius Standards Bureau for Toilet Paper –

revised version of MS 49:2006. The Service Provider must provide the Certificate of Conformity to the Employer every year.

4. (a) The Service Provider shall supply Air Fresheners in all toilets. The Air Freshener must be of good quality such as Racasan brand or any other acceptable equivalent quality and to be replaced on every Mondays and Thursdays. The Service Provider must provide the Certificate of Conformity to the Employer every year.
- (b) Air Freshener spray must also be used when cleaning common areas.

3.6 Kitchen Amenities

The Service Provider will have to supply the following kitchen amenities to all kitchen areas.

- (1) Dishwashing Liquid - Crest Liquid Vaisselle or acceptable equivalent.
- (2) Videla Spontex, or acceptable equivalent
- (3) Pinky
- (4) Biodegradable Garbage bags : dimensions 90x90 cm
- (5) Biodegradable bin bag : dimensions 75x120 cm

3.7 Colour Coded Materials

For Safety and Health Issues, the Service provider will have to use different fabrics of different Colour Code for the cleaning of specific areas. For example, Blue fabrics to be used for Common areas, Green fabrics for Office, Red fabrics for toilets. This practice will ensure a proper hygiene and prevention of contaminations from one area to another.

3.8 Hygiene Services

The Service Provider shall guarantee a complete hygiene services to the company.

The Service Provider must ensure to execute the following:

- (1) Sanitary bins shall be provided in all ladies toilet.
- (2) Bins shall be replaced on **fortnight** basis/ as and when required.
- (3) Daily check shall be done to ensure that the sanitary bins are in good working conditions all the times.
- (4) Collection and replacement of bins must be done outside business hours.

3.9 Refuse Bags and Refuse Collection and Disposal

The Service Provider will have to supply refuse bags **daily** for each bins and as and when required. The bags must be biodegradable.

The Service Provider shall ensure that refuse bags and bins are used by all and establish a clear, written policy for refuse collection. Refuse must only be properly stored in sealed bags and must be disposed of, daily by arrangement with the local authorities. The refuse room must be kept clean and orderly at all times. The Service Provider should make use of large fibre glass bins on wheels for storage of refuse prior to collection on appointed

days. Relevant products shall be regularly sprayed to ensure the absence of bad smell, flies and rats in the room.

Note: Refuse bags and other debris shall be always kept inside the bin area.

3.10 Gardening Services

The service provider shall provide both indoor and outdoor gardening services daily/fortnightly or as and when required. The intervention areas are:

- Reception
- Corridors
- Lift Lobbies
- Flower box, flowerpots, plant pots and other specific areas in offices and any other location.

The Service Provider will also be required to cater for the following:

- Watering of Plants
- Planting of New Trees/Plants supplied by SICOM as and when required.
- Cutting and trimming of trees/ plants.
- Maintaining plants in a good healthy condition.
- Spraying fertilisers / insecticides weekly
- Sweeping of yard/ Collection and removal of garbages, dusts, dirt or any such unwanted objects from anywhere in the parking area, green areas insides and outside the compound.

3.11 Safety and Health Issues

The Service Provider shall be responsible for the Safety and Health of his workers and provide them with the necessary personal protective equipment (PPE). This includes providing PPEs, such as face masks, hand sanitizers, gloves, and any other items required to maintain a safe working environment. The Service Provider must ensure that all workers adhere to safe working practices in accordance with the Occupational Safety and Health Act 2005 and its associated regulations.

3.12 Sanitary Measures

To maintain a safe and hygienic environment and reduce the risk of epidemic transmission, the Employer requires the implementation of enhanced sanitary measures. The Service Provider shall propose an appropriate methodology that meets these requirements.

In the event of an epidemic or public health directive mandating deep cleaning and disinfection, the Service Provider shall promptly undertake such measures in compliance with the applicable protocols. This includes, but is not limited to, thorough disinfection of the following areas:

- All lifts

- All lift lobbies
- All toilets
- Common areas
- High-touch surfaces
- Staff workstations

3.13 Uniform and ID Cards

The Service Provider shall provide uniforms and ID cards for the cleaning staff. Cleaning operators must be in full uniform together with their ID cards all the time.

3.14 Emergency situations

The Cleaning Supervisor/operators shall take appropriate actions immediately with respect to the emergency situations arising on site.

3.15 Emergency contact details

The Service Provider shall provide the contact details of representative(s) in case of emergency.

3.16 Cyclone

During cyclonic conditions, as soon as the cyclone is over, the cleaning team will have to be on site within one hour. The Service Provider will have to cater for transportation of its cleaning operators after cyclonic conditions have been removed.

3.17 Rapid Intervention

The service provider shall be able to provide a rapid intervention service at any place within 30 minutes, anywhere in the SICOM premises.

During heavy rainfall or bad weather conditions and in circumstances where rainwater has entered SICOM premises, the Service Provider will be required to provide a rapid service to the Employer to evacuate water and provide cleaning services at no additional cost.

3.18 Special Equipment

The Service Provider shall provide the following special equipment and same shall be kept and readily available all the time on site:

- Heavy duty vacuum cleaners
- Heavy duty pressure cleaners with extender include pressure machine
- Rotor machine
- Mono brosse

Note: The equipment must be in good working conditions all the time. Please specify noise level.

3.19 Environmentally friendly liquids

The Service Provider shall use environmentally friendly detergents for the cleaning works.

3.20 Attendance

Cleaning operators as well as supervisors are required to sign the attendance book on entering and leaving the compound. The attendance register will be kept at the security counter.

3.21 Cleaning days and cleaning times

Type of Cleaning	Cleaning Days	Cleaning Timing
Daily Office Cleaning	Mondays to Fridays	From 07:00 a.m. to 17:00 p.m
Weekly/Deep Cleaning	Saturdays	From 07:00 a.m. to 13:00 p.m
Urgent Cleaning, as and when required	Weekend, Sunday, or any Public Holidays	Intervention Time will be communicated to the Service Provider, at no additional cost

Time for work execution for Branches:

- Weekdays and Saturdays (9.00 am – 11:00 am)

Conditions to be respected by the Service Provider in respect of the above:

- No changes in the agreed days or time can be made without obtaining prior clearance by the Employer.
- Morning cleaning of all the offices **shall be completed** by 8.15 a.m. However, **priority** shall be given on the Managerial Floor (9th Floor at SICOM Building 1).
- With regards to Saturday cleaning, Service provider will have ensure that cleaning operators leave the premises **at 13:00 p.m. and not before.**
- In circumstances where cleaning is required on Weekend, Sundays or any Public Holidays, the intervention time will be communicated to the Service Provider, at no additional cost.

3.22 Requirement for Service Provider's Staff and labour

The Service Provider shall be able to provide:

Supervisors

- (1) one full-time Supervisor on site for SICOM Port Louis and
- (2) one full-time Supervisor on site for SICOM Tower Ebene

Cleaning Operators

- (1) Minimum 6 Full time Cleaning Operators (Minimum 2 male operators and 4 female operators) for SICOM Port Louis (SB1 & SB2)
- (2) Minimum 4 Full time Cleaning Operators (Minimum 1 male operator and 3 female operators) for SICOM Tower, Ebene.
- (3) 1 Full time Cleaning Operator (1 female) and 1 Part time Cleaning Operator (1 female for 3 hours) required for SICOM Ex Harel Mallac Building.
- (4) 1 Part time Cleaning Operator (1 male for 2 hours) required for SICOM Ex Rey & Lenferna.
- (5) 1 Part time Cleaning Operator for each branch office (1 female for 2 hours) required for SICOM Curepipe, Rose Belle, Trianon, NLTA Flacq, La Source Flacq and Tamarin.

Note:

- (i) **Depending on the workload, in case more Cleaning Operators will be required for each site, the Service Provider will have to make its own arrangement, at no additional cost.**
- (ii) **The Service Provider is responsible for the maintenance of the minimum standards of cleaning and performance quality set forth in this document, regardless of his staff absences through sickness or holidays.**
- (iii) **Removal and/or Replacement of Personnel**
Except as the Employer may otherwise agree, no changes shall be made in the Key Personnel. If, for any reason beyond the reasonable control of the Service Provider, it becomes necessary to replace any of the Key Personnel, the Service Provider shall provide as a replacement a person of equivalent or better qualifications

3.22.1 Tea Lady

The Service Provider will have to supply one operator to act as a Tea Lady who will have to perform the following duties on a daily basis at SICOM Building 1.

- Serving tea during meetings
- Helping with the purchase of refreshments
- Ensuring the proper servicing tea dispensers on all levels
- Washing of kitchen equipment, utensils and other fabrics
- Ensuring that all kitchenettes are always clean round the clock

Note:

- a) **The Tea Lady should be well groomed and well presented when carrying out such duties.**
- b) **The Tea Lady shall only perform the above duties. Cleaning of Toilets shall be carried out by other cleaning operators and not by the Tea Lady.**

3.23 Weekly meetings

The Service Provider shall provide a representative to attend weekly meetings to discuss matters arising, works completed and planning for the following week.

3.24 Annual work plan

The Service Provider shall submit an annual work plan.

3.25 Performance Target (Key Performance Indicator-KPI)

The monthly performance of the service provider shall be measured using KPI as follows: -

Year of Service	Monthly performance Target
1 st year	90% of the max KPI score
2 nd year	95% of the max KPI score
3 rd year	97.5% of the max KPI score

Any under achievement of the above performance target will result in an amount being deducted from the monthly fees. The maximum monthly deduction is capped to a maximum of 10% of the monthly fee quoted. The actual KPI score as per Schedule B and the Schedule will be assessed by SICOM. The amount of deduction in the event of under achievement is calculated as follows: -

$$\text{Amount of deduction} = \frac{\text{Monthly Target KPI Score} - \text{Actual KPI Score}}{\text{Max KPI Score}} \times \text{Monthly Fee}$$

3.26 Terms of Payment

After the assessment of the **Performance Target (Key Performance Indicator-KPI)**, **payments will be effected on a month-to-month basis**, as per Clause 3.26 of Section III-Scope of Service and Performance Specifications, accordingly

3.27 Qualification of Cleaning Supervisor

Cleaning staff shall have minimum qualifications and experience as set up below:

Grade	Qualifications	Age and Experience
Supervisor	Secondary Education- Minimum SC	Age: Less than 60 Experience: Minimum 5 years in cleaning services
Operators	Minimum Primary Education	Age: Less than 55 Experience: Minimum of 12 months in cleaning services

3.28 Certificate of Character

The Service Provider shall provide a clear Certificate of Character of all the cleaning staff working on site.

3.29 Rights of SICOM

SICOM shall have the right to:

- (a) ask for clarifications at time of evaluating quotations,
- (b) split the contract for Cleaning Services and Supply of Amenities for each SICOM Building (that is SICOM Building 1, SICOM Building 2, SICOM Tower, SICOM Building Ex- Harel Mallac, SICOM Building Ex- Rey Lenferna, SICOM Archives, Coromandel and SICOM Branches).
- (c) negotiate with the preferred bidder or
- (d) reject all quotations.

SICOM is not bound to accept any quotation including the lowest one and reserves the right to cancel the whole exercise. By rejecting a quotation or cancelling the exercise, SICOM shall not incur any liability towards any bidder or any party whatsoever and/or shall not have any obligation to inform any bidder or any party whatsoever, even if so requested, the grounds on which a quotation has not been accepted or the exercise is cancelled.

Section IV – Price Activity Schedules

SICOM BUILDINGS

S/N	Brief Description of Services	Qty	Unit	Total price/ Rs (excl. VAT)		
				Year 1 2025-2026	Year 2 2026-2027	Year 3 2027-2028
1.0	Cleaning Services and Supply of Amenities at SICOM Building 1	1	Lot			
2.0	Cleaning Services and Supply of Amenities at SICOM Building 2	1	Lot			
3.0	Cleaning Services and Supply of Amenities at SICOM Tower, Ebene	1	Lot			
4.0	Cleaning Services and Supply of Amenities at Ex Harel Mallac Building	1	Lot			
5.0	Cleaning Services and Supply of Amenities at Ex Rey Lenferna Building	1	Lot			
6.0	Cleaning Services and Supply of Amenities at SICOM Archives, Coromandel	1	Lot			
7.0	Supply of one tea lady on a Full-time basis for SICOM Building 1	1	Lot			
	Subtotal (A)					
	Discount offered ¹(B)					
	Overall Discounted Price (A-B)					
	VAT (15%)					
	Total Price (VAT included)					

¹ The bidder is requested to offer a discount in the event that contracts for **SICOM Building 1, SICOM Building 2, SICOM Tower, Ex Harel Mallac Building, Ex Rey Lenferna Building and SICOM Archive, Coromandel** are being awarded to the same bidder.

SICOM BRANCHES

S/N	BRIEF DESCRIPTION OF SERVICES	QTY	UNIT	TOTAL PRICE/ Rs (EXCL. VAT)		
				YEAR 1 2025-2026	YEAR 2 2026-2027	YEAR 3 2027-2028
1.0	Cleaning Services and Supply of Amenities at SICOM CUREPIPE	1	LOT			
2.0	Cleaning Services and Supply of Amenities at SICOM TRIANON	1	LOT			
3.0	Cleaning and Supply of Amenities at SICOM ROSE BELLE	1	LOT			
4.0	Cleaning and Supply of Amenities at SICOM TAMARIN	1	LOT			
5.0	Cleaning and Supply of Amenities at SICOM FLACQ LA SOURCE	1	LOT			
6.0	Cleaning and Supply of Amenities at SICOM FLACQ NLTA	1	LOT			
	SUBTOTAL (A)					
	DISCOUNT OFFERED ²(B)					
	OVERALL DISCOUNTED PRICE (A-B)					
	VAT (15%)					
	TOTAL PRICE (VAT INCLUDED)					

Price Activity Schedule for SICOM Buildings and SICOM Branches Authorised By:

Name:		Signature:	
Position:		Date:	
Authorised for and on behalf of:	Company		

² The bidder is requested to offer a discount in the event that contracts for **SICOM Branches** are being awarded to the same bidder.



Section V – General Conditions of Contract

STATE INSURANCE COMPANY OF MAURITIUS LTD
BRN: C07007065
SICOM Building, Sir Cécilcourt Antelme Street, Port Louis
t: (230) 203 8482 | f: (230) 208 7662 | e: email@sicom.mu
www.sicomgroup.mu

Section V. General Conditions of Contract

Table of Clauses

1. Commencement, Completion, Modification, and Termination of Contract	42
1.1 Effectiveness of Contract.....	42
1.2 Commencement of Services	42
1.3 Intended Completion Date	42
1.4 Modification.....	42
1.5 Force Majeure	42
1.6 Notices	43
1.7 Termination.....	43
1.8 Integrity Clause.....	45
2. Obligations of the Service Provider.....	45
2.1 General.....	45
2.2 Confidentiality	45
2.3 Service Provider’s Actions Requiring Employer’s Prior Approval.....	46
2.4 Assignment	46
2.5 Indemnification	46
2.6 Insurance and Liabilities to Third Parties	46
2.7 Reporting Obligations.....	47
2.8 Tax and Duties	47
2.9 Penalties for non- Performance.....	47
2.10 Performance Security.....	48
3. Service Provider’s Personnel	48
3.1 Description of Personnel.....	48
3.2 Removal and/or Replacement of Personnel.....	48
4. Payments to the Service Provider.....	48
4.1 Lump-Sum Remuneration.....	48
4.2 Contract Price.....	49
4.3 Terms and Conditions of Payment.....	49
4.4 Interest on Delayed Payments.....	49
4.5 Price Adjustment.....	49
4.6 Labour clause	49
5. Quality Control	50
5.1 Identifying shortcomings	50
5.2 Attending to shortcomings.....	50
6. Settlement of Disputes	51
6.1 Dispute Settlement.....	51
6.2 Applicable Law	51

Section V. General Conditions of Contract

1. Commencement, Completion, Modification, and Termination of Contract

- 1.1 Effectiveness of Contract** This Contract shall come into effect on the date the Contract is signed by both parties or on such other date as may be stated in the letter of Acceptance.
- 1.2 Commencement of Services**
- 1.2.1 Before commencement of the Services, the Service Provider shall submit to the Employer for approval a Program showing the general arrangements, order, timing for change of shifts and routine site checks. The Services shall be carried out in accordance with the approved Program as updated.
- 1.2.2 The Service Provider shall start carrying out the Services thirty (30) days after the date the Contract becomes effective, or at such other date as may be specified in the Letter of Acceptance.
- 1.3 Intended Completion Date** 13.1 Unless terminated earlier pursuant to Sub-Clause 1.7, the Service Provider shall complete the activities by year 2028 or for an additional period of 6 months thereafter, if the contract is renewed at the Employer’s discretion.
- 1.4 Modification** 14.1 Modification of the terms and conditions of this Contract, including any modification of the scope of the service or of the Contract Price, may only be made by written agreement between the Parties.
- 1.5 Force Majeure**
- 1.5.1 For the purposes of this Contract, “Force Majeure” means an event which is beyond the reasonable control of a Party and which makes a Party’s performance of its obligations under the Contract impossible or so impractical as to be considered impossible under the circumstances.
- 1.5.2 The failure of a Party to fulfill any of its obligations under the contract shall not be considered to be a breach of, or default under, this Contract insofar as such inability arises from an event of Force Majeure, provided that the Party affected by such an event (a) has taken all reasonable precautions, due care and reasonable alternative measures in order to carry out the terms and conditions of this Contract, and (b) has informed the other Party as soon as possible about the occurrence of such an event.

Failure to provide maintenance technicians on sites during cyclone warning class III and IV shall not be considered as Force Majeure.

1.6 Notices

1.6.1 Any notice, request, or consent made pursuant to this Contract shall be in writing and shall be deemed to have been made when delivered in person to an authorized representative of the Party to whom the communication is addressed, or when sent by registered mail, or facsimile to such Party.

1.7 Termination

1.7.1 The Employer may terminate this Contract, by not less than thirty (30) days' written notice of termination to the Service Provider, to be given after the occurrence of any of the events specified in paragraphs (a) through (e) of this Sub-Clause :

(a) if the Service Provider does not remedy a failure in the performance of its obligations under the Contract, within a prescribed time or after being notified or within any further period as the Employer may have subsequently approved in writing;

(b) if the Service Provider becomes insolvent or bankrupt;

(c) if, as the result of Force Majeure, the Service Provider is unable to perform a material portion of the Services for a period of not less than seven (7) days; or

(d) if the Service Provider, in the judgment of the Employer has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.

For the purposes of this Sub-Clause:

(i) "corrupt practice"³ is the offering, giving, receiving or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party;

³ For the purpose of this Contract, "another party" refers to a public official acting in relation to the procurement process or contract execution.

(ii)“fraudulent practice”⁴ is any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation;

(iii)“collusive practice”⁵ is an arrangement between two or more parties designed to achieve an improper purpose, including to influence improperly the actions of another party;

(iv)“coercive practice”⁶ is impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party;

(v) “obstructive practice” is deliberately destroying, falsifying, altering or concealing of evidence material to the investigation or making false statements to investigators in order to materially impede an investigation into allegations of a corrupt, fraudulent, coercive or collusive practice; and/or threatening, harassing or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation; and

(e) If the maximum of the 10 % penalty has been exceeded as per clause 3.8

1.7.2 Notwithstanding the above, the Employer may terminate the Contract for convenience after giving thirty (30) days’ written notice.

1.7.3 The Service Provider may terminate this Contract, by not less than thirty (30) days’ written notice to the Employer, such notice to be given after the occurrence of any of the events specified in paragraphs (a) and (b) of this Sub-Clause:

(a) if the Employer fails to pay any money due to the Service Provider pursuant to this Contract and not subject to

⁴ For the purpose of this Contract, “party” refers to a public official; the terms “benefit” and “obligation” relate to the procurement process or contract execution; and the “act or omission” is intended to influence the procurement process or contract execution.

⁵ For the purpose of this Contract, “parties” refers to participants in the procurement process (including public officials) attempting to establish bid prices at artificial, non competitive levels.

⁶ For the purpose of this Contract, “party” refers to a participant in the procurement process or contract execution.

dispute pursuant to Clause 6 within forty-five (45) days after receiving written notice from the Service Provider that such payment is overdue; or

(b) if, as the result of Force Majeure, the Service Provider is unable to perform a material portion of the Services for a period of not less than seven (7) days.

1.7.4 Upon termination of this Contract pursuant to Sub-Clauses 1.7.1, 1.7.2 or 1.7.3 the Employer shall make the following payments to the Service Provider:

(a) remuneration pursuant to Clause 4 for Services satisfactorily performed prior to the effective date of termination;

(b) except in the case of termination pursuant to paragraphs (a), (b), and (d) of Sub-Clause 1.7.1, reimbursement of any reasonable cost incident to the prompt and orderly termination of the Contract.

1.8 Integrity Clause The Service Provider shall take steps to ensure that no person acting for it or on its behalf will engage in any type of fraud and corruption during the contract execution:

Transgression of the above is a serious offence and appropriate actions will be taken against such Service Provider.

2. Obligations of the Service Provider

2.1 General The Service Provider shall perform the Services in accordance with the Scope of Service and Performance Specification, the Activity Schedule, and carry out its obligations with all due diligence and efficiency in accordance with generally accepted professional techniques and practices, and shall observe sound management practices, and employ appropriate human resources and logistics indicated in Appendix A to the Contract Form. The Service Provider shall always act, in respect of any matter relating to this Contract or to the Services, as faithful adviser to the Employer, and shall at all times support and safeguard the Employer's legitimate interests in any dealing with subcontractors or third parties.

2.2 Confidentiality The Service Provider, its subcontractors, and the personnel of either of them shall not, either during the term or within two (2) years

after the expiration of this Contract, disclose any proprietary or confidential information relating to the Project, the Services, this Contract, or the Employer’s business or operations without the prior written consent of the Employer.

2.3 Service Provider’s Actions Requiring Employer’s Prior Approval

The Service Provider shall obtain the Employer’s prior approval in writing before taking any of the following actions:

- (a) entering into a subcontract for the performance of any part of the Services,
- (b) appointing such members of the Personnel not listed by name in Appendix C (“Key Personnel and Subcontractors”),
- (c) changing the Program of activities; and
- (d) any other action that may be specified in the handing over of site.

2.4 Assignment

The Service Provider shall not assign, transfer, pledge or make other disposition of this Contract or any part thereof, or any of the Contractor's rights, claims or obligations under this Contract except with the prior written consent of the Employer.

2.5 Indemnification

The Service Provider shall indemnify, hold and save harmless, and defend, at its own expense, the Employer, its officials, agents, servants and employees from and against all suits, claims, demands, and liability of any nature or kind, including their costs and expenses, arising out of acts or omissions of the Service Provider, or the Service Provider's employees, officers, agents or sub-contractors, in the performance of this Contract. This provision shall extend, inter alia, to claims and liability in the nature of Employer’s liability and Workmen's Compensation, products liability and liability arising out of the use of patented inventions or devices, copyrighted material or other intellectual property by the Contractor, its employees, officers, agents, servants or sub-contractors. The obligations under this clause do not lapse upon termination of this Contract.

2.6 Insurance and Liabilities to Third Parties

- (a) The Service Provider shall provide and thereafter maintain insurance against all risks in respect of its property and any equipment used for the execution of this Contract.
- (b) The Service Provider shall provide and thereafter maintain all appropriate Employer’s Liability and Workmen's Compensation insurance, or its equivalent, with respect to its employees to cover claims for personal injury or death in connection with this

Contract.

- (c) The Service Provider shall provide and thereafter maintain a Professional Indemnity Insurance Cover extended to cover loss and damages of guarded assets (excluding all monies and securities) for at least Rs5 Million , for the whole contract value or apportioned as per the value of contract awarded, to indemnify the Employer against all losses resulting from failure in the services provided
- (d) The Service Provider shall also provide and thereafter maintain liability insurance in an adequate amount to cover third party claims for death or bodily injury, or loss of or damage to property, arising from or in connection with the provision of services under this Contract or the operation of any vehicles, or other equipment owned or leased by the Service Provider or its agents, servants, employees or sub-contractors performing work or services in connection with this Contract.
- (e) For the Third Party Insurance Liability cover, the insurance policy shall:
 - (i) name the Employer as additional insured;
 - (ii) include a waiver of subrogation of the Service Provider's rights to the insurance carrier against the Employer; and
 - (iii) provide that the Employer shall receive thirty (30) days written notice from the insurers prior to any cancellation or change of coverage.

2.7 Reporting Obligations

The Service Provider shall submit to the Employer, the reports and documents specified in Section III- Scope of Service and Performance Specifications and any other matter in the form and time specified therein or as otherwise agreed upon addressed to [insert name and contact address of Employer’s Representative].

2.8 Tax and Duties

The Service Provider, Subcontractors, and their Personnel shall pay such taxes, duties, fees, and other impositions as may be levied under the Applicable Law, the amount of which is deemed to have been included in the contract price.

2.9 Penalties for non-Performance

The Service Provider shall pay penalties for non-performance to the Employer at twice the daily remuneration rate payable for each day that the services have not been provided on the site in case of absence and lateness. The Service Provider shall also pay penalties for non-performance of the cleaning supervisor on site. The

Employer may deduct penalties from payments due to the Service Provider. Payment of penalties shall not affect the Service Provider's other liabilities.

2.10 Performance Security

The Service Provider shall provide the required Performance Security to the Employer not later than the date specified in the Letter of Acceptance. The Performance Security shall be issued in an amount and form indicated in the letter and by a bank/insurance company operating in Mauritius. The Performance Security shall be valid until a date 28 days after the Completion Date of the Contract.

3. Service Provider's Personnel

3.1 Description of Personnel

The titles agreed job descriptions, minimum qualifications, and estimated periods of engagement of the Service Provider's Cleaning Supervisor for carrying out the Services are described in bid document, Schedules and KPI.

3.2 Removal and/or Replacement of Personnel

- (a) Except as the Employer may otherwise agree, no changes shall be made in the Key Personnel. If, for any reason beyond the reasonable control of the Service Provider, it becomes necessary to replace any of the Key Personnel, the Service Provider shall provide as a replacement a person of equivalent or better qualifications.
- (b) If the Employer finds that any of the personnel has (i) committed serious misconduct or has been charged with having committed a criminal action, or (ii) has reasonable cause to be dissatisfied with the performance of any of the Personnel, then the Service Provider shall, at the Employer's written request specifying the grounds thereof, provide as a replacement a person with qualifications and experience acceptable to the Employer.
- (c) The Service Provider shall have no claim for additional costs arising out of or incidental to any removal and/or replacement of any personnel.

4. Payments to the Service Provider

4.1 Lump-Sum Remuneration

The Service Provider's remuneration shall not exceed the Contract Price and shall be a fixed lump-sum including all Subcontractors' costs, and all other costs incurred by the Service Provider in carrying out the Services described in Schedules and KPI. Except as provided

in Sub-Clause 4.5, the Contract Price may only be increased above the amounts stated in Sub-Clause 4.2 if the Parties have agreed to additional payments in accordance with Sub-Clauses 1.4 and 4.3.

- 4.2 Contract Price** The amount payable is *[insert contract price]*.monthly
Prices shall be fixed and inclusive of all taxes, end-of –the year bonus and gratuities as well as any increase that may be awarded by government during the contract period.
- 4.3 Terms and Conditions of Payment** Payments will be made to the Service Provider on a monthly basis subject to the Employer obtaining the invoice, updated monthly cleaning report complete with all service reports attached, accompanying documents and after assessing the KPI as per Clause 5.8 of Section III-Scope of Service and Performance Specifications.
- Any adjustment in respect of absences and penalties for the current month shall be communicated to the Service Provider to enable the latter to make the necessary adjustment in the subsequent invoices.
- 4.4 Interest on Delayed Payments** If the Employer has delayed payments beyond thirty (30) days after the due date stated, interest shall be paid to the Service Provider for each day of delay at the legal rate.
- 4.5 Price Adjustment** Prices shall not be adjusted for fluctuations in the cost of inputs. If so, the amounts certified in each payment certificate, shall be adjusted by applying the respective price adjustment factor to the payment amounts due.

$$P_c = A_c + B_c \text{ Lmc/Loc}$$

Where:

P_c is the adjustment factor for the portion of the Contract Price payable.

A_c the nonadjustable portion; B_c the adjustable portion relative to labor costs; and

Lmc is the index prevailing at the first day of the month of the corresponding invoice date and Loc is the index prevailing 28 days before Bid opening for labour.

- 4.6 Labour clause** 4.6.1 The rates of remuneration and other conditions of work of the employees of the Contractor shall not be less favourable than those established for work of the same character in the trade concerned-

- (i) by collective agreement applying to a substantial proportion of the workers and employers in the trade concerned;
 - (ii) by arbitration awards; or
 - (iii) by Remuneration Regulations made under the Worker's Rights Act .
- (b) Where remuneration and conditions of work are not regulated in a manner referred to at (a) above, the rates of the remuneration and other conditions of work which are not less favourable than the general level observed in the trade in which the contractor is engaged by employers whose general circumstances are similar.

4.6.2 No Contractor shall be entitled to any payment in respect of work performed in the execution of the contract unless he has, together with his claim for payment filed a certificate:

- (a) stating the rates of remuneration and hours of work of the various categories of employees employed in the execution of the contracts;
- (b) stating whether any remuneration payable in respect of work done is due;

4.6.4 Every Contractor shall display a copy of this clause of the contract at the place at which the work required by the contract is performed.

5. Quality Control

5.1 Identifying shortcomings

The principle and modalities of the monitoring of services by the Employer shall be explained at the handing over of sites. It shall be in line with the procedures defined in Section III- Scope of Service and Performance Specifications. The Service Provider shall be informed of all shortcomings. Such monitoring shall not in any way substitute or alleviate the Service Provider's contractual obligations towards providing a satisfactory service.

5.2 Attending to shortcomings

- (a) The Employer shall give notice to the Service Provider of any shortcoming;
- (b) Every time notice of a shortcoming is given, the Service

Provider shall correct the notified shortcoming within the length of time specified by the Employer's notice; and

(c) If the Service Provider has not corrected a shortcoming within the time specified in the Employer's notice, the Employer will consider such act as a lack of performance which could lead to the termination of part or the whole contract as a breach in the good performance of the contract.

6. Settlement of Disputes

6.1 Dispute Settlement

If a dispute between the parties arises in connection with performance of obligations under this Contract, either party shall serve a written notice of dispute providing adequate details of the nature of the dispute. Notwithstanding the existence of the dispute, all parties shall continue to perform their obligations under the Contract.

After receipt of the notice of dispute, the parties should use their best endeavours to resolve the dispute or to agree methods of doing so. If after 30 days of the service of the notice of dispute there is no resolution of the dispute, it shall be referred to court for settlement under the laws of Mauritius.

6.2 Applicable Law

The Contract shall be implemented, interpreted, executed and enforced in accordance with the laws of Mauritius.

Section VI – Schedules

1: Evaluation Criteria

The method of selection of the service provider shall be Quality and Cost based Selection.

Details of Technical Evaluation Markings		Max Marks
A	Company Profile and Experience	30
i.	Profile and insight of activities	
ii.	Experience in providing cleaning services during the past 15 years to companies that are comparable in size and profile and cleaning requirements.	
iii.	Past projects and works	
	Sub Total (A)	
B	Site Management and Organization / Methodology and Management Approach	20
i.	Methodology and site management for efficient cleaning services	
ii.	Organization of resources and resource persons	
iii.	Organizational chart & Key personnel	
iv.	Committed policy and arrangement to comply with Safety and Health issues	
v.	Compliances to SICOM Plan and processes	
	Sub Total (B)	
C	Sustainability Criteria as per bid document	
	Company's approach to Adoption of Sustainability Measures	10
i.	Environmental Criteria	
ii.	Social Criteria	
iii.	Ethical Criteria	
	Sub Total (C)	
D	Qualifications	20
i.	Qualification/Experience of the cleaning supervisor	
ii.	Qualification/Experience of cleaning operators	
	Sub Total (D)	
E	Supervision and Monitoring Mechanism	10
i.	Administrative controls, contingency plans, emergency response capabilities, mechanism for reporting of incidents and processes to monitor and ensure compliance with SICOM requirements.	
ii.	Supervisory structure to monitor cleaning operators.	
	Sub Total (E)	
F	Logistics	10
i.	Details of equipment and cleaning strategy for routine cleaning	

Details of Technical Evaluation Markings	
ii.	Communication facilities of cleaning personnel
iii.	Control centers' equipment and communication facilities, demonstrating adequacy for rapid response
iv.	Communication tools of cleaning operators and supervisor
v.	Means of identification of cleaning operators and supervisors (uniform, badge, identity card etc)
	Sub Total (F)
	TOTAL MARKS-Technical (A+B+C+D+E+F)
	100

The minimum pass mark is 60. Only those bids having scored at least the pass marks shall be retained for further evaluation. Bids having scored less than pass marks shall be declared not responsive.

The lowest financial proposal (F_m) will be given the maximum mark (S_m) allocated to financial proposals and the other marks shall be computed as follows:

$$S = S_m \times F_m/F$$

where F is the price of the proposal under consideration.

Ranking of the bids shall be made in the order of the highest marks after adding the technical score to the financial score.

Overall Score = (Technical Score x 0.6) + (Financial Score x 0.4) based on markings specified in Schedule VI.

2: Sustainability Criteria

The purpose of the Sustainability Criteria is to define the sustainability characteristics of the Goods and Related Services required by the Employer.

For Cleaning Services and Cleaning Materials

SN	Sustainability Criteria	Verification Guidance	Documents to be submitted along with the Bid
	<ul style="list-style-type: none"> • The bidder shall provide a write-up describing how they are dealing with the following sustainability measures within their organisation and as part of the current assignment. • Upon request, bidders may be asked to provide additional documentary evidence to support their declaration. 		
1. ENVIRONMENTAL CRITERIA			
i.	Compliance with environmental legislation (Environmental Act 2024)	Bidders shall comply to environmental legislations. Bidders shall not be permitted to take part in a contract if they have been found guilty of grave professional misconduct, including non-compliance with, proven by any means which the contracting authorities can demonstrate.	Bidders to incorporate the related information in their write up.
ii.	Environmentally friendly packaging/ products	The Service Provider must avoid supplying PVC based packaging for the consumables supplied. Cardboard packaging should contain recycled materials as far as possible. Products must be eco-friendly (biodegradable/recyclable) certified by a recognised eco-label (e.g. EU Ecolabel, ISO 14024 Type I, Cradle to Cradle (C2C), etc). or equivalent documentation/industry-specific acceptable standards.	Any appropriate means of proof demonstrating that the criteria are met will be accepted, such as a technical data sheets of the whole product list from the manufacturer, certifications from recognised bodies. Or Any appropriate documentation where the percentage of recycled content for cardboard in their packaging is specified. Or Bidders to incorporate the related information in their write up.
iii.	Waste management & segregation	Bidders shall demonstrate good waste management practices that promote environment sustainability. An effective waste management system will be advantage, if already in place. Bidders shall provide a list on the number of trainings provided to staff	Supporting evidence (e.g., waste management plan, staff training records), contracts with licensed waste/recycling operators (if applicable). can be provided., Or

SN	Sustainability Criteria	Verification Guidance	Documents to be submitted along with the Bid
		on waste segregation techniques and waste management.	Bidders to incorporate the related information in their write up.
iv.	Use of cleaning equipment that is energy-efficient to reduce environmental impact	Bidders shall provide cleaning equipment that comply with energy-efficiency standards (e.g., EU Energy Label, Energy Star or equivalent efficiency ratings) as far as technically and practically feasible (e.g., vacuum cleaners, floor scrubbers, pressure washers)	<ul style="list-style-type: none"> • Product technical datasheets or • Manufacturer certifications or • Equipment inventory list with efficiency ratings
2. SOCIAL CRITERIA			
i.	Adherence to national social regulations and standards	Bidders shall comply to the national social standards and legislations. The following are the basic requirements: <ul style="list-style-type: none"> • Employment Relations Act 2008 & Worker’s Rights Act 2019 • Occupational Safety and Health Act 2005 • Equal Opportunities Act 2008 	Bidders to incorporate the related information in their write up.
ii.	Fulfilment of social security obligations	Bidders shall fulfill obligations relating to the payment of statutory contributions in accordance with the legal provisions of Mauritius.	Bidders to incorporate the related information in their write up.
iii.	Capacity to provide a safe working environment for cleaning staff	The bidder shall demonstrate good practices pertaining to the health and safety of staff, in compliance with applicable laws and regulations in Mauritius (Refer to Section 1: Instructions to Bidders, Sub-Section A: General, Part 12: Technical Proposal, 12.1 (c) Safety & Health Policy.	Bidders to incorporate the related information in their write up.
iv.	Training of staff to carry out the contract in a sustainable manner	The Service provider should provide training to his staff in the areas listed below (not limited to): <ol style="list-style-type: none"> a. safe cleaning methods b. use of cleaning materials – quantities, storage c. material safety data sheets for various cleaning materials d. health & safety 	Bidders should provide details of staff training, together with other management measures routinely applied or List of training programme details and evidence of implementation OR Bidders to incorporate the related information in their write up.

SN	Sustainability Criteria	Verification Guidance	Documents to be submitted along with the Bid
3.	ETHICAL CRITERIA		
i.	Anti-Corruption & bribery	Bidders shall comply with the Financial Crimes Commission Act 2023	Bidders to incorporate the related information in their write up.
ii.	No Past Misconduct or Debarment	Bidders shall certify that he has not been suspended, debarred, or penalized for procurement fraud or misconduct	Bidders to incorporate the related information in their write up.

[letterhead paper of the Employer]

3. Letter of Acceptance

[date]

To: *[name and address of the Service provider]*

This is to notify you that your bid dated *[date]* for execution of the *[name of the Contract and identification number, as given in the Special Conditions of Contract]* for the Contract Price of the equivalent of *[amount in numbers and words] [name of currency]*, as corrected and modified in accordance with the Instructions to Bidders, is hereby accepted by *(insert name of Employer)*.

The contract shall be for an initial period of months effective as from for the following sites: *(insert list of sites, details of guards, shift hours and rates)*

The contract is renewable after the initial period ofmonths, at fixed rates, subject to your satisfactory performance.

We look forward to obtaining the Performance Security in the form of a Bank/insurance company Guarantee as per the format enclosed herein for an amount of Rs..... and the enclosed contract duly signed within 21 days from your receipt of this Notification. The Performance Security shall remain valid until a date 28 days from the Completion Date of the Contract.

You are hereby instructed to proceed with the execution of the said contract for the provision of Services in accordance with the Contract documents.

You may also note that failure on your part to sign the contract and submission of the Performance Security in the prescribed time will constitute sufficient ground for the cancellation of the award and execution of your Bid Securing Declaration.

Authorized Signature: _____
 Name and Title of Signatory: _____
 Name of Service Provider: _____

Enclosure: Contract (in two originals)

3. Form of Contract

[letterhead paper of the Employer]

LUMP-SUM REMUNERATION

This CONTRACT (hereinafter called the “Contract”) is made the *[day]* day of the month of *[month]*, *[year]*, between, on the one hand, *[name of SICOM]* (hereinafter called the “Employer”) and, on the other hand, *[name of Service Provider]* (hereinafter called the “Service Provider”).

[Note: In the text below text in brackets is optional; all notes should be deleted in final text. If the Service Provider consist of more than one entity, the above should be partially amended to read as follows: “...(hereinafter called the “Employer”) and, on the other hand, a joint venture consisting of the following entities, each of which will be jointly and severally liable to the Employer for all the Service Provider’s obligations under this Contract, namely, [name of Service Provider] and [name of Service Provider] (hereinafter called the “Service Provider”).]

WHEREAS

- (a) the Employer has requested the Service Provider to provide certain Services as defined in the General Conditions of Contract attached to this Contract (hereinafter called the “Services”);
- (b) the Service Provider, having represented to the Employer that they have the required professional skills, and personnel and technical resources, have agreed to provide the Services on the terms and conditions set forth in this Contract at a contract price of.....;

NOW THEREFORE the parties hereto hereby agree as follows:

1. The following documents shall be deemed to form and be read and construed as part of this Agreement, and the priority of the documents shall be as follows:
 - (a) the Letter of Acceptance;
 - (b) the Service Provider’s Bid;
 - (c) the General Conditions of Contract;
 - (d) the Scope of Service and Performance Specifications;
 - (e) the Activity Schedule; and
 - (f) the following Appendices: *[Note: If any of these Appendices are not used, the words “Not Used” should be inserted below next to the title of the Appendix and on the sheet attached hereto carrying the title of that Appendix.]*

Appendix A: Description of the Services

Appendix B: Schedule of Payments

Appendix C: Key Personnel and Subcontractors

- 2. The mutual rights and obligations of the Employer and the Service Provider shall be as set forth in the Contract, in particular:
 - (a) the Service Provider shall carry out the Services in accordance with the provisions of the Contract; and
 - (b) the Employer shall make payments to the Service Provider in accordance with the provisions of the Contract.

IN WITNESS WHEREOF, the Parties hereto have caused this Contract to be signed in their respective names as of the day and year first above written.

For and on behalf of *[name of Employer]*

[Authorized Representative]

For and on behalf of *[name of Service Provider]*

[Authorized Representative]

[Note: *If the Service Provider consists of more than one entity, all these entities should appear as signatories, e.g., in the following manner:]*

For and on behalf of each of the Members of the Service Provider

[name of member]

[Authorized Representative]

[name of member]

[Authorized Representative]

4. Performance Security (Bank/insurance company Guarantee)

.....[Bank/insurance company's Name and Address of Issuing Branch or Office].....

Beneficiary:[Name and Address of SICOM]

Date:.....

PERFORMANCE GUARANTEE No.:.....

We have been informed that[name of the Supplier]..... (hereinafter called "the Contractor") has entered into Contract No.....[reference number of the Contract]..... dated..... with you, for the execution of [name of Contract and brief description of goods](hereinafter called "the Contract").

Furthermore, we understand that, according to the conditions of the Contract, a performance security is required.

At the request of the Contractor, we [name of Bank/insurance company]hereby irrevocably undertake to pay you any sum or sums not exceeding in total an amount of [amount in figures (amount in words)]..... such sum being payable in the types and proportions of currencies in which the Contract Price is payable, upon receipt by us of your first demand in writing accompanied by a written statement stating that the Contractor is in breach of its obligation(s) under the Contract, without your needing to prove or to show grounds for your demand or the sum specified therein.

This guarantee shall expire not later than twenty-eight days from the date of issuance of the Certificate of Completion/Acceptance Certificate, calculated based on a copy of such Certificate which shall be provided to us, or on the.....day of,, whichever occurs first. Consequently, any demand for payment under this guarantee must be received by us at this office on or before that date.

.....**Seal of bank/insurance company and Signature(s)**.....

5. Check List for Bid Submission

	List of documents	Please tick
(a)	Bid Form duly filled as per format in Section II;	
(b)	Qualification Information Form duly filled as per format in Section II together with: <ul style="list-style-type: none"> (i) Copy of legal status of Bidder; (ii) Evidence certifying that the signatory of the bid may commit the bidder, where applicable; (iii) Balance sheets, profit and loss statements or Auditor’s Reports or Financial Statements for the last three years; (iv) Statement of Compliance with the eligibility criteria as per ITB 3.1. (v) Undertaking of compliance for payment of salaries and wages as per ITB 4.2 (d) and (vi) Documents described in ITB 13.1 to enable technical evaluation to be carried as per the criteria mentioned in Section VI. 	
(c)	Priced Activity Schedule as per format contained in Section IV; and	
(d)	Documents as per Section VI: Schedules (Part 2. Sustainability Criteria)	

Bidders are cautioned that the above Check List is meant to assist them in submitting a bid which is complete but the onus is on them to read carefully the bidding documents and to ascertain that their bids contain all the necessary documents that have been requested in the bidding documents and that they have forwarded all the data and references needed to assess their merits as per the technical evaluation criteria.

Schedule A: Duties for Service Provider and Operators

Schedule B: Key Performance Indicator (KPI) for Cleaning Service Provider

SCHEDULE A**DETAILS OF THE SPECIFICATIONS AND PERFORMANCE REQUIREMENTS FOR SERVICE PROVIDER FOR SICOM BUILDING 1, SICOM BUILDING 2, SICOM TOWER, EBENE, EX HAREL MALLAC BUILDING, EX REY LENFERNA BUILDING, ARCHIVE AT COROMANDEL AND SICOM BRANCHES**

S/N	DUTIES	TASK/DESCRIPTIONS	FREQUENCY	BY WHOM
A	Cleaning	1- Cleaning and disinfecting of all toilets 2- Cleaning and disinfecting of all sanitary equipment like WC pan, WC tank, toilet paper holder, hand basin, urinals, small window openings, nacos window, sinks, bins, hand dryers and any other items 3- Cleaning of all areas on all floors. 4- Cleaning of reception areas including furniture. 5- Cleaning of all lobbies, handrails 6- Cleaning of all curtains, all wallpapers and false ceilings 7- Cleaning of all blinds 8- Cleaning of all office furniture 9- Cleaning and disinfecting of all telephones 10- Cleaning of all kitchens, kitchens equipment and cupboards 11- Cleaning of rollers shutters 12- Cleaning of all pavements including high pressure cleaning 13- Vacuum cleaning and dusting of all rugs and carpets 14- Sweeping, mopping and scrubbing of floors 15- Cleaning of CCTV room 16- Cleaning of security post including toilets, fan and telephone 17- Cleaning of gardeners' store 18- Cleaning of bin door 19- Cleaning of maintenance room 20- Cleaning of generator room	Daily	Cleaning operators

S/N	DUTIES	TASK/DESCRIPTIONS	FREQUENCY	BY WHOM
		<p>21- Cleaning of pump room 22- Cleaning of risers 23- Cleaning of lift room 24- Cleaning of AC ledge 25- Cleaning of MLVP room 26- Cleaning of drains and floor drain 27- Cleaning of manholes 28- Cleaning of Fencings 29- Cleaning of balconies and open terraces 30- Cleaning of other items related to maintenance activities 31- Pressure cleaning on outdoor flooring 32- Pressure cleaning to façade and Alucobond panels 33- Cleaning of walls paintworks 34- Cleaning of glass, metal works and aluminium 35- Cleaning of Entrance, Lift lobbies, Corridors, staircase, Emergency staircase, exit doors 36- Cleaning of parking areas, walkways, loading areas 37- Cleaning of roof 38- Cleaning of internal areas on an urgent basis as and when required. Service provider must attend urgent issues promptly with the maximum number of staff 39- Removal of dust on plants</p> <p>N.B. Alertness should be increased on bad weather. Appropriate action should be taken. Additional operators should be provided to cope with the hectic situation.</p>		Cleaning operators

S/N	DUTIES	TASK/DESCRIPTIONS	FREQUENCY	BY WHOM
B	Toilet Amenities- Liquid Soap, Toilet Paper, Air Fresheners	<p>1- To provide liquid soap for every soap dispenser in each toilet, with a continuous supply of liquid soap. The liquid soap provided must be of MSDS norm so as to avoid health issues.</p> <p>2- To supply toilet paper (Jumbo size of 30 cms diameter and standard rolls) to all toilets in all premises. The toilet paper will have to conform to the specification of the Mauritius Standards Bureau for toilet paper – revised version of MS 49:2006.</p> <p>3- To supply Air Freshener. The Service Provider shall provide Air Freshener in all toilets. The Air Freshener must be of good quality such as Racasan brand or acceptable equivalent and to be replaced on every Mondays and Thursdays. Air Freshener spray must also be used when cleaning common areas</p> <p>4- To provide Cleaning Detergents for all the Toilets and Kitchens (Dishwashing liquid, spontex, pinky in all kitchens as well as drain cleaner in case of clogging sinks in kitchen).</p> <p>Certificate of conformity for (1) Liquid Soap (2) Toilet paper and (3) Air freshener must be provided every year.</p>	4 times per day	Service Provider
C	Refuse Bags, Refuse Collection and Disposal	<p>1- To supply refuse bags daily for each bins and also as and when requested. The bags provided must be biodegradable. The Service Provider shall ensure that refuse bags and bins are used by all and establish a clear, written policy for refuse collection. Refuse must only be stored in properly sealed bags and must be disposed of</p>	Daily	Supervisor

S/N	DUTIES	TASK/DESCRIPTIONS	FREQUENCY	BY WHOM
		<p>daily by arrangement with the local authorities. The refuse room must be kept clean and orderly at all times. The Service Provider should make use of large fibre glass bins on wheels for storage of refuse prior to collection on appointed days. Relevant products shall be regularly sprayed to ensure the absence of smell, flies and rats in the room.</p> <p>2- Service provider must also provide refuse bags to other departments as and when requested. Refuse bags and other debris shall be always kept inside the bin area.</p>		
D	Indoor Gardening Services	<p>1- The service provider shall provide indoor gardening services.</p> <p>The intervention areas are:</p> <ul style="list-style-type: none"> - Reception - Corridors - Lift Lobbies - Flower box, flowerpots, plant pots and other specific areas 	Daily	Operators
E	Outdoor Gardening Services	<ul style="list-style-type: none"> 1- Watering of Plants 2- Planting of New Trees/plants supplied by Client on an as and when required. 3- Cutting and trimming of trees/ plants. 4- Maintaining plants in a good healthy condition. 5- Spraying fertilisers / insecticides weekly 6- Sweeping of yard 7- Collection and removal of garbages, dusts/dirts or any such unwanted objects from anywhere in the parking area, green areas insides and outside the compound. 	Daily	Operators

S/N	DUTIES	TASK/DESCRIPTIONS	FREQUENCY	BY WHOM
F	Feminine Hygiene	<p>(1) Service provider shall provide sanitary bins in all ladies toilet.</p> <p>(2) Bins must be replaced on fortnight basis/ as and when required.</p> <p>(3) Daily check is required to ensure that the sanitary bins are in good working condition all the times.</p>	Fortnight	Supervisor
G	Safety and Health	<p>The Service Provider shall be responsible for the Safety and Health of his workers and provide them with the necessary personal protective equipment (PPE). This includes providing PPEs, such as face masks, hand sanitizers, gloves, and any other items required to maintain a safe working environment. The Service Provider must ensure that all workers adhere to safe working practices in accordance with the Occupational Safety and Health Act 2005 and its associated regulations.</p>	Daily	Supervisor
H	Miscellaneous Cleaning Services	<ol style="list-style-type: none"> 1. The service provider shall provide urgent cleaning services for onsite works /projects. Such works are usually carried out occasionally from Friday to Sunday and public holidays. 2. The service provider shall provide any other urgent cleaning services as and when required. 3. The service provider shall provide transport services to its operators. 4. Tea lady shall be provided as and when required for special occasions. The number of tea ladies required shall be around 3-4. 	As and when required	Supervisor

SCHEDULE B
Key Performance Indicator (KPI) For Cleaning Service Provider

SN	Element	KPI	KPI Target for each month	KPI Scores	Actual KPI Score
1	Provision of Amenities to Different Buildings	Failure to provide Amenities to all Buildings of SICOM on a monthly basis	0	0 failure – 10 points 1 failure – 8 points 2 failures – 6 points 3 failures – 4 points >3 failures- 0	
2	Cleaning as per duties listed in Schedule A	Failure to effect cleaning properly a all the duties listed in schedule A.	0	0 failure – 10 points 1 failure – 8 points 2 failures – 6 points 3 failures – 4 points >3 failures- 0	
3	Lighting and Ceiling	Presence of pollutant (dust, stains and cobwebs)	0	0 Presence – 5 points 1 Presence – 4 points 2 Presences – 1 point >2 Presences- 0	
4	Toilets	Presence of Dirt on mirrors and Damp Floor on daily basis	0	0 Presence – 5 points 1 Presence – 4 points 2 Presences – 1 point >2 Presences- 0	
5	Checklists	Checklists as described in Section III, Clause 3.3 on page 25, not filled on a daily, fortnight or monthly basis.	0	0 Failure – 5 points 1 Failure – 4 points 2 Failures – 1 point >2 Failures- 0	
6	Terraces & Maintenance Areas	Presence of Dust, Stains, stagnant water, Debris, rubbish and leaves, on a daily basis	0	0 Presence – 5 points 1 Presence – 4 points 2 Presences – 1 point >2 Presences- 0	

SN	Element	KPI	KPI Target for each month	KPI Scores	Actual KPI Score
7	Plants and Flowerpots interior Buildings	Failure to treat plants properly on a daily basis	0	0 failure – 5 points 1 failure – 4 points 2 failures –1 point >2 failures- 0	
8	Garbage and debris	Failure to Remove all garbage/debris and carting away on a daily basis		0 failure – 10 points 1 failure – 8 points 2 failures – 6 points >2 failures- 0	
9	Windows and Facade	Failure to remove all traces of visible dirt on a daily basis	0	0 failure – 5 points 1 failure – 4 points 2 failures –1 point >2 failures - 0	
10	Gardening services	Failure to provide gardening services as per schedule A, on a daily basis.	0	0 failure –10 points 1 failure – 8 points 2 failures – 6 points >2 failures- 0	
11	Feminine Hygiene	Failure to replace sanitary bins on a Fortnight basis	0	0 failure – 10 points 1 failure – 8 points 2 failures – 6 points >2 failures- 0	
12	Roof Cleaning	Failure to clean roof daily	0	0 failure – 5 points 1 failure – 4 points 2 failures – 1 point >2 failures- 0	
13	Cleaning Services for On site works/projects	Failure to provide cleaning services from Friday to Sunday and public holidays, as and when required	0	0 failure – 10 points 1 failure – 8 points 2 failures – 6 points >2 failures- 0	

SN	Element	KPI	KPI Target for each month	KPI Scores	Actual KPI Score
14	Urgent Cleaning Services	Failure to provide urgent cleaning services promptly, as, and when required	0	0 failure – 5 points 1 failure – 4 points 2 failures – 1 point >2 failures- 0	
			TOTAL	100 points (Maximum)	