

REQUEST FOR PROPOSAL

RFP number	<i>TCO/CLEANING/2019/065</i>
Project Name	<i>TCO COMPREHENSIVE CLEANING SERVICES</i>
Procuring Agency	<i>Bank of Bhutan Limited</i>
Last Time and Date of Submission	<i>3:00 PM and 02/10/2019</i>



	TABLE OF CONTENTS	Page
SECTION I	INVITATION TO TENDER	1
SECTION II	TABLE OF CONTENTS	2
	INSTRUCTIONS TO BIDDERS	3
	APPENDIX TO INSTRUCTIONS TO BIDDERS	11
SECTION III	GENERAL CONDITIONS OF CONTRACT	15
SECTION IV	SPECIAL COND1TIONS OF CONTRACT	18
SECTION V	SCHEDULE OF REQUIREMENTS	19
SECTION VI	DESCRIPTION OF SERVICES	20
SECTION VI	STANDARD FORMS	23
APPENDIX I	GENERAL FLOOR LAYOUT	35
	FORM OF BID	24
	BILL OF QUANTITIES	26
	CONTRACT FORM	46
	CONFIDENTIAL BUSINESS FORM	47
	LIST OF CLIENTS	51
	INTEGRTIY PACT STATEMENT	52

NOTICE INVITING TENDER

TCO/CLEANING/RED-BoBL/2019/065

13/09/2019

Bank of Bhutan Limited (BoBL) Corporate Head Office invites sealed bids from eligible firms for the provision of Comprehensive Cleaning Services for the new Corporate Office building at Norzin Lam for a period of 24 months.

Name of the work	Bid No	EMD (Nu.)	Bidders Cost (Nu.)
TCO COMPREHENSIVE CLEANING SERVICES	TCO(CLEANING)/2019/065	50,000	1,000

Bidding will be conducted through the National Competitive Bidding procedure. Interested and eligible bidders may obtain further information and inspect the bidding documents at the address given below:

Head, Real Estate and Administration Division, BoBL HO, Babesa, Thimphu, Tel 02-334333

A complete set of bidding documents in English may be purchased on submission of a copy of valid trade license to the address given above. Documents will be available for sale or downloaded from www.bob.bt till 1:00PM on 02/10/2019. Please note that the payment for the document should be made prior to submission of the bid. Bid submitted without prior payment for the cost of bidders will not be accepted. For more details please visit <http://www.bob.bt>

Bidders are invited for a site visit on Thursday 26th September, 2019 at 11.00 AM to verify details and scope of services. Bids must be delivered to the address given above on or before 3:00PM on 02/10/2019 and will be opened on the same day at 4:00 PM, at the conference hall, BoBL Head Office, Babesa, Thimphu

For Bank of Bhutan Limited

SECTION II – INSTRUCTIONS TO BIDDERS

TABLE OF CONTENTS	Page
2.1 Eligible Bidders	3
2.2 Cost of bidding	3
2.3 Contents of bid document	3
2.4 Clarification of Bid document	4
2.5 Amendment of bid document	4
2.6 Language of bid	4
2.7 Documents comprising the bid	4
2.8 Form of bid	4
2.9 Bid prices	5
2.10 Bid currencies	5
2.11 Bid eligibility and qualifications	5
2.12 Bid security	5
2.13 Validity of bid	6
2.14 Format and signing of bid	6
2.15 Sealing and marking of bid	6
2.16 Deadline for submission of bid	7
2.17 Modification and withdrawal of bid	7
2.18 Opening of bids	7
2.19 Clarification of bids	8
2.20 Preliminary Examination	8
2.21 Conversion to other currencies	8
2.22 Evaluation and comparison of bids	8
2.23 Contacting the procuring entity	9
2.24 Award criteria	9
2.25 Notification of award	10
2.26 Signing of Contract	10
2.27 Performance security	10
2.28 Corrupt or fraudulent practices	10

SECTION II - INSTRUCTIONS TO BIDDERS

2.1 Eligible bidders

- 2.1.1. This Invitation to bid is open to all bidders eligible who are a registered firm for cleaning services under the MoEA . Successful bidders shall provide the services for the stipulated duration from the date of commencement (hereinafter referred to as the term) specified in the bidders documents.
- 2.1.2. Bidders shall provide the qualification information statement that the bidders (including all members, of a joint venture and subcontractors) is not associated, or have been associated in the past, directly or indirectly, with a firm or any of its affiliates which have been engaged by the Bank to provide consulting services for the preparation of the design, specifications, and other documents to be used for the procurement of the services under this Invitation for bidders.
- 2.1.3 Bidders involved in corrupt or fraudulent practices or debarred from participating in public procurement shall not be eligible.

2.2 Cost of bidding

- 2.2.1 The Bidders shall bear all costs associated with the preparation and submission of its bid, and the procuring entity, will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.
- 2.2.2 The cost of the bid document is Nu. 1,000 payable prior to the submission of the bid. Bid submitted without prior payment for the cost of bidders will not be accepted and/or disqualified.

2.3 Contents of bidding documents

- 2.3.1. The bidding document comprises of the documents listed below and addenda issued in accordance with clause 5 of these instructions to bidders.
 - i) Instructions to bidders
 - ii) General Conditions of Contract
 - iii) Special Conditions of Contract
 - iv) Schedule of Requirements
 - v) Details of service
 - vi) Form of bid
 - vii) Price schedules
 - viii) Contract form
 - ix) Confidential business questionnaire form
 - x) Performance security form
 - xi) Integrity Pact Statement
- 2.3.2. The Bidders are 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 not substantially responsive to the bidders documents in every respect will be at the bidders risk and may result in the rejection of the bid.

2.4 Clarification of Documents

- 2.4.1. A prospective firm making inquiries of the bid document may notify the Bank in writing or by post, fax or email at the Bank's address indicated in the Invitation for bid. The Bank will respond in writing to any request for clarification of the bidders documents, which it receives no later than seven (7) days prior to the deadline for the submission of bid, prescribed by the Bank. Written copies of the Bank's response (including an explanation of the query but without identifying the source of inquiry) will be sent to all prospective bidders who have received the bid documents.
- 2.4.2. The procuring entity shall reply to any clarifications sought by the bidders within 3 days of receiving the request to enable the bidders to make timely submission of the bidders

2.5 Amendment of documents

- 2.5.1. At any time prior to the deadline for submission of bid, the Procuring entity, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, may modify the bid documents by issuing an addendum.
- 2.5.2. All prospective bidders who have obtained the bid documents will be notified on the amendment by post, fax or email and such amendment will be binding on them.
- 2.5.3. In order to allow prospective bidders reasonable time in which to take the amendment into account in preparing their bids, the Procuring entity, at its discretion, may extend the deadline for the submission of bids.

2.6 Language of bid

- 2.6.1. The bid prepared by the bidders, as well as all correspondence and documents related to the bidders exchanged by the bidders and the Procuring entity shall be written in English language.

2.7 Documents Comprising the Bid

The bids prepared by the bidders shall comprise the following components:

- (a) A Bid Form and a Price Schedule completed in accordance with paragraph 9, 10 and 11 below.
- (b) Documentary evidence furnished in accordance with Clause 2.11 that the bidders is eligible;
- (c) Bidders security furnished is in accordance with Clause 2.12
- (d) Confidential business questionnaire
- (e) all documents in support of the technical proposal

2.8 Form of Bid

- 2.8.1 The bidders shall complete the Form of Bid and the appropriate Price Schedule furnished in the bidders documents, indicating the services to be performed.

2.9 Bid Prices

- 2.9.1 The bidders shall indicate on the Price schedule the unit prices where applicable and total bid price of the service it proposes to provide under the contract.
- 2.9.2 The quoted price shall be inclusive of all the taxes.
- 2.9.3 Prices quoted by the bidders shall remain fixed during the term of the contract unless otherwise agreed by the parties. A bid submitted with an adjustable price quotation will be treated as non-responsive and will be rejected.
- 2.9.5 Where contract price variation is allowed, the variation shall not exceed 20% of the original contract price.
- 2.9.6 Price variation requests shall be processed by the procuring entity within 30 days of receiving the request.

2.10 Bid Currency

- 2.10.1 Prices shall be quoted in Ngultrum.

2.11 Bidders Eligibility and Qualifications

- 2.11.1 Pursuant to Clause 2.1 the bidders shall furnish, as part of the bid, documents establishing the bidders' eligibility to bid and its qualifications to perform the contract if the bid is accepted.
- 2.11.2 The documentary evidence of the bidders qualifications to perform the contract if its bid is accepted shall establish to the Procuring entity's satisfaction that the bidders has the financial and technical capability necessary to perform the contract.

2.12 Bid Security

- 2.12.1 The bidders shall furnish, as part of its bid, a bid security for the amount and in form specified in the Invitation to bidders.
- 2.12.2 The bid security is required to protect the Procuring entity against the risk of Bidders' conduct which would warrant the forfeiture of security, pursuant to paragraph 2.12.7
- 2.12.4 The bid security shall be denominated in Ngultrum and shall be in the form of:
 - a) A Bank Guarantee.
 - b) Cash Warrant
 - c) Bankers Check
- 2.12.5 Any bid not secured in accordance with paragraph 2.12.1 and 2.12.3 will be rejected by the Procuring entity as non-responsive.
- 2.12.6 Unsuccessful bid security will be discharged or returned as promptly as possible, not later than thirty (30) days after the expiration of the period of bidders validity prescribed by the procuring entity.

2.12.7 The bid security of the successful bidders will be discharged upon the signing of the contract, pursuant to paragraph 2.26, and furnishing the performance security, pursuant to clause 2.37.

2.12.8 The bid security may be forfeited under the following:

- (a) If a bidder **withdraws** its bid **during** the period of bid validity specified by the Bank; or
- (b) In the case of a successful bidders, if the bidder fails:
 - (i) To sign the contract in accordance with paragraph 2.26.
 - or**
 - (ii) To furnish performance security in accordance with clause 2.27.
- (c) If the bidders rejects correction of an error in the bidders.

2.13 Validity of Bid

2.13.1 Bids shall remain valid for 90 days or as specified in the invitation to bidders after date of bid opening prescribed by the Procuring entity, pursuant to paragraph 2.18. A bid valid for a shorter period shall be rejected by the Procuring entity as non-responsive.

2.13.2 In exceptional circumstances, the Procuring entity may solicit the bidders consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. The bid security provided under paragraph 2.12 shall also be suitably extended. A bidder may refuse the request without forfeiting its bid security. A bidder granting the request will not be required nor permitted to modify its bidders.

2.14 Format and Signing of Bidders

2.14.1 The bidder shall prepare two copies of the bidders, clearly marking each "ORIGINAL" and "COPY," as appropriate. In the event of any discrepancy between the two, the original shall prevail.

2.14.2 The original and copy of the bid shall be typed or written in indelible ink and shall be signed by the bidder or a person or persons duly authorized to bind the bidder to the contract. All pages of the bids, except for un-amended printed literature, shall be initialed by the person or persons signing the bid.

2.14.3 The bids shall have no interlineations, erasures, or overwriting except as necessary to correct errors made by the bidder, in which case such corrections shall be initialed by the person or persons signing the bid.

2.15 Sealing and Marking of Bids

2.15.1 The bidders shall seal the original and copy of the bidders in separate envelopes, duly marked as "ORIGINAL" and "COPY." The envelopes shall then be sealed in an outer envelope. The outer envelopes shall:

- (a) Be addressed to the Procuring entity at the address given in the invitation to bidders

(b) Bear bidders number and name in the invitation to bidders and the words:
"DO NOT OPEN BEFORE 02nd OCTOBER 2019 AT 04.00 P.M."

2.15.2 The inner envelopes shall also indicate the name and address of the bidder.

2.15.3 If the outer envelope is not sealed and marked as required by paragraph 2.15.1, the Procuring entity will assume no responsibility for misplacement of the bidders.

2.16 Deadline for Submission of Bids

2.16.1 Bids must be received by the Procuring entity at the address specified in the appendix to instructions to bidders no later than 02nd October, 2019 at 3:00 PM.

2.16.2 The procuring entity may, at its discretion, extend this deadline for the submission of bid by amending the bid documents in accordance with paragraph 5, in which case all rights and obligations of the procuring entity and candidates previously subject to the deadline will thereafter be subject to the deadline as extended.

2.17 Modification and withdrawal of bids

2.17.1 The bidders may modify or withdraw its bid after the bid submission, provided that written notice of the modification, including substitution or withdrawal of the bidders is received by the procuring entity prior to the deadline prescribed for the submission of bids.

2.17.2 The Bidders' modification or withdrawal notice shall be prepared, sealed, marked, and dispatched in accordance with the provisions of paragraph 2.15. A withdrawal notice may also be sent by cable, but followed by a signed confirmation copy, post marked not later than the deadline for submission of bids.

2.17.3 No bid shall be withdrawn in between the deadline for submission of bid and the expiration of the period of bidders validity specified by the bidders on the Bid Form. Withdrawal of a bid during this interval may result in the forfeiture of the bid security.

2.17.5 The Bank, at any time may choose to cancel the procurement procedures before contract award such that it is not liable to any firm.

2.18 Opening of Bids

2.18.1 The bids will be opened at 4:00 PM on 02nd October, 2019 in the presence of bidders' representatives who choose to attend. The venue is Babesa HO conference room.

- 2.18.2 The bidders' names, modifications or withdrawals, bid prices, discounts, and the presence or absence of requisite bid security and other details as required by the Procuring Entity may be declared during the opening.

2.19 Clarification of bids

- 2.19.1 To assist in the examination, evaluation and comparison of bids, the Bank may at its discretion, ask the bidders for a clarification of its bids. The request for clarification and the response shall be in writing, and no change in the prices or substance shall be sought, offered, or permitted.
- 2.19.2 Any effort by the bidders to influence the procuring entity in the bid evaluation, bid comparison or contract award decisions may result in the rejection of the bidders.

2.20 Preliminary Examination and Responsiveness

- 2.20.1 The Bank will examine the bids to determine whether they are complete, whether any computational errors have been made, whether required securities have been furnished, whether the documents have been properly signed, and whether the bids are in order.
- 2.20.2 Arithmetical errors will be rectified on the following basis. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected. If the bidder does not accept the correction of the errors, the bid will be rejected, and the bid security forfeited. If there is a discrepancy between words and figures, the amount in words will prevail.
- 2.20.3 The Bank may consider any minor informality or non-conformity or irregularity in a bid which does not constitute a material deviation.
- 2.20.4 Prior to the detailed evaluation, pursuant to paragraph 2.22, the Bank will determine the substantial responsiveness of each bid to the bid documents. For purposes of these paragraphs, a substantially responsive bid is one which conforms to all the terms and conditions of the bid documents without material deviations.

2.22 Evaluation and comparison of bids

- 2.22.1 The Bank will evaluate and compare the bids which have been determined to be substantially responsive, pursuant to paragraph 2.20
- 2.22.2 The comparison shall be on the basis of both the financial and technical proposal.
- 2.22.3 The Bank's evaluation of a bid will take into account, in addition to the bid price, the following factors, in the manner and to the extent indicated in paragraph 2.22.4 and in the technical specifications:
- (a) Operational plan proposed in the bid;
 - (b) Deviations in payment schedule from that specified in the Special Conditions of Contract;

2.22.5 The bid evaluation committee shall evaluate the bidders within 30 days from the date of opening the bid.

2.22.6 To qualify for contract award, the bidders shall have the following:-

- (a) Necessary qualifications, capability experience, services, equipment and facilities to provide what is being procured.
- (b) Legal capacity to enter into a contract for procurement
- (c) Shall not be insolvent, bankrupt or in the process of being wound up and is does not have legal proceedings relating to the foregoing
- (d) Shall not be debarred from participating in public procurement.

2.23. Contacting the procuring entity

2.23.1 Subject to paragraph 2.19, no bidder shall contact the procuring entity on any matter relating to its bid, from the time of the bid opening to the time the contract is awarded.

2.23.2 Any effort by a bidder to influence the procuring entity in its decisions on bid evaluation, bid comparison or contract award may result in the rejection of the bid.

2.24 Award of Contract

a) Post qualification

2.24.1 In the absence of pre-qualification, the Bank will determine to its satisfaction whether the bidders that is selected as having submitted the lowest evaluated responsive bidders is qualified to perform the contract satisfactorily.

2.24.2 The determination will take into account the bidder's financial and technical capabilities. It will be based upon an examination of the documentary evidence of the bidders qualification submitted by the bidders, pursuant to paragraph 2.1.2, as well as such other information as the Bank deems necessary and appropriate.

2.24.3 An affirmative determination will be a prerequisite for award of the contract to the bidders. A negative determination will result in rejection of the bid, in which event the Bank will proceed to the next lowest evaluated bidder to make a similar determination of that bidder's capabilities to perform satisfactorily.

b) Award Criteria

2.24.4 Subject to paragraph 2.29 the Bank will award the contract to the successful bidder whose bid has been determined to be substantially responsive and has been determined to be the lowest evaluated bid.

2.24.5 The Bank reserves the right to accept or reject any bid and to annul the bidding process and reject any/all bids at any time prior to contract award, without thereby incurring any liability to the bidders or any obligation to inform the bidders of the grounds for the procuring entity's action. If the Bank determines that none of the bid is responsive, the Bank shall decide for further course of action.

- 2.24.6 If the Bank is being informed or learns on any false information given in the bid at any time, the contract shall be terminated and the bidder debarred from participating in future procurement. The performance security shall be forfeited.

2.25 Notification of award

- 2.25.1 Prior to the expiration of the period of bid validity, the Bank will notify the successful bidder in writing that the bid has been accepted.
- 2.25.2 The notification of award will signify the formation of the Contract subject to the signing of the contract between the bidder and the Bank and submission of the performance security. Simultaneously, the other bidders will be notified that their bids have not been successful.
- 2.25.3 Upon furnishing of the performance security by the successful bidder, the Bank will promptly notify each unsuccessful bidder and will discharge the bid security.

2.26 Signing of Contract

- 2.26.1 At the same time as the Bank notifies the successful bidders that its bid has been accepted, the Bank will simultaneously inform the other bidders that their bids have not been successful.
- 2.26.2 Within fourteen (14) days of receipt of the Contract Form, the successful bidder shall sign and date the contract and return it to the Bank.
- 2.26.3 The parties to the contract shall have it signed within 30 days from the date of notification of contract award unless there is an administrative review request.

2.27 Performance Security

- 2.27.1 Within thirty (30) days of the receipt of notification of award from the Bank, the successful bidder shall furnish the performance security in accordance with the Conditions of Contract, in the Performance Security Form provided in the bid documents.
- 2.27.2 Failure of the successful bidders to comply with the requirement of paragraph 2.29 or paragraph 2.30.1 shall constitute sufficient grounds for the annulment of the award and forfeiture of the bidders security, in which event the Bank may make the award to the next lowest evaluated or call for new bids.

2.28 Corrupt or Fraudulent Practices

- 2.28.1 The bidder shall sign and submit the attached Integrity Pact Statement.

APPENDIX TO INSTRUCTIONS TO THE BIDDERS

The following information for procurement of services shall complement or amend the provisions of the instructions to bidders. Wherever there is a conflict between the provisions of the instructions to bidders and the provisions of the appendix, the provisions of the appendix herein shall prevail over those of the instructions to bidders

Instructions to Bidders	Particulars of appendix to instructions to bidders	
2.1	Particulars of eligible bidders: Firms registered by the Ministry of Economic Affairs for building cleaning services	
2.10	Particulars of other currencies allowed. None	
2.11	Particulars of eligibility and qualifications documents of evidence required. Please see Mandatory requirements on 2.22 below	
2.12.1	Particulars of bid security: The amount of bid security is Nu. 50,000 and should be valid for a minimum of 120 days after the opening of the bidders	
2.12.4	Form of Bidders Security: The Bid Security shall be in form of a Guarantee from a reputed Bank, Cash Warrant or Bankers Check. Cash will not be accepted.	
2.13	Validity of Bid is 90 days after date of bid opening.	
2.14.1	Copies of Bidders Documents to be Submitted: One original and one copy	
2.16.1	Address of Receiving Bids: Completed Bid Documents should be submitted to the Head, ADMIN and RED, BOB Head Office, Babesa.	
2.22	Evaluation and comparison of Bids: The following evaluation criteria shall be applied not withstanding any other requirement in the bidders documents.	
	a) Mandatory Requirements (MR)	
	The following requirements must be met by the bidders	
	No.	Requirements Responsive or Not
		Responsive
	MR1	Must Submit a copy of certificate of Registration/Incorporation
	MR2	Must Submit a copy of Valid Tax Compliance certificate
	MR3	Must Fill the Price Schedule in the Format provided
	MR4	Must Fill the Form of Bi in the Format provided
	MR5	Must submit a Bid Security in the format provided
	MR6	Must submit a dully filled up Confidential Business Questionnaire in format provided

Particulars of appendix to instructions to bidders			
At this stage, the bid will either be responsive or non-responsive. The non-responsive submission will be eliminated from the entire evaluation process and will not be considered further.			
b) Technical Score (TS) This section (Technical Evaluation) will be marked out of 100 and will determine the technical score (TS)			
No.	Requirements Responsive or Not	Weighting Score	Responsive
T.S.1	Number of years in Cleaning business	<ul style="list-style-type: none"> • 5 years and above - 15 points • 4 – 4.99 years - 12 points • 3 – 3.99 years – 9 points • 2 - 2.99 years – 6 points • 3 months to 1.99 years – 3 points • Less than 3 months – 0 	15
T.S.2	Provide a list of clients and references to which the company has done similar services in the last five years.	<ul style="list-style-type: none"> • references letters from: <ul style="list-style-type: none"> • 3 Clients or more - 15 points • 2 Clients – 10 points • 1 Client – 5 points. 	15
T.S.3	Financial Stability	Provide the last tax clearance certificate	5
T.S.4	Provide details of any relevant certifications and/or trainings. Such certifications / trainings may be for your company or for your individual staff as relevant to providing cleaning services. <i>Attach evidence.</i>	<ul style="list-style-type: none"> • 3 certifications and/or trainings with proof- 10 points • 2 certifications and/or trainings with proof- 8 points • 1 certification and/or training with proof- 6 points 	10
T.S.5	Certificates of Good Conduct	security clearance of employees (1 mark for each employee)	10
T.S.6	Cleaning Equipment and accessories owned by the firm and to be directly assigned to BoBL during the contract period	Provide details / list of at least five major cleaning equipment and accessories as per clients' requirement and explain what they will be used for. (2 marks for each)	15
T.S.8	No of Cleaning staff to be deployed	<ul style="list-style-type: none"> • 10 and above – 10 points • 9 staff – 8 points • 8 staff – 5 points • 7 staff and below – 0 point 	10
T.S.9	Organization structure	Give structure with details of responsibilities	5

T.S.10	Detergents / Chemicals to be used for cleaning	Provide List	5
T.S.11	Work Program / Operation / Plan / Schedules of Cleaning	Provide details	10

Only bidders who score 60% and above in the technical evaluation will be subjected to financial evaluation. Those who score below 60% will be eliminated at this stage from the entire evaluation process and will not be considered further.

c) Financial Score (FS)

The formulae for determining the Financial Score (FS) shall be as follows: -

$FS = 100 \times FM/F$ where **FS** is the financial score; **Fm** is the lowest priced bid and **F** is the price of the bidder under consideration.

d) Combined Technical and Financial Scores (S)

Bids will be ranked according to their combined technical (**TS**) and financial (**FS**) scores using the weights (**T**=the weight given to the Technical Proposal; **F** = weight given to the Financial Proposal; **T + F = 1**) indicated below. The combined technical and financial score, S, shall be calculated as follows: -

$$S = TS \times T\% + FS \times F\%$$

Technical and Financial weights.

Technical Proposal weight = 0.50 and Financial Proposal weight = 0.50

The bid will be evaluated based on the quality (technical bid) and cost (financial bid) and awarded to the lowest evaluated bid which will be based on the combined score of technical and financial bid.

2.24	Particulars of post - qualification if applicable. BoBL may inspect the premises and confirm details if required.
2.24.4	Award Criteria: The firm achieving the highest combined technical and financial score will be awarded the contract.
2.27	Particulars of performance security if applicable: Nu. 150,000.00
Others as necessary	Complete as necessary: None

SECTION III - GENERAL CONDITIONS OF CONTRACT

TABLE OF CONTENTS	Page
3.1 Definitions	16
3.2 Application	16
3.3 Standards	16
3.4 Patent Rights	16
3.5 Performance security	16
3.6 Inspections and tests	17
3.7 Payment	17
3.8 Prices	17
3.9 Assignment	17
3.10 Termination for default	17
3.11 Termination for insolvency	17
3.12 Termination for convenience	18
3.13 Resolution of disputes	18
3.14 Governing language	18
3.15 Force majeure	18
3.16 Applicable law	18
3.17 Notices	18

SECTION III - GENERAL CONDITIONS OF CONTRACT

3.1 Definitions

In this contract the following terms shall be interpreted as indicated:

- a) "The contract" means the agreement entered into between the Procuring entity and the bidders as recorded in the Contract Form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.
- b) "The Contract Price" means the price payable to the bidders under the Contract for the full and proper performance of its contractual obligations.
- c) "The services" means services to be provided by the contractor including materials and incidentals which the bidders is required to provide to the Procuring entity under the Contract.
- d) "The Procuring entity" means the organization sourcing for the services under this Contract.
- e) "The contractor means the individual or firm providing the services under this Contract.
- f) "GCC" means general conditions of contract contained in this section
- g) "SCC" means the special conditions of contract
- h) "Day" means calendar day

3.2 Application

These General Conditions shall apply to the extent that they are not superseded by provisions of other part of contract.

3.3 Standards

3.3.1 The services provided under this Contract shall conform to the 7 standards mentioned in the Schedule of Requirements

3.4 Patent Right's

The bidders shall indemnify the Procuring entity against all third-party claims of infringement of patent, trademark, or industrial design rights arising from use of the services under the contract or any part there-of.

3.5 Performance Security

3.5.1 Within twenty-eight (28) days of receipt of the notification of Contract award, the successful bidder shall furnish to the Procuring entity the performance security where applicable in the amount specified in Special Conditions of Contract.

3.5.2 The proceeds of the performance security shall be payable to the Procuring entity as compensation for any loss resulting from the Bidders's failure to complete its obligations under the Contract.

3.5.3 The performance security shall be denominated in the currency of the Contract, or in a freely convertible currency acceptable to the Procuring entity and shall be in the form of:

- a) Cash Warrant.

- b) A bank guarantee.
- c) Such insurance guarantee approved by the Authority.

3.5.4 The performance security will be discharged by the procuring entity and returned to the candidate not later than thirty (30) days following the date of completion of the bidders's performance of obligations under the contract, including any warranty obligations under the contract.

3.6 Inspections and Tests

3.6.1 The Procuring entity or its representative shall have the right to inspect and/or to test the services to confirm their conformity to the Contract specifications. The Procuring entity shall notify the bidders in writing, in a timely manner, of the identity of any representatives retained for these purposes.

3.6.2 The inspections and tests may be conducted on the premises of the bidders or its subcontractor(s). If conducted on the premises of the bidders or its subcontractor(s), all reasonable facilities and assistance, including access to drawings and production data, shall be furnished to the inspectors at no charge to the Procuring entity.

3.6.3 Should any inspected or tested services fail to conform to the Specifications, the Procuring entity may reject the bidders, and the bidders shall either replace the rejected services or make alterations necessary to meet specification requirements free of cost to the Procuring entity.

3.7 Payment

3.7.1 The method and conditions of payment to be made to the bidders under this Contract shall be specified in SCC

3.8 Prices

3.8.1 Prices charged by the contractor for services performed under the Contract shall not, with the exception of any Price adjustments authorized in SCC, vary from the prices by the bidders in its bidders or in the procuring entity's request for bid validity extension as the case may be.

3.8.2 No variation in or modification to the terms of the contract shall be made except by written amendment signed by the parties.

3.9 Assignment

3.9.1 The bidders shall not assign, in whole or in part, its obligations to perform under this contract to another entity.

3.10 Termination for Default

3.10.1 The Procuring entity may, without prejudice to any other remedy for breach of Contract, by written notice of default sent to the bidders, terminate this Contract in whole or in part:

- a) if the bidders fails to provide any or all of the services, terms and conditions within the period(s) specified in the Contract, or within any extension thereof granted by the Procuring entity.

c) if the bidders, in the judgment of the Procuring entity has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.

3.10.2 In the event the Procuring entity terminating the Contract in whole or in part, it may procure, upon such terms and in such manner as it deems appropriate, services similar to those undelivered, and the bidders shall be liable to the Procuring entity for any excess costs for such similar services.

3.11 Termination due to insolvency

3.11.1 The procuring entity may at the anytime terminate the contract by giving written notice to the contractor if the contractor becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the contractor.

3.13 Resolution of disputes

3.13.1 The procuring entity's and the contractor shall make every effort to resolve amicably by direct negotiations any disagreement or dispute arising between parties under or in connection with the contract.

3.13.2 If after thirty (30) days from the commencement of such negotiations both parties have been unable to resolve amicably a contract dispute either party may require that the dispute be referred for resolution to the formal mechanisms specified in the SCC.

3.14 Governing Language

3.14.1 The contract shall be written in English. All correspondence and other documents pertaining to the contract, which are exchanged by the parties, shall be written in the same language.

3.15 Force Majeure

3.15.1 The contractor shall not be liable for forfeiture of its performance security, or termination for default if and to the extent that non-performance, delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

3.16 Applicable Law

3.16.1 The contract shall be interpreted in accordance with the laws of Kingdom of Bhutan.

3.17 Notices

3.17.1 Any notices given by one party to the other pursuant to this contract shall be sent to the other party by post or E-mail and confirmed in writing to the other party's address specified in the SCC. A notice shall be effective when delivered or on the notices effective date, whichever is later.

SECTION IV - SPECIAL CONDITIONS OF CONTRACT

4.1 Special conditions of contract shall supplement the general conditions of contract, wherever there is a conflict between the GCC and the SCC, the provisions of the SCC herein shall prevail over those in the GCC.

4.2 Special conditions of contract with reference to the general conditions of contract.

General conditions of contract reference	Special conditions of contract
3.5	Specify performance security if applicable: The performance security shall be Nu. 150,000.00
3.7	Specify method Payments. The payment due for the preceding month shall be made before the 05th day of the succeeding month. The payment is subject to verification of the performance checklist.
3.8	Specify price adjustments allowed. None
3.14	Specify resolution of disputes. Disputes to be settled as per the Laws of Kingdom of Bhutan
3.16	Specify applicable law. Laws of Kingdom of Bhutan
3.17	Indicate addresses of both parties. Client: Bank of Bhutan Limited, Post Box:102, Thimphu, Kingdom of Bhutan
Other's as necessary	Complete as necessary

SECTION V – SCHEDULE OF REQUIREMENTS

A) SERVICES

Bank of Bhutan Limited intends to enter into a contract with a registered cleaning firm to avail comprehensive cleaning services as specified in the Description of Services for a contract period of two years.

B) SCHEDULE OF CLEANING

The general cleaning will have to be done beyond normal office hours.

- Tentatively, the cleaning will be done before 8:30 AM in the morning or between 6:30 PM and 8:30 PM in the evening during weekdays.
- General cleaning will also be done on Saturday and Sunday as and when required between 3 PM and 8:30 PM.
- The actual timetable for weekly cleaning will however be agreed between the Bank and the Contractor and a roster of cleaning schedule will have to be submitted by the contractor.
- During the office hours on all the weekdays, a minimum of FIVE cleaners will be present in the office for adhoc cleaning and attending to office cleaning works that are required during the office time.

C) EQUIPMENT AND CLEANING MATERIAL

The Contractor will be required to use own equipment in providing the services and provide cleaning materials in quantities and of quality to ensure efficient and uninterrupted performance of duty.

D) STAFF

The Contractor will have to deploy a minimum of 10 Cleaning staff.

E) UNIFORM AND BADGES

The Contractor will provide the cleaning staff with uniform. However, identification badges will be issued by the Bank which the staff are required to wear while on duty.

F) TERMS AND CONDITIONS OF EMPLOYMENT

The contractor shall conform to the Ministry of Labour Guidelines or rules and regulations.

G) GENERAL

Age of employees – The employees should be aged between 18 and 55 years

H) Adequate Personnel

The contractor should have adequate reserve employees for replacement on unsatisfactory performance, sickness, absence or any other reason.

SECTION VI - DESCRIPTION OF SERVICES

Bank of Bhutan Limited, Thimphu Corporate Office consists of a nine-storied structure (Lower Basement, Upper Basement, Ground floor, 1st floor, 2nd floor, 3rd floor, 4th floor, 5th floor and Jamtho floor) and the total area measures approximately 14,000 Sq. Mtr. The offices are mostly open space. The offices partitions are of brick wall, gypsum partition wall and glass partition wall with glass doors and timber flush doors.

Office floors have a mixture of carpets, granite, tiles, and vinyl floors. Floors on the open working areas are occupied by modular workstations, chairs and filing cabinets, Cabins are furnished with executive tables, chairs and filing cabinets. Boardrooms, Video conference room and meeting rooms are furnished with meeting tables, chairs, LCD screens and Lacquered writing glass.

The floor and wall finishes are as under:

- i) Carpet floor: Boardrooms, Video conference room, Meeting rooms and Open Space Office, Chairman, CEO's, Director's Chamber
- ii) Tile floor: Kitchen, Washrooms, Pantry
- iii) Wall tile and granite skirting: Washrooms
- iv) Granite floor: Banking hall and Reception (Help-desk)
- v) Laminated wooden floor: *Choeshom* (altar room)
- vi) General cleaning of the external area at least twice a day.

DETAILS OF SERVICES TO BE OFFERED ARE AS FOLLOWS

1) Carpeted Areas

- Vacuum cleaning of all carpeted floors at least three times a week.
- Daily sweeping of all office areas, corridors, waiting room, reception, lift lounges, Boardrooms, Video Conference room and Meeting rooms.
- Steam/dry cleaning on carpet once every quarter of a year OR as need arises
- Removal of stains when necessary

2) Areas with floor finish epoxy, granite, tiles, vinyl and timbers

- Daily sweeping and mopping using necessary detergent
- Machine scrubbing and polishing monthly

3) Washrooms

- Wall and Floor Tiles, urinals, cubicles & hand washing basins

a) Floors

- Daily cleaning of floors & machine scrubbing at least two times a day OR as and when required
- Detergent and materials.

- Polishing & stripping on weekly basis
- Ensure that floors are always dry

b) Sinks, water closets, & seat bidets:

- Scrubbing with brush twice daily using necessary detergent and materials
- Disinfecting twice daily including all hand touch facilities
- Flush all soap dispensing units once weekly
- Cisterns to be cleaned once a month with due care
- Door handles, push plates (main doors/cubicles) to be cleaned daily and disinfected twice weekly
- Any system failure causing leakage/spillage of water in any of the areas to be reported to the BoBL Maintenance immediately

c) Toiletries

- Ensure availability of hand washing soap & urinal screen mat and naphthalene balls in the urinals at all times.
- Ensure availability of Premium brand white toilet tissue paper (Premium brand) at all times.

4) May I Help You (Receptions), and Lift lobby's area

- Daily sweeping and moping and as and when required using necessary detergent and materials
- Machine Scrubbing and polishing weekly

5) Partition walls and ceilings

- Wipe with detergent to remove all marks and stains for the glass partitions, remove cobwebs and wipe all fire extinguishers

6) Windows, Window Latches and Grilles

- Accessible windows are dusted once daily and cleaned weekly.
- Latches are cleaned daily and lubricated once monthly.
- Grilles dusted daily and cleaned weekly.
- Where external windows are cleaned, they are done once monthly or as agreed with management.

7) Pantry and Water Dispenser area

- Daily sweeping and mopping using necessary detergent and materials
- Scrubbing with suitable brushes
- Stripping & polishing weekly

8) Furniture –desks & tables

- Dusting and damp wiping daily
- Polishing of tables & desks once weekly
- Dusting and damp wiping telephones & computers daily
- Disinfecting telephone weekly.

7) Sanitary Bins

- Foot Peddled Sanitary bins to be disposed off daily.

8) Air fresheners

- Provision of automatic Air-fresheners and their dispensers and refilling them when necessary

10) Emptying of waste paper baskets.

- To be done daily

11) Regular Monitoring & Evaluation

- The successful bidder will sign a service level agreement with deliverables that will be evaluated monthly before invoicing.

SECTION VII - STANDARD FORMS

Notes on the standard Forms

1. **Form of Bid** - The form of Bid must be completed by the bidders and submitted with the bid documents. It must also be duly signed by authorized representatives of the bidders.
2. **Price Schedule Form** - The price schedule form must be completed and submitted with the bidders.
3. **Contract Form** - The contract form shall not be completed by the bidders at the time of submitting the bidders. The contract form shall be completed after contract award and should incorporate the accepted contract price.
4. **Confidential Business Questionnaire Form** - This form must be completed by the bidders and submitted with the bid documents.
5. **Format of Bidders Security Instrument** - When required by the bidders document the bidders shall provide the bidders security in the form included hereinafter.
6. **Performance Security Form** - The performance security form should not be completed by the bidders at the time of bid preparation. Only the successful bidders will be required to provide performance security in the form provided herein or in another form acceptable to the procuring entity.
7. **List of Clients** - The form is to be filled in the format provided

4.1 FORM OF BID – FINANCIAL PROPOSAL

Note on Form of Bid

The Bidder shall fill in, sign with legal stamp and submit this Bid form with the Bid. Bidders who has not filled in the required details and/or not signed the bid form will be considered as UNRESPONSIVE BID

Date:

.....

Title of Contract and Identification No. : Providing Comprehensive Cleaning Services
Identification No. TCO/CLEANING/2019/25

To: Head, Administration Division, Bank of Bhutan Limited

Having examined the all the Bidding Documents, including addenda *[insert list]*, we offer our bid for ***Providing Comprehensive Cleaning Services for TCO at Norzin Lam*** Identification No. TCO/CLEANING/RED-BoBL/2019/065 in accordance with the Conditions of Contract accompanying this Bid as per the quoted amount as below.

Nu. (in digits)

[Ngultrums
..... *insert amount in*

words]

This Bid and your written acceptance of it shall constitute a binding Contract between us. We understand that you are not bound to accept the lowest or any Bid you receive.

We hereby confirm that this Bid complies with the Bid validity and Bid Security required by the Bidding Documents and specified in the Bidding Data Sheet.

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:

In case if I withdraw my bid after opening for whatsoever reasons, *I agree to the forfeiture of the EMD/Bid Security and also I shall be bound to pay the cost difference (positive) between my bid with that of the next lowest evaluated bidder and failure on my part to do so within a month, will authorize the client to debar my firm for a period of 2 years.*

Until a formal Contract is prepared and executed, this bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

We understand that you are not bound to accept the lowest or any Bidders you may receive.

Our duly executed Integrity Pact Statement is attached herewith as Appendix A.

Authorized Signature: _____

(Affix Legal Stamp)

Name and Title of Signatory: _____

Name of Bidder: _____

Address: _____

2. PRICE SCHEDULE OF SERVICES (Bill of Quantities)

Please fill in the charges taking into account the scope of works in Section VI

ITEM NO.	ITEM DESCRIPTION	MONTHLY CHARGES (NU)	TOTAL FOR 24 MONTHS (NU)
	LOWER BASEMENT FLOOR		
1	CAR PARK- EPOXY PAINT FLOORING <ul style="list-style-type: none"> • Daily sweeping and mopping using necessary detergent and get rid of accumulated dirt • Remove stains by spraying them with an ammonia solution and scrubbing with stiff nylon brush and polishing monthly 		
2	SECURITY & DRIVER ROOM- EPOXY PAINT FLOORING <ul style="list-style-type: none"> • Daily sweeping and mopping using necessary detergent and get rid of accumulated dirt • Remove stains by spraying them with an ammonia solution and scrubbing with stiff nylon brush and polishing monthly 		
3	BIOMETRIC SECURITY CHECK- EPOXY PAINT FLOORING <ul style="list-style-type: none"> • Daily sweeping and mopping using necessary detergent and get rid of accumulated dirt • Remove stains by spraying them with an ammonia solution and scrubbing with stiff nylon brush and polishing monthly 		
4	VAULTS ROOMS- EPOXY PAINT FLOORING <ul style="list-style-type: none"> • Weekly sweeping and mopping using necessary detergent and get rid of accumulated dirt • Remove stains by spraying them with an ammonia solution and scrubbing with stiff nylon brush and polishing monthly 		
5	LIFT LOBBY- GRANITE FLOOR AND WALL <p>a) Granite flooring</p> <ul style="list-style-type: none"> • Daily sweeping and mopping using necessary detergent • Machine scrubbing and polishing monthly 		
6	OFFICE AREA– FURNITURES <p>b) Modular furniture (Work Stations), Tables and Chairs, Fixed Furniture, Storage Furniture</p> <ul style="list-style-type: none"> • Daily dusting with clean, soft, dry, lint-free cloth/microfiber cloth • Clean and rubbing the surface of the furniture with clean, soft, dry, lint-free cloth/microfiber cloth • Spray polishing furniture on laminate or veneer furniture every 3 months, using a clean, soft, lint-free cloth and rubbing the polish on the surface of furniture 		
7	ELECTRICAL SERVICE ROOM <p>a) Tiles flooring</p> <ul style="list-style-type: none"> • Daily sweeping and mopping using necessary detergent and get rid of accumulated dirt • Machine scrubbing and polishing monthly 		
1. Sub Total Lower Basement (Nu.)			

	UPPER BASEMENT FLOOR		
1	CARPARK- EPOXY PAINT FLOORING <ul style="list-style-type: none"> • Daily sweeping and mopping using necessary detergent and get rid of accumulated dirt • Remove stains by spraying them with an ammonia solution and scrubbing with stiff nylon brush and polishing monthly 		
2	SECURITY ROOM- EPOXY PAINT FLOORING <ul style="list-style-type: none"> • Daily sweeping and mopping using necessary detergent and get rid of accumulated dirt • Remove stains by spraying them with an ammonia solution and scrubbing with stiff nylon brush and polishing monthly 		
3	LIFT LOBBY- GRANITE FLOOR AND WALL <ul style="list-style-type: none"> a) Granite flooring • Daily sweeping and mopping using necessary detergent and get rid of accumulated dirt • Machine scrubbing and polishing monthly • Remove stains by spraying them with an ammonia solution and scrubbing with stiff nylon brush and polishing monthly 		
4	OFFICE AREA– FURNITURES <ul style="list-style-type: none"> a) Modular furniture (Work Stations), Tables and Chairs, Fixed Furniture, Storage Furniture • Daily dusting with clean, soft, dry, lint-free cloth/microfiber cloth • Clean and rubbing the surface of the furniture with clean, soft, dry, lint-free cloth/microfiber cloth • Spray polishing furniture on laminate or veneer furniture every 3 months, using a clean, soft, lint-free cloth and rubbing the polish on the surface of furniture 		
5	ELECTRICAL SERVICE ROOM <ul style="list-style-type: none"> a) Tiles flooring • Daily sweeping and mopping using necessary detergent and get rid of accumulated dirt • Machine scrubbing and polishing monthly 		
2. Sub Total Upper Basement (Nu.)			

	GROUND FLOOR		
1	WASHROOM Female Toilets <ul style="list-style-type: none"> a) Toilets (1 No.) b) Hand was basins (ceramic) (4 Nos.) c) Water Closet (4 Nos.) d) Toilets Cubical Partition a) Wall and floor tiles, wall and basin counter granite <ul style="list-style-type: none"> • Scrubbing with brush twice daily using necessary detergent and materials to all sanitary wares • Disinfecting twice daily including all hand touch facilities • Granite and tiles on floor and wall, scrubbing and polishing monthly • Daily sweeping and mopping using necessary detergent and get rid of accumulated dirt 		
2	WASHROOM Male Toilets <ul style="list-style-type: none"> b) Toilets (1 No.) c) Hand was granite counter basins (ceramic) (3 Nos.) d) Water Closet (4 Nos.) e) Urinals (3 Nos.) f) Toilets Cubical Partition g) Wall and floor tiles, wall and basin counter granite <ul style="list-style-type: none"> • Scrubbing with brush twice daily using necessary detergent and materials to all sanitary wares • Disinfecting twice daily including all hand touch facilities • Granite and tiles on floor and wall, scrubbing and polishing monthly • Daily sweeping and mopping using necessary detergent and get rid of accumulated dirt 		
3	MAY I HELP YOU RESPECTION AND LIFT LOBBY- GRANITE FLOOR AND WALL <ul style="list-style-type: none"> a) Lift, granite façade wall b) Granite floor and granite top on furniture counter <ul style="list-style-type: none"> • Daily sweeping and mopping using necessary detergent and get rid of accumulated dirt • Machine scrubbing and polishing monthly 		
4	PASSAGEWAY – GRANITE & TILES FLOOR <ul style="list-style-type: none"> a) Granite and tiles flooring <ul style="list-style-type: none"> • Daily sweeping and mopping using necessary detergent and get rid of accumulated dirt • Machine scrubbing and polishing monthly 		

5	BANKING HALL WAITING LOUNGE – GRANITE FLOOR <ul style="list-style-type: none"> a) Granite flooring • Daily sweeping and mopping using necessary detergent and get rid of accumulated dirt • Machine scrubbing and polishing monthly 		
6	OFFICE AREA– CARPET FLOOR <ul style="list-style-type: none"> a) Carpet flooring • Daily sweeping, vacuum thrice weekly get rid of accumulated dirt • Dry Carpet Cleaning, remove stains by spraying them with an ammonia solution and dry carpet cleaning once monthly • Hot Water Extraction Cleaning, every 3 months 		
7	OFFICE AREA– FURNITURES <ul style="list-style-type: none"> a) Modular furniture (Work Stations), Chairs, Sofa, Coffee Tables, Executive furniture and Chairs, Fixed Furniture, Storage Furniture • Daily dusting with clean, soft, dry, lint-free cloth/microfiber cloth • Clean and rubbing the surface of the furniture with clean, soft, dry, lint-free cloth/microfiber cloth • Spray polishing furniture on laminate or veneer furniture every 3 months, using a clean, soft, lint-free cloth and rubbing the polish on the surface of furniture 		
8	ATM COUNTER – GRANITE FLOOR <ul style="list-style-type: none"> a) Granite flooring • Daily sweeping and mopping using necessary detergent and get rid of accumulated dirt • Machine scrubbing and polishing monthly 		
9	ELECTRICAL SERVICE ROOM <ul style="list-style-type: none"> b) Tiles flooring • Daily sweeping and mopping using necessary detergent and get rid of accumulated dirt • Machine scrubbing and polishing monthly 		
3. Sub Total Ground Floor (Nu.)			

	1st FLOOR		
1	WASHROOM Female Toilets <ul style="list-style-type: none"> a) Toilets (1 No.) b) Hand was basins (ceramic) (4 Nos.) c) Water Closet (4 Nos.) d) Toilets Cubical Partition e) Wall and floor tiles, wall and basin counter granite <ul style="list-style-type: none"> • Scrubbing with brush twice daily using necessary detergent and materials to all sanitary wares • Disinfecting twice daily including all hand touch facilities • Granite and tiles on floor and wall, scrubbing and polishing monthly • Daily sweeping and mopping using necessary detergent and get rid of accumulated dirt 		
2	WASHROOM Male Toilets <ul style="list-style-type: none"> a) Toilets (1 No.) b) Hand was granite counter basins (ceramic) (3 Nos.) c) Water Closet (4 Nos.) d) Urinals (3 Nos.) e) Toilets Cubical Partition f) Wall and floor tiles, wall and basin counter granite <ul style="list-style-type: none"> • Scrubbing with brush twice daily using necessary detergent and materials to all sanitary wares • Disinfecting twice daily including all hand touch facilities • Granite and tiles on floor and wall, scrubbing and polishing monthly • Daily sweeping and mopping using necessary detergent and get rid of accumulated dirt 		
3	MAY I HELP YOU RESPECTION AND LIFT LOBBY- GRANITE FLOOR AND WALL <ul style="list-style-type: none"> a) Lift, granite finish façade wall b) Granite floor and granite top on furniture <ul style="list-style-type: none"> • Daily sweeping and mopping using necessary detergent and get rid of accumulated dirt • Machine scrubbing and polishing monthly 		
4	PASSAGEWAY – GRANITE & TILES FLOOR <ul style="list-style-type: none"> a) Granite and tiles flooring <ul style="list-style-type: none"> • Daily sweeping and mopping using necessary detergent and get rid of accumulated dirt • Machine scrubbing and polishing monthly 		
5	WAITING LOUNGE – GRANITE FLOOR		

	a) Granite flooring <ul style="list-style-type: none"> Daily sweeping and mopping using necessary detergent and get rid of accumulated dirt Machine scrubbing and polishing monthly 		
6	OFFICE AREA – CARPET FLOOR a) Carpet flooring <ul style="list-style-type: none"> Daily sweeping, vacuum thrice weekly get rid of accumulated dirt Dry Carpet Cleaning, remove stains by spraying them with an ammonia solution and dry carpet cleaning once monthly Hot Water Extraction Cleaning, every 3 months 		
7	OFFICE AREA – FURNITURES a) Modular furniture (Work Stations), Chairs, Sofa, Coffee Tables, Executive furniture and Chairs, Fixed Furniture, Storage Furniture <ul style="list-style-type: none"> Daily dusting with clean, soft, dry, lint-free cloth/microfiber cloth Clean and rubbing the surface of the furniture with clean, soft, dry, lint-free cloth/microfiber cloth Spray polishing furniture on laminate or veneer furniture every 3 months, using a clean, soft, lint-free cloth and rubbing the polish on the surface of furniture 		
8	PANTRY ROOM a) Fixed and Loose furniture <ul style="list-style-type: none"> Daily dusting with clean, soft, dry, lint-free cloth/microfiber cloth Clean and rubbing the surface of the furniture with clean, soft, dry, lint-free cloth/microfiber cloth Spray polishing furniture on laminate or veneer furniture every 3 months, using a clean, soft, lint-free cloth and rubbing the polish on the surface of furniture b) Pantry furniture, granite counter top and floor tiles <ul style="list-style-type: none"> Daily sweeping and mopping using necessary detergent and get rid of accumulated dirt Machine scrubbing and polishing monthly 		
9	WATER DISPENSER AREA a) Tiles flooring <ul style="list-style-type: none"> Daily sweeping and mopping using necessary detergent and get rid of accumulated dirt Machine scrubbing and polishing monthly 		
10	ELECTRICAL SERVICE ROOM a) Tiles flooring <ul style="list-style-type: none"> Daily sweeping and mopping using necessary detergent and get rid of accumulated dirt Machine scrubbing and polishing monthly 		
4. Sub Total First Floor (Nu.)			

	2nd FLOOR		
1	WASHROOM Female Toilets <ul style="list-style-type: none"> a) Toilets (1 No.) b) Hand was basins (ceramic) (4 Nos.) c) Water Closet (4 Nos.) d) Toilets Cubical Partition e) Wall and floor tiles, wall and basin counter granite <ul style="list-style-type: none"> • Scrubbing with brush twice daily using necessary detergent and materials to all sanitary wares • Disinfecting twice daily including all hand touch facilities • Granite and tiles finishing on floor and wall, scrubbing and polishing monthly • Daily sweeping and mopping using necessary detergent and get rid of accumulated dirt 		
2	WASHROOM Male Toilets <ul style="list-style-type: none"> a) Toilets (1 No.) b) Hand was granite counter basins (ceramic) (3 Nos.) c) Water Closet (4 Nos.) d) Urinals (3 Nos.) e) Toilets Cubical Partition f) Wall and floor tiles, wall and basin counter granite <ul style="list-style-type: none"> • Scrubbing with brush twice daily using necessary detergent and materials to all sanitary wares • Disinfecting twice daily including all hand touch facilities • Granite and tiles finishing on floor and wall, scrubbing and polishing monthly • Daily sweeping and mopping using necessary detergent and get rid of accumulated dirt 		
3	MAY I HELP YOU RESPECTION AND LIFT LOBBY- GRANITE FLOOR & WALL <ul style="list-style-type: none"> a) Lift, granite façade wall b) Granite flooring and granite top on furniture <ul style="list-style-type: none"> • Daily sweeping and mopping using necessary detergent and get rid of accumulated dirt • Machine scrubbing and polishing monthly 		
4	PASSAGEWAY – GRANITE & TILES FLOOR <ul style="list-style-type: none"> a) Granite and tiles flooring <ul style="list-style-type: none"> • Daily sweeping and mopping using necessary detergent and get rid of accumulated dirt • Machine scrubbing and polishing monthly 		

5	VISITOR ROOM <ul style="list-style-type: none"> a) Carpet flooring <ul style="list-style-type: none"> • Daily sweeping and mopping using necessary detergent and get rid of accumulated dirt • Machine scrubbing and polishing monthly b) Laminated feature wall <ul style="list-style-type: none"> • Daily dusting with clean, soft, dry, lint-free cloth/microfiber cloth • Clean and rubbing the surface of wall with, soft, dry, lint-free cloth/microfiber cloth • Spray polishing monthly, using a clean, soft, lint-free cloth and rubbing the polish on the surface of the wall 		
6	WAITING LOUNGE AND HOLDING AREA <ul style="list-style-type: none"> a) Granite flooring and Timber flooring <ul style="list-style-type: none"> ➤ Granite flooring <ul style="list-style-type: none"> • Daily sweeping and mopping using necessary detergent and get rid of accumulated dirt • Machine scrubbing and polishing monthly ➤ Timber flooring <ul style="list-style-type: none"> • Daily sweeping or vacuuming up loose dirt, dust and other particles • Mop the floors daily with cleaning solution, and then a second time with fresh water to wash off the cleaning product. After mopping, wipe floors with a clean dry, lint-free cloth/microfiber cloth remove any remaining moisture from timber floor • Spray polishing once a month, using a clean, soft, lint-free cloth and rubbing the polish on the surface of timber floor 		
7	OFFICE AREA– CARPET FLOOR <ul style="list-style-type: none"> a) Carpet flooring <ul style="list-style-type: none"> • Daily sweeping, vacuum thrice weekly get rid of accumulated dirt • Dry Carpet Cleaning, remove stains by spraying them with an ammonia solution and dry carpet cleaning once monthly • Hot Water Extraction Cleaning, every 3 months 		
8	OFFICE AREA – FURNITURES <ul style="list-style-type: none"> a) Modular furniture, Chairs, Sofa, Coffee Tables, Executive furniture and Chairs, Fixed Furniture, Storage Furniture <ul style="list-style-type: none"> • Daily dusting with clean, soft, dry, lint-free cloth/microfiber cloth • Clean and rubbing the surface of the furniture with clean, soft, dry, lint-free cloth/microfiber cloth • Spray polishing furniture on laminate or veneer furniture every 3 months, using a clean, soft, lint-free cloth and rubbing the polish on the surface of furniture 		
9	PANTRY ROOM <ul style="list-style-type: none"> a) Fixed and Loose furniture <ul style="list-style-type: none"> • Daily dusting with clean, soft, dry, lint-free cloth/microfiber cloth 		

	<ul style="list-style-type: none"> • Clean and rubbing the surface of the furniture with clean, soft, dry, lint-free cloth/microfiber cloth • Spray polishing furniture on laminate or veneer furniture every 3 months, using a clean, soft, lint-free cloth and rubbing the polish on the surface of furniture <p>b) Pantry furniture, granite counter top and floor tiles</p> <ul style="list-style-type: none"> • Daily sweeping and mopping using necessary detergent and get rid of accumulated dirt • Machine scrubbing and polishing monthly 		
10	<p>WATER DISPENSER AREA</p> <p>a) Floor tile</p> <ul style="list-style-type: none"> • Daily sweeping and mopping using necessary detergent and get rid of accumulated dirt • Machine scrubbing and polishing monthly 		
11	<p>OUTDOOR TERRACE</p> <p>a) Tiles flooring</p> <ul style="list-style-type: none"> • Daily sweeping and mopping using necessary detergent and get rid of accumulated dirt • Scrubbing with brush twice daily using necessary detergent • Scrubbing and polishing monthly 		
12	<p>ELECTRICAL SERVICE ROOM</p> <p>a) Tiles flooring</p> <ul style="list-style-type: none"> • Daily sweeping and mopping using necessary detergent and get rid of accumulated dirt • Machine scrubbing and polishing monthly 		
5. Sub Total Second Floor (Nu.)			

	3rd FLOOR		
1	WASHROOM Female Toilets <ul style="list-style-type: none"> a) Toilets (1 No.) b) Hand was basins (ceramic) (4 Nos.) c) Water Closet (4 Nos.) d) Toilets Cubical Partition e) Wall and floor tiles, wall and basin counter granite <ul style="list-style-type: none"> • Scrubbing with brush twice daily using necessary detergent and materials to all sanitary wares • Disinfecting twice daily including all hand touch facilities • Granite and tiles finishing on floor and wall, scrubbing and polishing monthly • Daily sweeping and mopping using necessary detergent and get rid of accumulated dirt 		
2	WASHROOM Male Toilets <ul style="list-style-type: none"> a) Toilets (1 No.) b) Hand was granite counter basins (ceramic) (3 Nos.) c) Water Closet (4 Nos.) d) Urinals (3 Nos.) e) Toilets Cubical Partition f) Wall and floor tiles, wall and basin counter granite <ul style="list-style-type: none"> • Scrubbing with brush twice daily using necessary detergent and materials to all sanitary wares • Disinfecting twice daily including all hand touch facilities • Granite and tiles finishing on floor and wall, scrubbing and polishing monthly • Daily sweeping and mopping using necessary detergent and get rid of accumulated dirt 		
3	MAY I HELP YOU RESPECTION AND LIFT LOBBY- GRANITE FLOOR & WALL <ul style="list-style-type: none"> a) Lift, granite façade wall b) Granite flooring and granite top on furniture <ul style="list-style-type: none"> • Daily sweeping and mopping using necessary detergent and get rid of accumulated dirt • Machine scrubbing and polishing monthly 		
4	PASSAGEWAY – GRANITE & TILES FLOOR <ul style="list-style-type: none"> a) Granite and tiles flooring <ul style="list-style-type: none"> • Daily sweeping and mopping using necessary detergent and get rid of accumulated dirt • Machine scrubbing and polishing monthly 		
5	VISITOR ROOM <ul style="list-style-type: none"> a) Carpet flooring <ul style="list-style-type: none"> • Daily sweeping and mopping using necessary detergent and get rid of accumulated dirt • Machine scrubbing and polishing monthly b) Laminated feature wall 		

	<ul style="list-style-type: none"> • Daily dusting with clean, soft, dry, lint-free cloth/microfiber cloth • Clean and rubbing the surface of wall with, soft, dry, lint-free cloth/microfiber cloth • Spray polishing monthly, using a clean, soft, lint-free cloth and rubbing the polish on the surface of the wall 		
6	OFFICE AREA – CARPET FLOOR <ul style="list-style-type: none"> a) Carpet flooring • Daily sweeping, vacuum thrice weekly get rid of accumulated dirt • Dry Carpet Cleaning, remove stains by spraying them with an ammonia solution and dry carpet cleaning once monthly • Hot Water Extraction Cleaning, every 3 months 		
7	OFFICE AREA– FURNITURES <ul style="list-style-type: none"> a) Modular furniture, Chairs, Sofa, Coffee Tables, Executive furniture and Chairs, Fixed Furniture, Storage Furniture • Daily dusting with clean, soft, dry, lint-free cloth/microfiber cloth • Clean and rubbing the surface of the furniture with clean, soft, dry, lint-free cloth/microfiber cloth • Spray polishing furniture on laminate or veneer furniture every 3 months, using a clean, soft, lint-free cloth and rubbing the polish on the surface of furniture 		
8	PANTRY ROOM <ul style="list-style-type: none"> a) Fixed and Loose furniture • Daily dusting with clean, soft, dry, lint-free cloth/microfiber cloth • Clean and rubbing the surface of the furniture with clean, soft, dry, lint-free cloth/microfiber cloth • Spray polishing furniture on laminate or veneer furniture every 3 months, using a clean, soft, lint-free cloth and rubbing the polish on the surface of furniture b) Pantry furniture, granite counter top and floor tiles • Daily sweeping and mopping using necessary detergent and get rid of accumulated dirt • Machine scrubbing and polishing monthly 		
9	WATER DISPENSER AREA <ul style="list-style-type: none"> a) Floor tile • Daily sweeping and mopping using necessary detergent and get rid of accumulated dirt • Machine scrubbing and polishing monthly 		
10	ELECTRICAL SERVICE ROOM <ul style="list-style-type: none"> a) Tiles flooring • Daily sweeping and mopping using necessary detergent and get rid of accumulated dirt • Machine scrubbing and polishing monthly 		
6. Sub Total Third Floor (Nu.)			

	4th FLOOR		
1	WASHROOM Female Toilets <ul style="list-style-type: none"> a) Toilets (1 No.) b) Hand was basins (ceramic) (4 Nos.) c) Water Closet (4 Nos.) d) Toilets Cubical Partition e) Wall and floor tiles, wall and basin counter granite <ul style="list-style-type: none"> • Scrubbing with brush twice daily using necessary detergent and materials to all sanitary wares • Disinfecting twice daily including all hand touch facilities • Granite and tiles finishing on floor and wall, scrubbing and polishing monthly • Daily sweeping and mopping using necessary detergent and get rid of accumulated dirt 		
2	WASHROOM Male Toilets <ul style="list-style-type: none"> a) Toilets (1 No.) b) Hand was granite counter basins (ceramic) (3 Nos.) c) Water Closet (4 Nos.) d) Urinals (3 Nos.) e) Toilets Cubical Partition f) Wall and floor tiles, wall and basin counter granite <ul style="list-style-type: none"> • Scrubbing with brush twice daily using necessary detergent and materials to all sanitary wares • Disinfecting twice daily including all hand touch facilities • Granite and tiles finishing on floor and wall, scrubbing and polishing monthly • Daily sweeping and mopping using necessary detergent and get rid of accumulated dirt 		
3	EXECUTIVE WASHROOM <ul style="list-style-type: none"> a) Toilets (3 No.) b) Hand was granite counter basins (ceramic) (3 Nos.) c) Water Closet (3 Nos.) d) Wall and floor tiles, wall and basin counter granite <ul style="list-style-type: none"> • Scrubbing with brush twice daily using necessary detergent and materials to all sanitary wares • Disinfecting twice daily including all hand touch facilities • Granite and tiles finishing on floor and wall, scrubbing and polishing monthly • Daily sweeping and mopping using necessary detergent and get rid of accumulated dirt 		
4	MAY I HELP YOU RESPECTION AND LIFT LOBBY- GRANITE FLOOR AND WALL <ul style="list-style-type: none"> a) Lift, granite façade wall 		

	b) Granite flooring and granite top on furniture <ul style="list-style-type: none"> • Daily sweeping and mopping using necessary detergent and get rid of accumulated dirt • Machine scrubbing and polishing monthly 		
5	PASSAGEWAY – GRANITE & TILES FLOOR a) Granite and tiles flooring <ul style="list-style-type: none"> • Daily sweeping and mopping using necessary detergent and get rid of accumulated dirt • Machine scrubbing and polishing monthly 		
6	VISITOR ROOM a) Carpet flooring <ul style="list-style-type: none"> • Daily sweeping and mopping using necessary detergent and get rid of accumulated dirt • Machine scrubbing and polishing monthly b) Laminated feature wall <ul style="list-style-type: none"> • Daily dusting with clean, soft, dry, lint-free cloth/microfiber cloth • Clean and rubbing the surface of wall with, soft, dry, lint-free cloth/microfiber cloth • Spray polishing monthly, using a clean, soft, lint-free cloth and rubbing the polish on the surface of the wall 		
6	OFFICE AREA– CARPET FLOOR a) Carpet flooring <ul style="list-style-type: none"> • Daily sweeping, vacuum thrice weekly get rid of accumulated dirt • Dry Carpet Cleaning, remove stains by spraying them with an ammonia solution and dry carpet cleaning once monthly • Hot Water Extraction Cleaning, every 3 months 		
7	OFFICE AREA– FURNITURES a) Modular furniture, Chairs, Sofa, Coffee Tables, Executive furniture and Chairs, Boardroom Tables and Chairs, Video Conference Room Table and Chairs, Library, Fixed Furniture, Storage Furniture <ul style="list-style-type: none"> • Daily dusting with clean, soft, dry, lint-free cloth/microfiber cloth • Clean and rubbing the surface of the furniture with clean, soft, dry, lint-free cloth/microfiber cloth • Spray polishing furniture on laminate or veneer furniture every 3 months, using a clean, soft, lint-free cloth and rubbing the polish on the surface of furniture 		
8	PANTRY ROOM a) Fixed and Loose furniture <ul style="list-style-type: none"> • Daily dusting with clean, soft, dry, lint-free cloth/microfiber cloth • Clean and rubbing the surface of the furniture with clean, soft, dry, lint-free cloth/microfiber cloth • Spray polishing furniture on laminate or veneer furniture every 3 months, using a clean, soft, lint-free cloth and rubbing the polish 		

	<p>on the surface of furniture</p> <p>b) Pantry furniture, granite counter top and floor tiles</p> <ul style="list-style-type: none"> • Daily sweeping and mopping using necessary detergent and get rid of accumulated dirt • Machine scrubbing and polishing monthly 		
9	<p>WATER DISPENSER AREA</p> <p>a) Tiles flooring</p> <ul style="list-style-type: none"> • Daily sweeping and mopping using necessary detergent and get rid of accumulated dirt • Machine scrubbing and polishing monthly 		
10	<p>ELECTRICAL SERVICE ROOM</p> <p>a) Tiles flooring</p> <ul style="list-style-type: none"> • Daily sweeping and mopping using necessary detergent and get rid of accumulated dirt • Machine scrubbing and polishing monthly 		
7. Sub Total Fourth Floor (Nu.)			

	5th FLOOR		
1	WASHROOM Female Toilets <ul style="list-style-type: none"> a) Toilets (1 No.) b) Hand was basins (ceramic) (4 Nos.) c) Water Closet (4 Nos.) d) Toilets Cubical Partition e) Wall and floor tiles, wall and basin counter granite <ul style="list-style-type: none"> • Scrubbing with brush twice daily using necessary detergent and materials to all sanitary wares • Disinfecting twice daily including all hand touch facilities • Granite and tiles finishing on floor and wall, scrubbing and polishing monthly • Daily sweeping and mopping using necessary detergent and get rid of accumulated dirt 		
2	WASHROOM Male Toilets <ul style="list-style-type: none"> a) Toilets (1 No.) b) Hand was granite counter basins (ceramic) (3 Nos.) c) Water Closet (4 Nos.) d) Urinals (3 Nos.) e) Toilets Cubical Partition f) Wall and floor tiles, wall and basin counter granite <ul style="list-style-type: none"> • Scrubbing with brush twice daily using necessary detergent and materials to all sanitary wares • Disinfecting twice daily including all hand touch facilities • Granite and tiles finishing on floor and wall, scrubbing and polishing monthly • Daily sweeping and mopping using necessary detergent and get rid of accumulated dirt 		
3	EXECUTIVE TOILETS <ul style="list-style-type: none"> a) Toilets (2 Nos.) b) Hand was granite counter basins (ceramic) (2 Nos.) c) Water Closet (2 Nos.) d) Wall and floor tiles, wall and basin counter granite <ul style="list-style-type: none"> • Scrubbing with brush twice daily using necessary detergent and materials to all sanitary wares • Disinfecting twice daily including all hand touch facilities • Granite and tiles finishing on floor and wall, scrubbing and polishing monthly • Daily sweeping and mopping using necessary detergent and get rid of accumulated dirt 		
4	MAY I HELP YOU RECEPTION AND LIFT LOBBY- GRANITE FLOOR AND WALL <ul style="list-style-type: none"> a) Lift, granite façade wall b) Granite flooring and granite top on furniture 		

	<ul style="list-style-type: none"> • Daily sweeping and mopping using necessary detergent and get rid of accumulated dirt • Machine scrubbing and polishing monthly 		
5	PASSAGEWAY – GRANITE FLOOR & TILES <ul style="list-style-type: none"> a) Granite and tiles flooring • Daily sweeping and mopping using necessary detergent and get rid of accumulated dirt • Machine scrubbing and polishing monthly 		
6	VISITOR ROOM <ul style="list-style-type: none"> a) Carpet flooring <ul style="list-style-type: none"> • Daily sweeping and mopping using necessary detergent and get rid of accumulated dirt • Machine scrubbing and polishing monthly b) Laminated feature wall <ul style="list-style-type: none"> • Daily dusting with clean, soft, dry, lint-free cloth/microfiber cloth • Clean and rubbing the surface of wall with, soft, dry, lint-free cloth/microfiber cloth • Spray polishing monthly, using a clean, soft, lint-free cloth and rubbing the polish on the surface of the wall 		
6	OFFICE AREA – CARPET FLOOR <ul style="list-style-type: none"> a) Carpet flooring <ul style="list-style-type: none"> • Daily sweeping, vacuum thrice weekly get rid of accumulated dirt • Dry Carpet Cleaning, remove stains by spraying them with an ammonia solution and dry carpet cleaning once monthly • Hot Water Extraction Cleaning, every 3 months 		
7	OFFICE AREA – FURNITURES <ul style="list-style-type: none"> a) Modular furniture, Chairs, Sofa, Coffee Tables, Executive furniture and Chairs, Boardroom Tables and Chairs, Video Conference Room Table and Chairs, Library, Fixed Furniture, Storage Furniture <ul style="list-style-type: none"> • Daily dusting with clean, soft, dry, lint-free cloth/microfiber cloth • Clean and rubbing the surface of the furniture with clean, soft, dry, lint-free cloth/microfiber cloth • Spray polishing furniture on laminate or veneer furniture every 3 months, using a clean, soft, lint-free cloth and rubbing the polish on the surface of furniture 		
8	PANTRY ROOM <ul style="list-style-type: none"> a) Fixed and Loose furniture <ul style="list-style-type: none"> • Daily dusting with clean, soft, dry, lint-free cloth/microfiber cloth • Clean and rubbing the surface of the furniture with clean, soft, dry, lint-free cloth/microfiber cloth • Spray polishing furniture on laminate or veneer furniture every 3 months, using a clean, soft, lint-free cloth and rubbing the polish on the surface of furniture 		

	b) Pantry furniture, granite counter top and floor tiles <ul style="list-style-type: none"> • Daily sweeping and mopping using necessary detergent and get rid of accumulated dirt • Machine scrubbing and polishing monthly 		
9	WATER DISPENSER AREA a) Tiles flooring <ul style="list-style-type: none"> • Daily sweeping and mopping using necessary detergent and get rid of accumulated dirt • Machine scrubbing and polishing monthly 		
8. Sub Total Fifth Floor (Nu.)			

	JAMTHO		
1	PASSAGEWAY – GRANITE & TILES FLOOR <ul style="list-style-type: none"> a) Granite and tiles flooring <ul style="list-style-type: none"> • Daily sweeping and mopping using necessary detergent and get rid of accumulated dirt • Machine scrubbing and polishing monthly 		
2	OFFICE – CARPET FLOOR <ul style="list-style-type: none"> a) Carpet flooring <ul style="list-style-type: none"> • Daily sweeping, vacuum thrice weekly get rid of accumulated dirt • Dry Carpet Cleaning, remove stains by spraying them with an ammonia solution and dry carpet cleaning once monthly • Hot Water Extraction Cleaning, every 3 months 		
3	OFFICE – FURNITURES <ul style="list-style-type: none"> a) Modular furniture, Chairs, Sofa, Coffee Tables, Executive furniture and Chairs, Boardroom Tables and Chairs, Video Conference Room Table and Chairs, Library, Fixed Furniture, Storage Furniture <ul style="list-style-type: none"> • Daily dusting with clean, soft, dry, lint-free cloth/microfiber cloth • Clean and rubbing the surface of the furniture with clean, soft, dry, lint-free cloth/microfiber cloth • Spray polishing furniture on laminate or veneer furniture every 3 months, using a clean, soft, lint-free cloth and rubbing the polish on the surface of furniture 		
4	PANTRY <ul style="list-style-type: none"> a) Fixed and Loose furniture <ul style="list-style-type: none"> • Daily dusting with clean, soft, dry, lint-free cloth/microfiber cloth • Clean and rubbing the surface of the furniture with clean, soft, dry, lint-free cloth/microfiber cloth • Spray polishing furniture on laminate or veneer furniture every 3 months, using a clean, soft, lint-free cloth and rubbing the polish on the surface of furniture b) Pantry furniture, granite counter top and floor tiles <ul style="list-style-type: none"> • Daily sweeping and mopping using necessary detergent and get rid of accumulated dirt • Machine scrubbing and polishing monthly 		
5	LOCKERS ROOM <ul style="list-style-type: none"> a) Fixed and Loose furniture <ul style="list-style-type: none"> • Daily dusting with clean, soft, dry, lint-free cloth/microfiber cloth • Clean and rubbing the surface of the furniture with clean, soft, dry, lint-free cloth/microfiber cloth • Spray polishing furniture on laminate or veneer furniture every 3 months, using a clean, soft, lint-free cloth and rubbing the polish 		

	on the surface of furniture		
6	GYM WASHROOM <ul style="list-style-type: none"> • Toilets (2 Nos.) • Hand was granite counter basins (ceramic) (2 Nos.) • Water Closet (2 Nos.) • Shower room (2 Nos.) • Wall and floor tiles and granite on wall and basin counter • Scrubbing with brush twice daily using necessary detergent and materials to all sanitary wares • Disinfecting twice daily including all hand touch facilities • Granite and tiles finishing floor and wall, scrubbing and polishing monthly • Daily sweeping and mopping using necessary detergent and get rid of accumulated dirt 		
7	GYM <ul style="list-style-type: none"> • Floor and walls all complete 		
9. Sub Total Attic Floor (Nu.)			
8	10. Toilet paper, room fresheners, urinal screen mat, naphthalene balls etc.		

ABSTRACT OF BILL OF QUANTITIES

Sl. No.	Particulars	Amount
1.	Sub Total Lower Basement Floor	
2.	Sub Total Upper Basement Floor	
3.	Sub Total Ground Floor	
4.	Sub Total First Floor	
5.	Sub Total Second Floor	
6.	Sub Total Third Floor	
7.	Sub Total Fourth Floor	
8.	Sub Total Fifth Floor	
9.	Sub Total Attic Floor	
10.	Toilet paper, room fresheners etc.	
Total Contract Amount (Nu.)		

Total Contract Amount

.....(in words)

3. CONTRACT FORM

THIS AGREEMENT made the ____ day of _____ 20____ between.....[name of procurement agency] of[address of Procurement agency](hereinafter called "the Procuring agency") of the one part and[name of bidders] of[address of bidders](hereinafter called "the bidders") of the other part.

WHEREAS the procuring entity invited bids for certain materials and spares. Viz.....[brief description of materials and spares] and has accepted a bidders by the bidders for the supply of those materials and spares in the sum of[contract price in words and figures]

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to.
2. The following documents shall be deemed to form and be read and construed as part of this Agreement, viz.:
 - (a) the Bidders Form and the Price Schedule submitted by the bidders;
 - (b) the Schedule of Requirements;
 - (c) the Technical Specifications;
 - (d) the General Conditions of Contract;
 - (e) the Special Conditions of Contract; and
 - (f) The Procuring entity's Notification of award.
3. In consideration of the payments to be made by the Procuring entity to the bidders as hereinafter mentioned, the bidders hereby covenants with the Procuring entity to provide the materials and spares and to remedy defects therein in conformity in all respects with the provisions of the Contract
4. The Procuring entity hereby covenants to pay the bidders in consideration of the provision of the materials and spares and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the contract at the times and in the manner prescribed by the contract.

IN WITNESS whereof the parties hereto have caused this Agreement to be executed in accordance with their respective laws the day and year first above written.

Signed, sealed, delivered by _____ the _____ (for the Procuring entity)

Signed, sealed, delivered by _____ the _____ (for the bidders)

in the presence of _____.

4.4 CONFIDENTIAL BUSINESS QUESTIONNAIRE

You are requested to give the particulars indicated in Part 1 and either Part 2 (a), 2(b) or 2(c) whichever applies to your type of business.

You are advised that it is a serious offence to give false information on this form.

Part 1 General		
Business Name		
Location of Business Premises		
Plot No, Street/Road		
Postal address Tel No.		
Fax E-MAIL:		
Nature of Business		
Registration Certificate No.		
Maximum value of business which you can handle at any one time – NU.		
Name of your bankers		
Branch		
Part 2 (a) – Sole Proprietor		
Your name in full.....Age.....		
Nationality.....Country of Origin.....		
Citizenship details		
Part 2 (b) – Partnership		
Given details of partners as follows		
Name	Nationality	Citizenship details
Shares		
1.		
2.		
3.		

4.

Part 2 (c) – Registered Company

Private or Public

State the nominal and issued capital of company

Nominal:

Issued:

Given details of all directors as follows

Name	Nationality	Citizenship details
Shares		
1.		
2.		
3.		
4.		

Date.....Signature of Candidate.....

4.5. FORMAT OF BIDDERS SECURITY INSTRUMENT

Whereas [Name of the bidders] (Hereinafter called "the bidders") has submitted its bid dated [Date of submission of bidders] for the [Name and/or description of the bidders] (Hereinafter called "the Bidders")

KNOW ALL PEOPLE by these presents that WE of [Name of Insurance Company / Bank] having our registered office at (Hereinafter called "the Guarantor"), are bound unto [Name of Procuring Entity] (Hereinafter called "the Procuring Entity") in the sum of (Currency and guarantee amount) for which payment well and truly to be made to the said Procuring Entity, the Guarantor binds itself, its successors, and assigns by these presents.

Sealed with the Common Seal of the said Guarantor this ____ day of _____ 20 ____.

THE CONDITIONS of this obligation are:

1. If after bidders opening the bidders withdraws his bidders during the period of bidders validity specified in the instructions to bidders, Or
2. If the bidders, having been notified of the acceptance of his bidders by the Employer during the period of bidders validity:
 - (a) fails or refuses to execute the form of Agreement in accordance with the Instructions to Bidders, if required; or
 - (b) fails or refuses to furnish the Performance Security, in accordance with the Instructions to Bidders;

We undertake to pay to the Procuring Entity up to the above amount upon receipt of its first written demand, without the Procuring Entity having to substantiate its demand, provided that in its demand the Procuring Entity will note that the amount claimed by it is due to it, owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to and including **thirty (30) days after the period of bid validity** and any demand in respect thereof should reach the Guarantor not later than the said date.

[Date]

[Signature of the Guarantor]

[Witness]

[Seal]

6. PERFORMANCE SECURITY FORM

To:

[Name of the Procuring entity]

WHEREAS.....[name of bidders]

(Hereinafter called "the bidders") has undertaken, in pursuance of Contract

No. _____ [reference number of the contract] dated _____ 20____ to

Supply.....

[Description services](Hereinafter called "the contract")

AND WHEREAS it has been stipulated by you in the said Contract that the bidders shall furnish you with a bank guarantee by a reputable bank for the sum specified therein as security for compliance with the Bidders's performance obligations in accordance with the Contract.

AND WHEREAS we have agreed to give the bidders a guarantee:

THEREFORE WE hereby affirm that we are Guarantors and responsible to you, on behalf of the bidders, up to a total of

[amount of the guarantee in words and figures],

and we undertake to pay you, upon your first written demand declaring the bidders to be in default under the Contract and without cavil or argument, any sum or sums within the limits of

.....

[amount of guarantee] as aforesaid, without your needing to prove or to show grounds or reasons

for your demand or the sum specified therein.

This guarantee is valid until the _____ day of 20

Signature and seal of the Guarantors

[name of bank or financial institution]

[address]

[date]

(Amend accordingly if provided by Insurance Company)

7. List of Clients

Indicate the details of companies in the private / public sector where you have undertaken/are undertaking services of similar nature.

No.	Contact Information	Details
1	Name of company	
	Name of contact person	
	Designation	
	Telephone number	
	e-mail address	
2	Name of company	
	Name of contact person	
	Designation	
	Telephone number	
	e-mail address	
	Contract amount (NU./Month)	

Bidder may add the company details if more.

ENSURE THAT YOU HAVE PROVIDED REFERENCE LETTERS FOR ALL THE ABOVE ORGANISATIONS

APPENDIX I - GENERAL FLOOR LAYOUT

- Floor plans are attached.
- Bidders should visit the site to confirm details

INTEGRITY PACT STATEMENT

BOB Cleaning Services

1 General

Whereas, [**Pasang Dorji**] representing the [**Bank of Bhutan Limited**], hereinafter referred to as the Employer on one part and [] representing [] on the other part hereby execute this agreement as follows.

This agreement should be a part of the bid document, which shall be signed and submitted along with the bidders document. The head of the employing agency/or his authorized representative should be the signing authority. For the bidders, the bidder himself or his authorized representative must sign the Integrity Pact (IP). If the winning bidder had not signed during the submission of the bid, the bidders shall be cancelled.

2 Objectives

Now, therefore, the Employer and the Bidder agree to enter into this pre-contract agreement, hereinafter referred to as Integrity Pact, to avoid all forms of corruption by following a system that is fair, transparent and free from any influence/unprejudiced dealings prior to, during and subsequent to the currency of the contract to be entered into with a view to :-

2.1 Enabling the Employer to obtain the desired contract at a reasonable and competitive price in conformity to the defined specifications of the works, goods and services;

2.2 Enabling bidders to abstain from bribing or any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also refrain from bribing and other corrupt practices and the Employer will commit to prevent corruption, in any form by their officials by following transparent procedures.

3. Commitments of the Employer:

The Employer Commits itself to the following:-

3.1 The Employer hereby undertakes that no official of the Employer, connected directly or indirectly with the contract, will demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favor or any material or immaterial benefit or any other advantage from the Bidder, either for themselves or for any person, organization or third party related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting or implementation process related to the Contract.

3.2 The Employer further confirms that its officials has not favored any prospective bidder in any form that could afford an undue advantage to that particular bidder during the bidding stage, and will further treat all Bidders alike.

3.3 All the officials of the Employer shall report to the head of the employing agency or an appropriate Government office any attempted or completed violation of clauses 3.1 and 3.2.

3.4 Following report on violation of clauses 3.1 and 3.2 by official (s), through any source, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by the Employer and such a person shall be debarred from further dealings related to the contract process. In such a case while an enquiry is being conducted by the Employer the proceedings under the contract would not be stalled.

4 Commitments of Bidders

The Bidder commits himself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of his bid or during any pre-contract or post-contract stage in order to secure the contract or in furtherance to secure it and in particular commits himself to the following :-

4.1 The Bidder will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favor, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the Employer, connected directly or indirectly with the bidding process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the Contract.

4.2 The Bidder further undertakes that he has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favor, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the Employer or otherwise in procuring the Contract or forbearing to do or having done any act in relation to the obtaining or execution of the Contract or any other contract with the Government for showing or forbearing to show favor or disfavor to any person in relation to the Contract or any other contract with the Government.

4.3 The Bidder will not collude with other parties interested in the contract to preclude the competitive bid price, impair the transparency, fairness and progress of the bidding process, bid evaluation, contracting and implementation of the contract.

4.4 The Bidder, either while presenting the bid or during pre-contract negotiations or before signing the contract, shall disclose any payments he has made, is committed to or intends to make to officials of the Employer or their family members, agents, brokers or any other intermediaries in connection with the contract and the details of services agreed upon for such payments.

5 Sanctions for Violation

Any breach of the aforesaid provisions or providing false information by employers, including manipulation of information by evaluators, shall face administrative charges and penal actions as per the existing relevant rules and laws. The breach of the Pact or providing false information by the Bidder or any one employed by him or acting on his behalf (whether with or without the knowledge of the Bidder) or the commission of any offence by the Bidder or any one, employed by him or acting on his behalf, shall be dealt with as per the provisions of the Bhutan Penal Code 2004, and the Anti-Corruption Act, 2006.

The Employer/relevant agency shall also take all or any one of the following actions, wherever required:-

5.1 To immediately call off the pre-contract negotiations without assigning any reason or giving any compensation to the Bidder. However, the proceedings with the other Bidder(s) would continue.

5.2 To immediately cancel the contract, if already awarded/signed, without giving any compensation to the Bidder.

5.3 To recover all sums already paid by the Employer.

5.4 To en-cash the advance bank guarantee and performance bond/warranty bond, if furnished by the Bidder, in order to recover the payments, already made by the Employer, along with interest.

5.5 To cancel all or any other Contracts with the Bidder.

5.6 To debar the Bidder from entering into any bid from the government of Bhutan as per the Debarment Rule.

6. Conflict of Interest

6.1 A conflict of interest involves a conflict between the public duty and private interests (for favor or vengeance) of a public official, in which the public official has private interest which could improperly influence the performance of their official duties and responsibilities.

Conflict of Interest would arise in a situation when any concerned members of both the parties are related either directly or indirectly, or has any association or had any confrontation. Thus, conflict of interest of any bid committee member must be declared in the prescribed form (attached).

6.2 The Bidder shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any committee member, and if he does so, the Employer shall be entitled forthwith to rescind the Contract and all other contracts with the Bidder.

7. Examination of Books of Accounts

7.1 In case of any allegation of violation of any provisions of this Integrity Pact or payment of commission, the Employer/authorized persons or relevant agencies shall be entitled to examine the Books of Accounts of the Bidder and the Bidder shall provide necessary information of the relevant financial documents and shall extend all possible help for the purpose of such examination.

8. Monitoring and Arbitration

8.1 The respective procuring agency shall be responsible for monitoring and arbitration of IP as per the Procurement Rule.

9 Legal Actions

9.1 The actions stipulated in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the extant law in force relating to any civil or criminal proceedings.

10 Validity

10.1 The validity of this Integrity Pact shall cover the bid process and extend until the completion of the contract to the satisfaction of both the Employer and the Bidder.

10.2 Should one or several provisions of this Pact turn out to be invalid; the remainder of this Pact remains valid. In this case, the parties will strive to come to an agreement to their original intentions.

We hereby declare that we have read and understood the clauses of this agreement and the information provided in this agreement are true and correct to the best of our knowledge and belief. In case any information is found incorrect, we assume full responsibility thereof and shall be liable for penalties as per clause 5 of this agreement.

The parties hereby sign this Integrity Pact on ____/____/2019.

EMPLOYER SIGNATURE

Witness:

BIDDER SIGNATURE

(Affix Legal Stamp)

Witness:



BOBL-4

2

3

4

4A

5

6

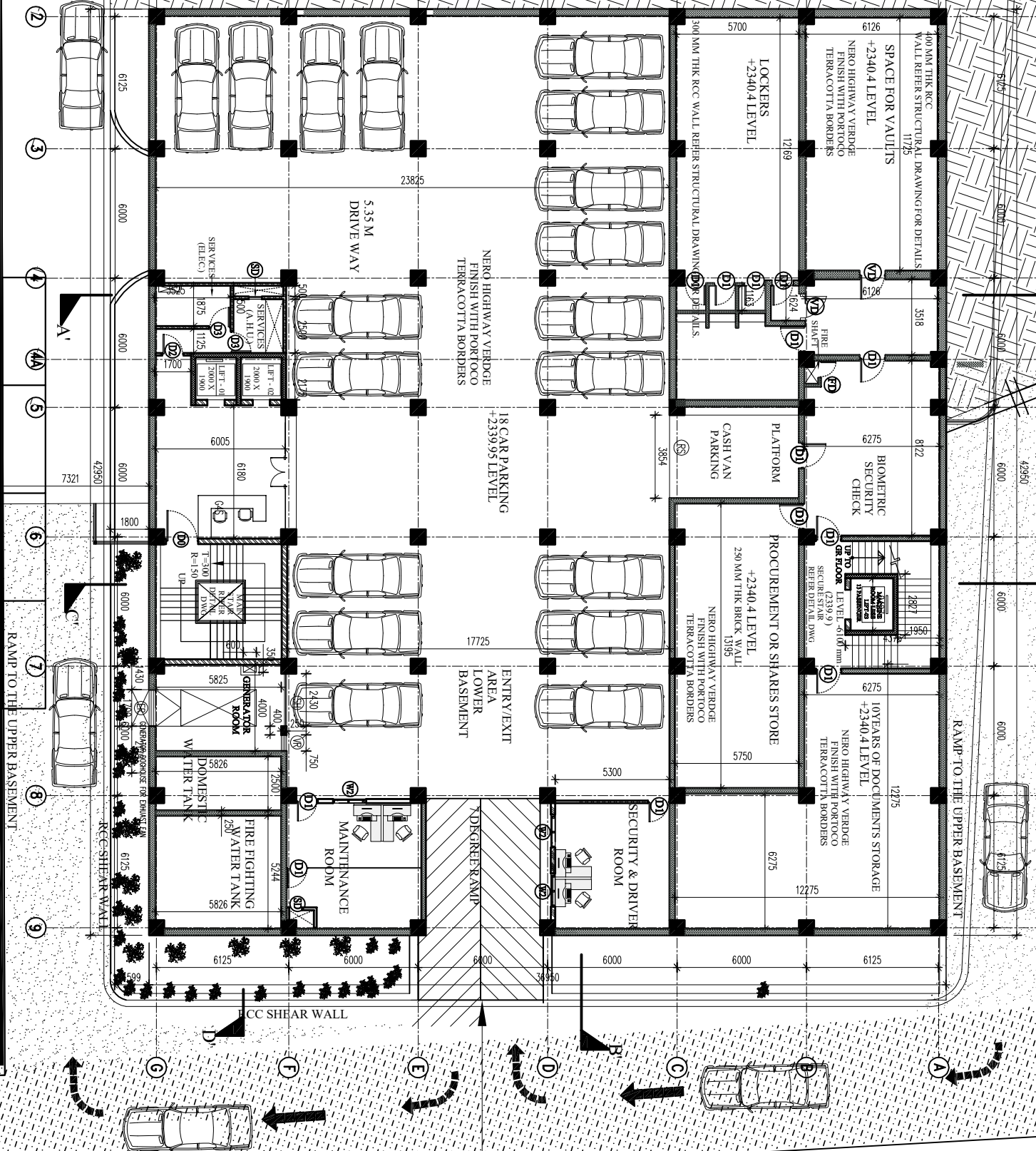
7

8

9

VEHICLE ENTRY TO UPPER BASEMENT

BOBL-1



PROPOSED 6 M WIDE ACCESS ROAD

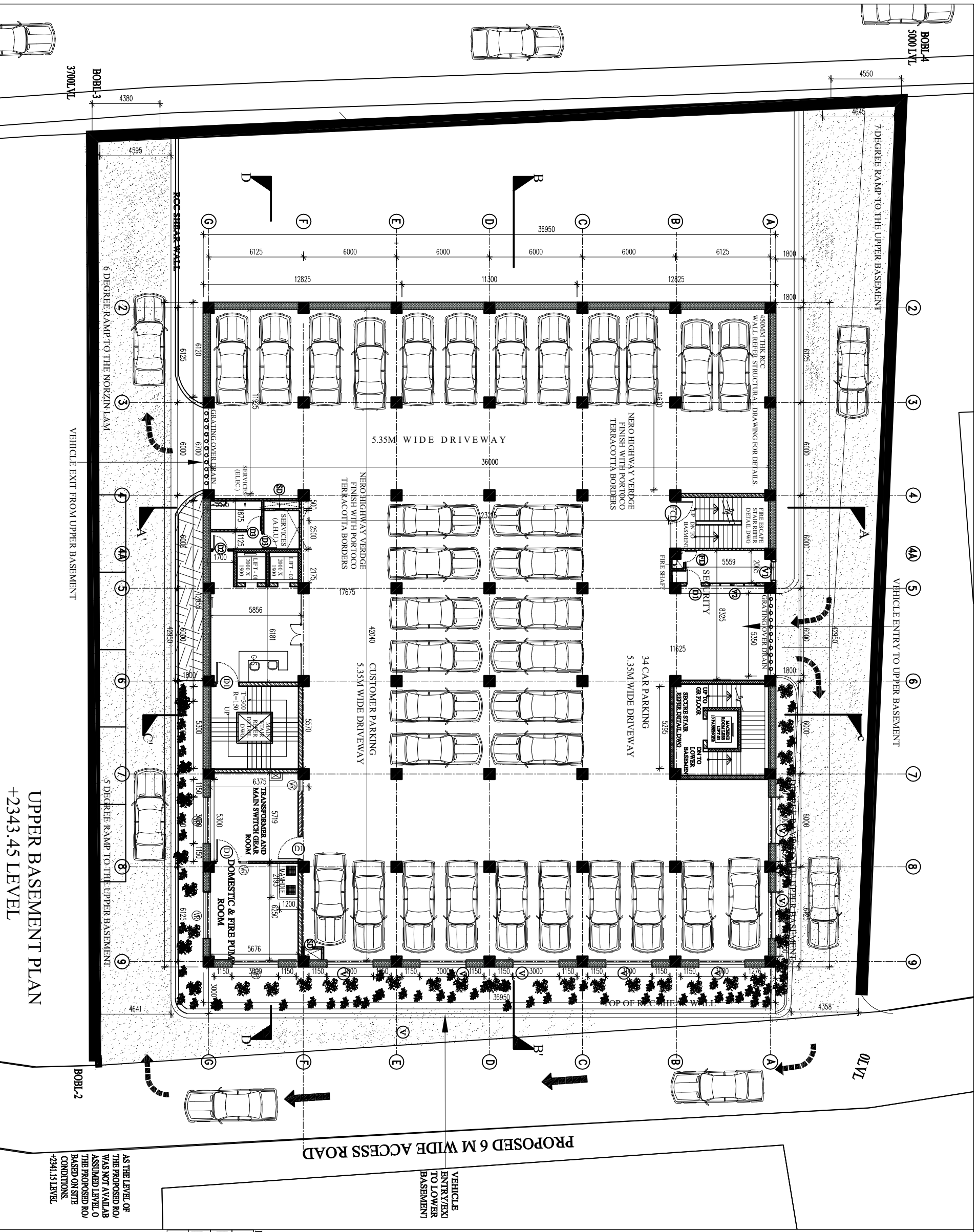
VEHICLE ENTRY/EXIT TO 1 BASEMENT

AS THE LEVEL OF THE PROPOSED ROAD WAS NOT AVAILABLE, ASSUMED LEVEL OF THE PROPOSED ROAD BASED ON SITE CONDITIONS. +2341.15 LEVEL.

LOWER BASEMENT PLAN
+2339.95 LEVEL

BOBL-3

BOBL-2



BOBL-4
5000 LVL

2 3 4 4A 5 6 7 8 9

VEHICLE ENTRY TO UPPER BASEMENT

0LVL

PROPOSED 6 M WIDE ACCESS ROAD

VEHICLE
ENTRY/EXIT
TO LOWER
BASEMENT

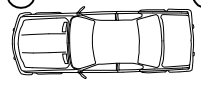
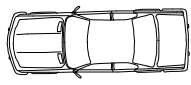
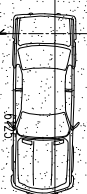
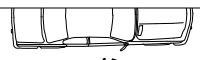
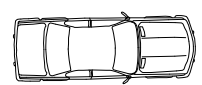
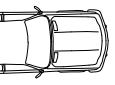
AS THE LEVEL OF
THE PROPOSED NO.
WAS NOT AVAILABLE
THE PROPOSED NO.
BASED ON SITE
CONDITIONS.
+234.15 LEVEL

UPPER BASEMENT PLAN

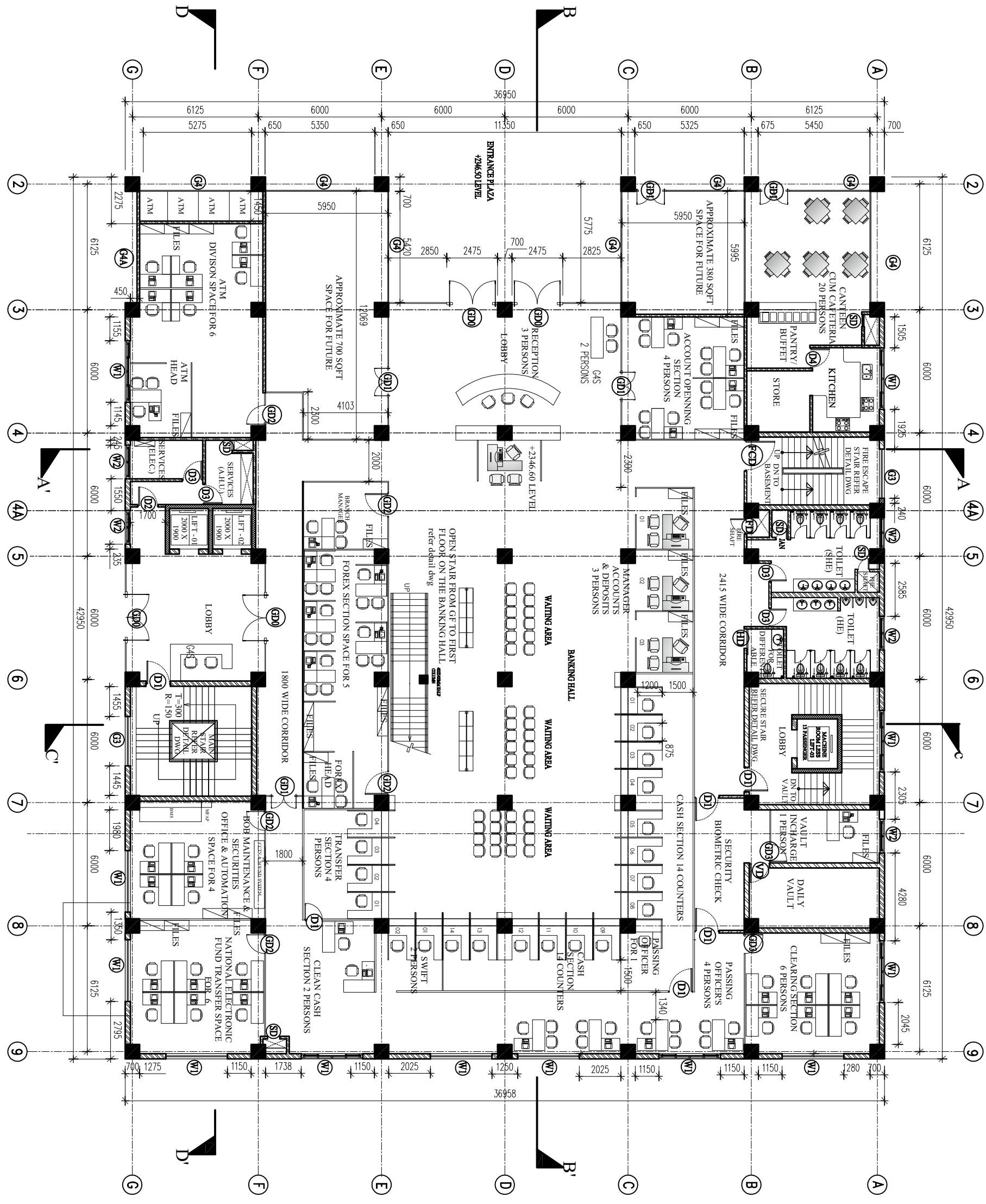
+2343.45 LEVEL

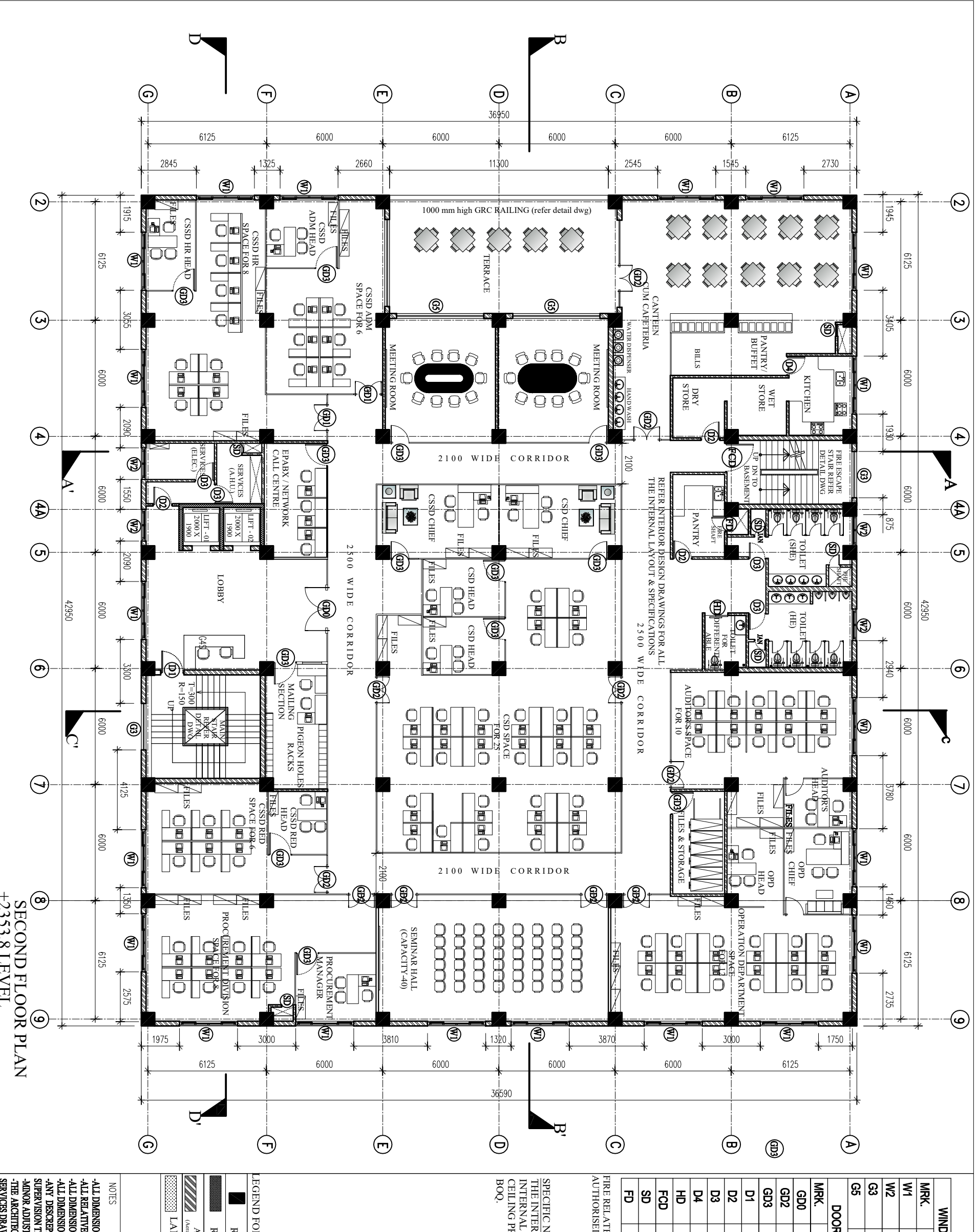
BOBL-3
3700 LVL

VEHICLE EXIT FROM UPPER BASEMENT



GROUND FLOOR PLAN
+2343.601 LEVEL





SECOND FLOOR PLAN

+2353.81 FVEL

WIND

MRK.

W1

W2

G3

G5

DOOR

MRK.

GD0

GD2

GD3

D1

D2

D3

D4

HD

FCD

SD

FD

SPECIFIC N THE INTERNAL CEILING PL BOQ.

FIRE RELATH AUTHORISE

LEGEND FOR

R

R

A

LAI

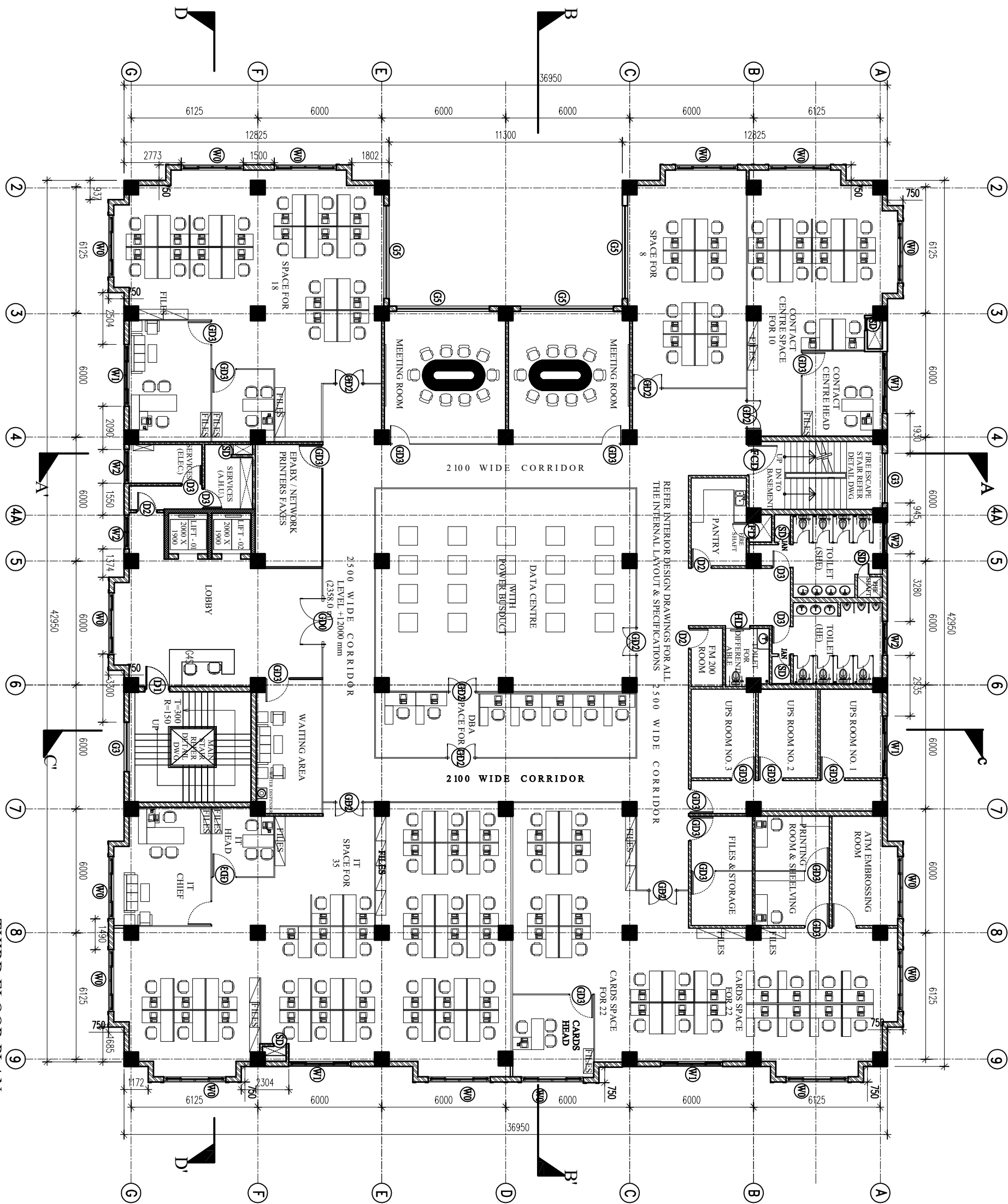
ALL DIMENSIO ALL RELATIVE ALL DIMENSIO ALL DIMENSIO ANY DESCRIP SUPERVISION T ANDOR ADJUST THE ARCHITECT SERVICES DRA

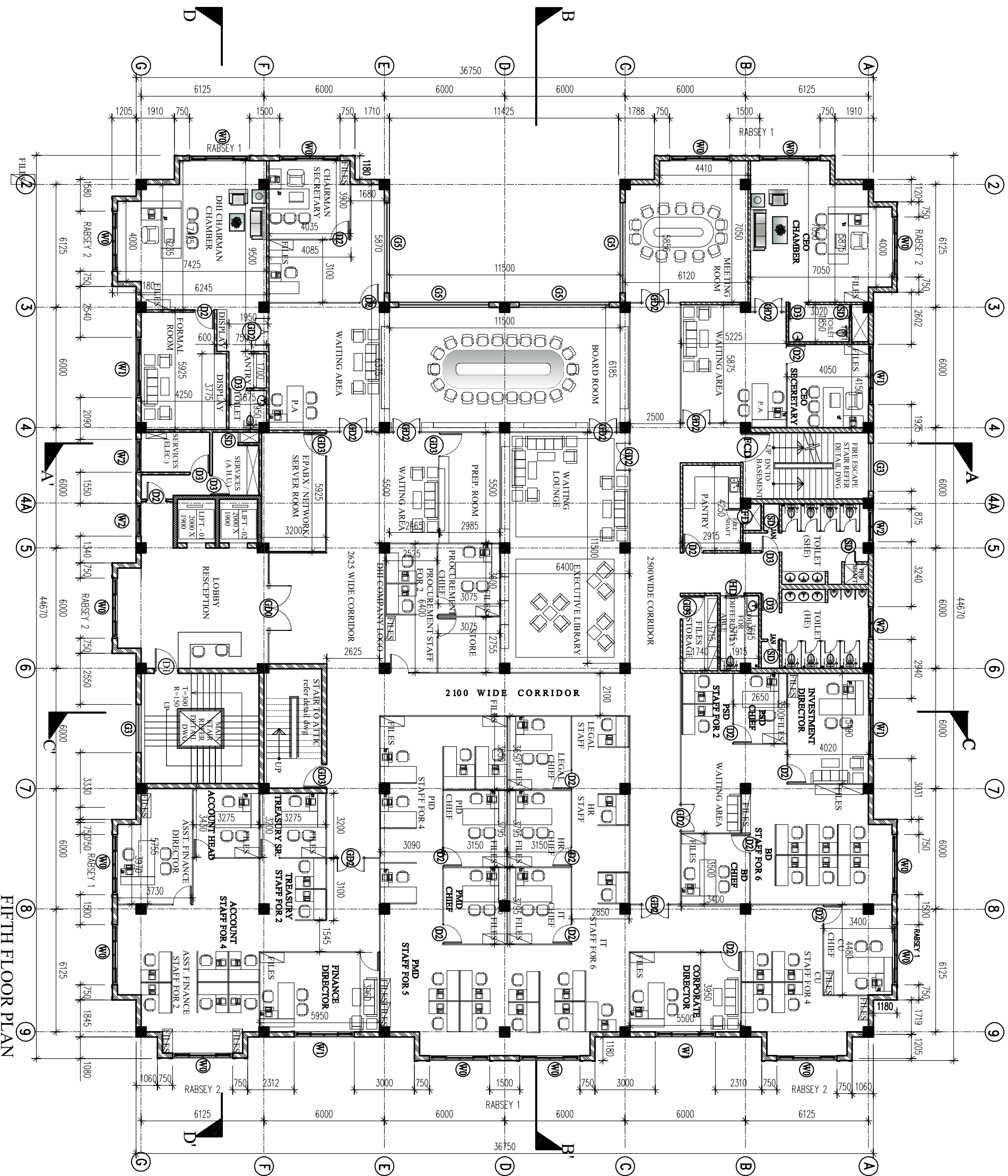
NOTES

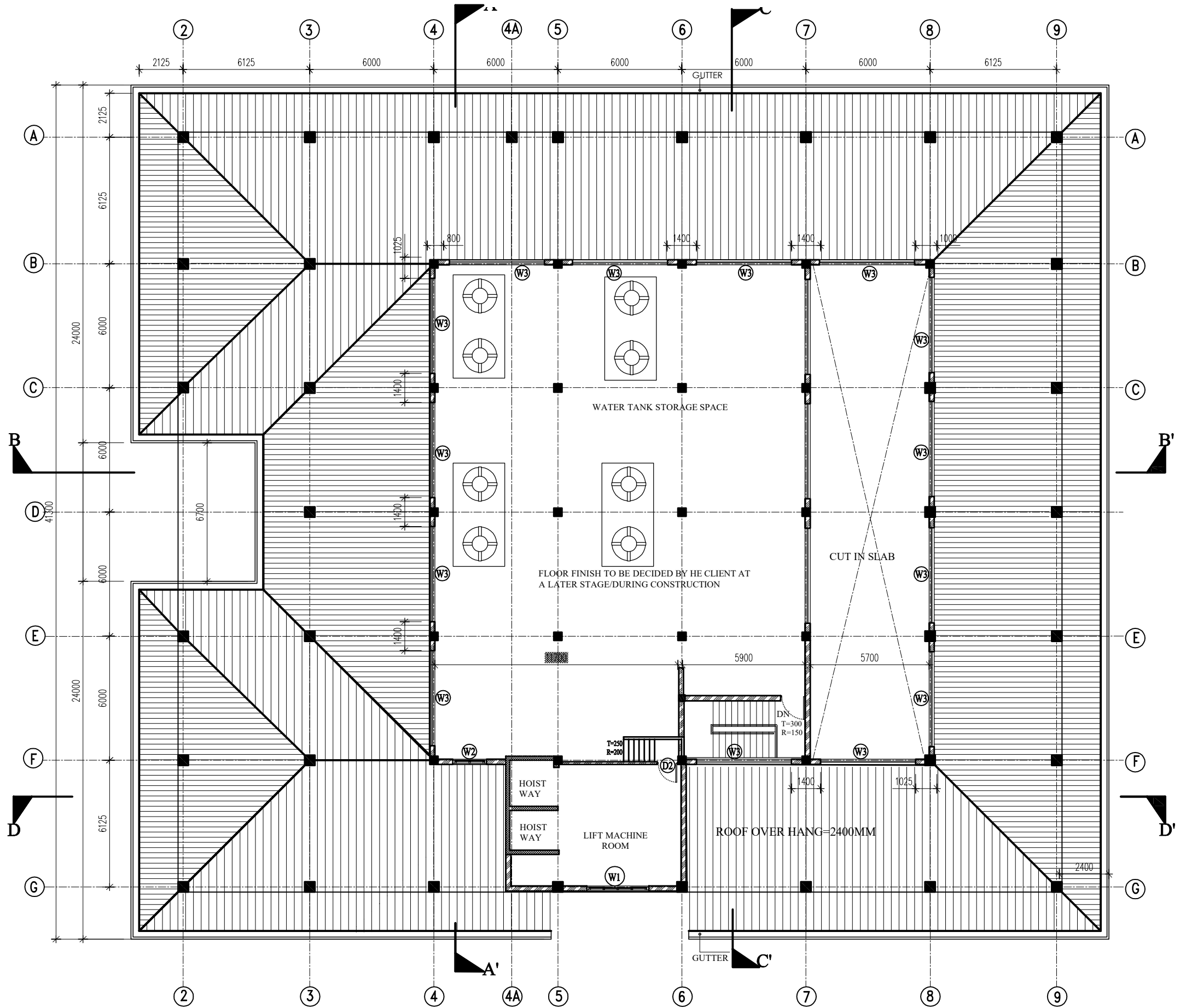
THIRD FLOOR PLAN

0357

AT LEVEL







ZAMTHO FLOOR PLAN