



REQUEST FOR PROPOSALS Supply of CLEANING SERVICES IN SCCI HEAD QUARTERS, EXPO CENTER SHARJAH, TEJARA 1 AND TEJARA 2, AL DHAID SHOPPING MALL



Contract duration: 2 Years

Bid issue date:

Deadline for submission of proposals:

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Instruction to Bidders

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

1 -SITE SURVEY

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

Date of Site Survey:

Time of Site Survey:

Contact Person: RAJAGOPAL (SCCI BUILDING, 0523973958)

SHASHI KUMAR (TEJARA 1, TEJARA 2 AND NEW PARKING BUILDING, 0556754539)

AJEESH (AL DHAID SHOPPING MALL, 0558520933,065938595)

CLEMENT VARGHESE (SHARJAH EXPO CENTER, 0551271592,065096092)

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

2 - Packing and Labelling of Proposals

Each submitted proposal must comprise a technical offer and a financial offer, each of which must be submitted separately in sealed envelopes. And required soft copies also for both.

3 -Submission of Proposals

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

Noura Jasim Almaazmi, (noura@sharjah.gov.ae) 065938774

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

Or

Homaira Asad, (homaira@sharjah.gov.ae)
Procurement Executive,
Sharjah Chamber of Commerce and Industry,
Post Box No. 580, Sharjah, UAE.

Or

Maryam Murad, (maryamm@sharjah.gov.ae)
Procurement Executive,
Sharjah Chamber of Commerce and Industry,
Post Box No. 580, Sharjah, UAE.

Note: Any deviation from instructions (e.g., unsealed envelopes or references to price in the technical offer) is to be considered a breach of the rules and will lead to rejection of the proposal. The pages of the Technical and Financial offers must be numbered.

4 - Proposal Contents

4.1 Technical offer

The Technical offer must include the following documents:

- 1. Table of contents, including page numbers.**
- 2. Full contact details of the key person in the company in case of any clarification requirements.**
- 3. Letter of Submission on the contractor's letterhead signed and stamped by the person in charge or company's authorized representative acknowledging the supplier's agreement of the terms and conditions of this RFP and certifying that all information offered in the submitted proposal are true, accurate, and complete.**
- 4. An executive technical summary including Items, Technical Specifications (Bill of Quantities) unpriced, demonstrating the supplier understands of the RFP's requirement, including the specification of requested item, delivery and installation schedule.**
- 5. Copy of valid trade license / legal registration, Documents/agency registration in the UAE**

6. Business references from different clients show that the supplier has a satisfactory performance record. Supplier is required to include details of points of contact (name, address, telephone number, etc.) for such references.
7. Quality accreditation certificates if any.

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

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

4.2 Financial offer

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

- Payments under this contract will be made in U.A.E currency (DHS).
- The hard copy of the priced list should be submitted stamped and signed.
- Soft Copy (CD) of financial offer

5- RFP Terms and Conditions

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

6 - Incomplete and Late Offers:

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

7 - Inquiries

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

Contact Name: G. Rajagopal

E Mail : rgopal@sharjah.gov.ae

Phone No : 0523973958, 065938592

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

8 - Alteration of Proposals

Suppliers may alter their proposals by written notification prior to the deadline for submission of proposals stated in this RFP. No proposals may be altered after this deadline.

9 - Bidder Responsibility

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

- a) To consider federal and local laws and regulations that may affect costs, progress, performance or furnishing of the service.
- b) To study and carefully correlate supplier's knowledge and observations with the contract documents and such other related data.
- c) To promptly notify the section Head of Procurement & Services Sector of all conflicts, errors, ambiguities, or discrepancies which supplier has discovered in or between the contract documents and such other related documents.

10 - Eligible Bidder

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

11- Clarification

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

12 - Evaluation of proposals

Technical evaluation of bids

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

13 – Amendments

During the proposal submission period, if the SCCI decides to modify/change any requirements of the RFP, the modifications shall be released through the issuance of an amendment to the RFP. Any amendment will be issued in writing and will be sent to all suppliers.

14 - Confidentiality

The entire evaluation procedure is confidential, and all proposals are for official use only and may be communicated neither to the bidders nor to any party other than the SCCI.

15 -Ownership of Proposals

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

16 -Bid Cancellation

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

17 - Discussion/Negotiation

Although proposals may be accepted and a contract awarded without discussion, the SCCI may initiate discussions should clarification or negotiation be necessary. Bidders should be prepared to provide qualified personnel to discuss technical and contractual aspects of the proposal.

18- THE CLEANING WORKS DESCRIPTION

Daily cleaning works

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

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

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

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

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

Cleaning and washing garbage collection rooms with detergents and disinfectants.

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

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

Using deodorants and disinfectants in the toilet's bowls and urinals.

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

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

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

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

Removing and cleaning stains from the walls whenever so required.

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

Weekly Cleaning Works

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

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

Cleaning of doors and windows glass internally and externally.

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

Machine brushing of car parking area.

Cleaning and keeping clean the building external appearance.

Cleaning of the external light glass cover.

Fortnight Cleaning Works

Polishing of wooden furniture

Removing dust from high places, horizontal surfaces and shelves.

Removing dust from portraits and photos and polishing it.

Tiles cleaning, washing and buffing.

Monthly Cleaning Works:

Machine scrubbing or rubbing for floors whenever so required.

Furniture cleaning.

Full cleaning of toilets and kitchens with chemicals.

Cleaning of windowpanes or slides, glasses and frames internally and externally.

Removing stains from carpets.

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

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

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

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

Cleaning of all the sign boards inside and outside building.

Cleaning of all drain gutters in the basement parking.

Cleaning of the roof floor and rain water drain points.

Half Yearly Cleaning Works:

Carpet shampooing

The cleaning shall cover offices on the ground floor, offices on the first floor, stairs, lift parlors, roofs, car parking areas and external yards.

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

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


19- MANPOWER SCHEDULE

The manpower required for the schedule given below. Please note that all sites required manpower with consumables except SHARJAH EXPO CENTER. For EXPO CENTER, consumables required except tissues.





LOCATION	NO. OF CLEANERS	NO. OF DAYS
SCCI (CONSUMABLES INCLUDED)	MALE CLEANER : 1 NOS FEMALE CLEANER: 3 NOS	5 DAYS/WEEK
	MALE CLEANER : 7 NOS FEMALE CLEANER: 2 NOS SUPERVISOR: 1 NO	7 DAYS/WEEK
EXPO CENTER SHARJAH (CONSUMABLES INCLUDED EXCEPT TISSUE)	MALE CLEANER: 4 NOS FEMALE CLEANER: 4 NOS SUPERVISOR: 1 NO	7 DAYS/WEEK
TIJARA 1 (CONSUMABLES INCLUDED)	MALE CLEANERS: 1 NO FEMALE CLEANERS: 1 NO	7 DAYS/WEEK
TEJARA 2 (CONSUMABLES INCLUDED)	MALE CLEANRES: 1 NO FAMALE CLEANERS: 1 NOS	7 DAYS/WEEK
AL DHAID SHOPPING MALL (CONSUMABLES INCLUDED)	MALE CLEANRES: 1 NO FAMALE CLEANERS: 1 NOS	7 DAYS/WEEK


20- MACHINERY LIST (FOR SCCI)

CLEANING MACHINE LIST

SI NO	MACHINE	QUANTITY	IMAGE
1	RIDE ON MACHINE	1	

2	WALK BEHIND MACHINE	1	
3	CARPET EXTRACTOR	1	
4	ULTRA HIGH SPEED BUFFING MACHINE	2	
5	SCRUBBING MACHINE	2	
6	WET AND DRY SUCKING MACHINE	3	






7	VACUUM CLEANER	5	
8	CLEANING SERVICE TROLLEY	2	
9	MOP TROLLEY DOUBLE	5	
10	MOP TROLLEY SINGLE	10	



11	AIR BLOWER FOR CARPET DRYING	2	
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MACHINERY LIST (FOR EXPO CENTER)

CLEANING MACHINE LIST

SI NO	MACHINE	QUANTITY	IMAGE
1	RIDE ON MACHINE	1	
2	WALK BEHIND MACHINE	1	
3	CARPET EXTRACTOR	1	

4	ULTRA HIGH SPEAD BUFFING MACHINE	2	
5	SCRUBBING MACHINE	2	
6	WET AND DRY SUCKING MACHINE	3	
7	VACUUM CLEANER	5	
8	CLEANING SERVICE TROLLY	2	

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