

OPEN UNIVERSITY OF MAURITIUS

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BIDDING DOCUMENTS

Issued on: 18 September 2026

**Procurement
for**

Provision of Cleaning Services

Procurement No: OU/OAB/2/26-27

**Project: Provision of Cleaning Services at Open University of
Mauritius (OU) premises, Réduit and Open University Campus
Curepipe (OUCC), Forest Side**

Employer: Open University of Mauritius

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Section I – Instructions to Bidders

Section I. Instructions to Bidders

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Instructions to Bidders

A. General

- 1. Scope of Bid**
- 1.1 The Open University of Mauritius also referred to herein as the Employer invites bids for the provision of cleaning services on its premises at **Site 1 – Open University of Mauritius (OU) premises, Réduit and Site 2 – Open University Campus Curepipe (OUCC), Forest Side** as described in Section III- Scope of Service and Performance Specifications.

The contract shall be on the basis of fixed rates for an initial period of **twelve (12) months renewable thereafter for an additional period of twelve (12) subject to satisfactory performance of the Service Provider.**

- 1.2 Throughout these bidding documents, the terms “in writing” means any typewritten or printed communication, including e-mail, and facsimile transmission, and “day” means calendar day. Singular also means plural.

- 2. Challenge & appeal**
- 2.1 Unsatisfied bidders shall follow procedures prescribed in Regulations 48, 49 and 50 of the Public Procurement Regulations 2008 to challenge procurement proceedings and award of procurement contracts or to file application for review at the Independent Review Panel.

- 2.2 Challenges shall be addressed to;

**The Director-General
Open University of Mauritius
REDUIT
Phone no: (230) 403 8200
Fax no: (230) 464 8854
Email address: *confidential@open.ac.mu***

- 2.3 Application for Review shall be addressed to

**The Chairperson
5th Floor
Belmont House
Intendance Street
Port Louis
Tel : +2302602228
Fax No.
Email : *irp@govmu.org***

3. Corrupt or Fraudulent Practices

- 3.1 The Government of the Republic of Mauritius requires that bidders/suppliers/contractors, participating in procurement in Mauritius, observe the highest standard of ethics during the procurement process and execution of contracts.
- 3.2 Bidders, suppliers and public officials shall be aware of the provisions stated in sections 51 and 52 of the Public Procurement Act which can be consulted on the website of the Procurement Policy Office (PPO):ppo.govmu.org
- 3.3 The Employer will reject a proposal for award if it determines that the Bidder recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive, coercive or obstructive practices in competing for the contract in question;

For the purpose of this Sub-Clause:

(i) “corrupt practice”¹ is the offering, giving, receiving or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party;

(ii) “fraudulent practice”² is any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation;

(iii) “collusive practice”³ is an arrangement between two or more parties designed to achieve an improper purpose, including to influence improperly the actions of another party;

(iv) “coercive practice”⁴ is impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party; and

(v) “obstructive practice” is deliberately destroying, falsifying, altering or concealing of evidence material to the investigation or making false statements to investigators in order to materially impede an investigation

¹ For the purpose of this Contract, “another party” refers to a public official acting in relation to the procurement process or contract execution.

² For the purpose of this Contract, “party” refers to a public official; the terms “benefit” and “obligation” relate to the procurement process or contract execution; and the “act or omission” is intended to influence the procurement process or contract execution.

³ For the purpose of this Contract, “parties” refers to participants in the procurement process (including public officials) attempting to establish bid prices at artificial, non-competitive levels.

⁴ For the purpose of this Contract, “party” refers to a participant in the procurement process or contract execution.

into allegations of a corrupt, fraudulent, coercive or collusive practice; and/or threatening, harassing or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation.

- 3.4 The Employer commits itself to take all measures necessary to prevent fraud and corruption and ensures that none of its staff, personally or through his/her close relatives or through a third party, will in connection with the bid for, or the execution of a contract, demand, take a promise for or accept, for him/herself or third person, any material or immaterial benefit which he/she is not legally entitled to. If the Employer obtains information on the conduct of any of its employees which is a criminal offence under the relevant Anti-Corruption Laws of Mauritius or if there be a substantive suspicion in this regard, he will inform the relevant authority(ies) and in addition can initiate disciplinary actions. Furthermore, such bid shall be rejected.

4. Eligible Bidders

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

Eligibility compliance may refer to the following:

- (a) Business registration, for which evidence may include the certificate of company registration;
 - (b) Tax status, for which documentation of tax registration and tax clearance are particularly relevant;
 - (c) Certifications by the Bidder of the absence of a debarment order and absence of conflict of interest; and
 - (d) Certification of status regarding conviction for any offence involving fraud, corruption or dishonesty.
- 4.2 Government-owned enterprises in the Republic of Mauritius may only participate if they are legally and financially autonomous, operate under commercial law, and are not a dependent agency of the Employer.
- 4.3 A Service Provider that is under a declaration of ineligibility by the Government of Mauritius in accordance with applicable

laws, at the date of the deadline for bid submission or thereafter, shall be disqualified.

- 4.4 A list of Bidders who are disqualified or debarred from participating in public procurement in Mauritius, is available on the website of the PPO.
- 4.5 Bidders shall provide such evidence of their continued eligibility to the satisfaction of the Employer, as the Employer shall reasonably request.
- 4.6 A Bidder shall not have a conflict of interest. All Bidders found to have a conflict of interest shall be disqualified. A Bidder may be considered to have a conflict of interest with one or more parties in this bidding process, if :
 - (a) they have a controlling partner in common; or
 - (b) they receive or have received any direct or indirect subsidy from any of them; or
 - (c) they have the same legal representative for purposes of this bid; or
 - (d) they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about or influence on the Bid of another Bidder, or influence the decisions of the Employer regarding this bidding process; or
 - (e) a Bidder participates in more than one bid in this bidding process. Participation by a Bidder in more than one Bid will result in the disqualification of all Bids in which the party is involved. However, this does not limit the inclusion of the same subcontractor in more than one bid; or
 - (f) a Bidder or any of its affiliates participated as a consultant in the preparation of the design or technical specifications of the contract that is the subject of the Bid.

5. Qualification of the Bidder

- 5.1 Bidders shall include the information and documents listed hereunder with their bids. If, after opening of bids it is found that any document is missing the Employer may request the submission of that document subject to clause 27.1. The non-submission of the document by the Bidder within the prescribed

period may lead to the rejection of its bid.

- (a) copies of original documents defining the constitution or legal status, place of registration, and principal place of business;
- (b) ~~a written authorization in the form of a power of attorney accompanying the proposal or any other evidence demonstrating that the representative signing the bid has been duly authorized to commit the Bidder.~~
- (c) total monetary value of cleaning services performed for each of the last two years;
- (d) experience in services of a similar nature and of similar size as far as possible, in each of the last two years, and details of services under way or contractually committed; and names and addresses of clients who may be contacted for further information on those contracts;
- (e) major items of resources, logistics support and strategies proposed to deploy for the execution of this contract;
- (f) qualifications and experiences of supervisory personnel proposed to ensure good performance of the service.
- (g) reports on the financial standing of the Bidder for the last three years, such as Certified copies of Financial Statements, Tax Clearance Certificate, Audited Accounts as files at the Registrar of Companies before the deadline set for such submission of bids;
- (h) information regarding any litigation, current and during the last three years, in which the Bidder is involved, the parties concerned, and disputed amount; and
- (i) lists of contracts that have been terminated prior to their expiry dates in the last two years and reasons for such occurrences.
- (j) labour price breakdown, accompanied by number of workers in each grade and monthly salaries payable;

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

- (a) the average annual financial amount of services provided over the last two years should represent at least half of the annual contract value or part thereof for which the Bidder is selected for award.

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

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

6. Cost of Bidding

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

7. Site Visit/Pre-bid Meeting

- 7.1 The Bidder, at his own responsibility and risk, is encouraged to visit and examine the site(s) and its surroundings where the services are required and obtain all information that may be necessary for preparing the bid and entering into a contract for the services. The costs of visiting the site shall be at the Bidder's own expense.

Bidders are invited to attend a pre-bid meeting and site visits to be held as follows:

- (i) **SITE 1 - Open University of Mauritius (OU) premises, Réduit on Thursday 01 October 2026 at 10h00 (a.m.); and**
- (ii) **SITE 2- Open University Campus Curepipe (OUCC)- , Forest-Side on Thursday 01 October 2026 at 14.00 (p.m.)**

B. Bidding Documents

8. Content of Bidding Documents

- 8.1 The set of bidding documents comprises the documents listed in the table below and addenda issued in accordance with ITB

Clause 10:

Section I	Instructions to Bidders
Section II	Bidding Forms
Section III	Scope of Service and Performance Specifications
Section IV	Activity Schedule
Section V	General Conditions of Contract
Section VI	Schedules

- 8.2 The Bidder is expected to examine all instructions, forms, terms, and specifications in the bidding documents. Failure to furnish all information required by the bidding documents or to submit a bid substantially responsive to the bidding documents in every respect will be at the Bidder's risk and may result in the rejection of its bid. Sections II and IV should be completed and returned with the bid in the number of copies specified in ITB Clause 18

9. Clarification of Bidding Documents

- 9.1 A prospective Bidder requiring any clarification of the bidding documents may notify the Employer at the following address:

**The Director-General
Open University of Mauritius
REDUIT
Phone no: (230) 403 8200
Fax no: (230) 464 8854
Email address: *confidential@open.ac.mu*.**

The Employer will respond to any request for clarification received earlier than usually 14 days prior to the deadline for submission of bids. Copies of the Employer's response having any incidence in the preparation of bids will be forwarded to all those who received the bidding documents directly from the Employer, but without identifying its source.

10. Amendment of Bidding Documents

- 10.1 Before the deadline for submission of bids, the Employer may modify the bidding documents by issuing addenda.
- 10.2 Any addendum thus issued shall be part of the bidding documents and shall be communicated in writing to those who obtain the bidding documents directly from the Employer. Prospective bidders shall acknowledge receipt of each addendum in writing to the Employer.
- 10.3 To give prospective Bidders reasonable time in which to take an addendum into account in preparing their bids, the Employer shall extend the deadline for submission of bids, as necessary in

accordance with ITB Sub-Clause 20.2 hereunder.

C. Preparation of Bids

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| 11. Language of Bid | <p>11.1 All bids, proposals and contract documents relating to the bid shall be in “English”.</p> <p>11.2 Notwithstanding the above, documents in French submitted with the bid may be accepted without translation.</p> |
| 12. Documents Comprising the Bid | <p>12.1 The bid submitted by the Bidder shall comprise the Technical and Financial Proposals as detailed hereunder:</p> <ul style="list-style-type: none"> (a) Qualification Information Form and Documents annexed to the Bid Submission Form in Section II; (b) Documents listed in ITB Sub-Clause 5.1 and (c) Proposal as required in ITB Sub-Clause 13.1 (d) Bid Submission Form (contained in Section II); (e) Price Activity Schedule (Section IV); (f) Bid Securing Declaration; and (g) An undertaking on the part of the Bidder that the salaries and wages payable to its personnel in respect of this proposal are compliant to the relevant laws, Remuneration Order, and Award, where applicable and that it will abide to sub-clause 4.6 of the General conditions of Contract if it is awarded the contract or part thereof. |
| 13. Technical Proposal | <p>13.1 The Bidder shall structure the operational and technical part of its Proposal as follows:</p> <p>(a) Management plan</p> <p style="padding-left: 40px;">This section should provide a brief description of the Bidder’s present activities. It should focus on services related to the Proposal.</p> <p style="padding-left: 40px;">The Bidder should comment on its experience in similar projects and identify the person(s) representing the Bidder in any future dealing with the Employer.</p> <p>(b) Resource plan</p> <p style="padding-left: 40px;">This should fully explain the Bidder’s resources in terms of personnel and facilities necessary for the performance of this</p> |

requirement. It should describe the Bidder's current recruitment and training policy, capabilities/facilities and any plan for their expansion.

(c) Safety and Health Policy

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

(d) Proposed Plan of Work

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

- 1) number of qualified cleaning staff (Male/Female) available, including their level of experience.
- 2) confirmation that the Service Provider is able to supply ex-stock cleaning materials and consumables, including specifications of the proposed cleaning materials and consumables:
 - i. vacuum Cleaners with clean air filter
 - ii. rubbish carts
 - iii. pressure washer, dusters, brooms, brushes, buckets and mops
 - iv. liquid detergents and cleansing material for the cleaning of office equipment and furniture, glass top, glass panes etc.
- 3) detailed staff work plans for cleaning and maintenance work, including time that staff will spend performing the tasks listed in the Scope of Service and Performance Specifications (see Section III).
- 4) information of how the Service Provider will manage the provision of replacement cleaning staff during sick leave and annual leave.
- 5) leave entitlement for the staff and method of managing staff

leave entitlements.

- 6) client reference list, including contact details, and
- 7) list of major recent contracts.

It is essential for the technical proposal to comprise detailed information on the requirements listed above. Non-submission of these information or submission of incomplete information could prove to be detrimental to the Bidder's proposal in the evaluation and marks allocation of its Technical Proposal.

14. Bid Prices

- 14.1 The Contract shall be for the services or part thereof, as described in Section III and based on priced activity schedules submitted by the Bidder.
- 14.2 Bidders shall fill in prices for the items of the services described in Section III and listed in the Section IV- Activity Schedule.
- 14.3 All duties, taxes, and other levies payable by the Service Provider under the Contract, or for any other cause, as of the date 14 days prior to the deadline for submission of bids, shall be included in the total bid price.
- 14.4 Prices shall be fixed and inclusive of all taxes, end-of –the year bonus and gratuities as well as any increase that may be awarded by government during the contract period.

15. Contract Price

- 15.1 The total amount contained in the Activity Schedule shall be brought forward in the Financial Bid Form as a lump sum in Mauritian Rupees.
- 15.2 Bidders may be required by the Employer to substantiate that the amounts included in the Lump Sum are reasonable and responsive to ITB Sub-Clause 5.2 (d).

16. Bid Validity

- 16.1 Bids shall remain valid for the period of **hundred and twenty (120) days** after the closing date for submission of bids.
- 16.2 In exceptional circumstances, the Employer may request that the Bidders extend the period of validity for a specified additional period. The request and the Bidders' responses shall be made in writing. A Bidder may refuse the request without having the Bid Securing Declaration executed. A Bidder agreeing to the request will not be required or permitted to otherwise modify the bid.

17. Bid Securing Declaration

- 17.1 The Bidder shall be aware of the content of the Bid Securing Declaration and shall subscribe to it by signing the Bid Submission Form.
- 17.2 If a Bid Securing Declaration is executed the bidder may be

disqualified to be awarded a contract by any Public Body for a period of time as determined by the Procurement Policy Office.

18. Format and Signing of Bid

- 18.1 The Bidder shall prepare one original **set** of the documents comprising the Technical and Financial Proposals as described in ITB Clause 12. In addition, the Bidder shall submit **two (2) copies** of the Technical and Financial Proposals and one set of accompanying documents as listed in ITB Sub-Clause 5.1. In the event of discrepancy between them, the original shall prevail.
- 18.2 The original and all copies of the bid shall be typed or written in indelible ink and shall be signed by a person or persons duly authorized to sign on behalf of the Bidder, pursuant to ITB Sub-Clauses 5.1(b). All pages of the bid, where entries or amendments have been made, shall be initialed by the person or persons signing the bid.

D. Submission of Bids

19. Sealing and Marking of Bids

- 19.1 The Bidder shall seal the original and all copies of the Bid in one envelope.
- 19.2 The envelope shall:
- (a) bear the name and address of the Bidder;
 - (b) be addressed to:

The Director-General
Open University of Mauritius
REDUIT
Phone no: (230) 403 8200
Fax no: (230) 464 8854
 - (c) bear the name and identification number of the Contract as defined in the Invitation to bid; and
 - (d) provide a warning not to open before the specified time and date for Bid Opening as mentioned in ITB Clause 22.
- 19.3 If the envelope is not sealed and marked as above, the Employer will assume no responsibility for the misplacement or premature opening of the bid.

20. Deadline for Submission of Bids

- 20.1 Bids shall be delivered to the Employer at the address specified above not later than **Thursday 22nd October 2026 at 13h30**.
- 20.2 The Employer may extend the deadline for submission of bids

by issuing an amendment in accordance with ITB Clause 10, in which case all rights and obligations of the Employer and the Bidders previously subject to the original deadline will then be subject to the new deadline.

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| 21. Late Bids | 21.1 Any bid received by the Employer after the deadline prescribed in ITB Clause 20 will be returned unopened to the Bidder. |
| 22. Modification and Withdrawal of Bids | <p>22.1 Bidders may modify or withdraw their bids by giving notice in writing before the deadline prescribed in ITB Clause 20.</p> <p>22.2 Each Bidder's modification or withdrawal notice shall be prepared, sealed, marked, and delivered in accordance with ITB Clauses 19 and 20, with the outer and inner envelopes additionally marked "MODIFICATION" or "WITHDRAWAL," as appropriate.</p> <p>22.3 No bid may be modified after the deadline for submission of bids.</p> <p>22.4 Withdrawal of a bid between the deadline for submission of bids and the expiration of the period of bid validity specified in Clause 16.1 or as extended pursuant to ITB Sub-Clause 16.2 shall result in execution of the Bid Securing Declaration pursuant to ITB Clause 17.</p> <p>22.5 Bidders may only offer discounts to, or otherwise modify the prices of their bids by submitting bid modifications in accordance with this clause, or included in the original bid submission.</p> |

E. Bid Opening and Evaluation

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| 23. Bid Opening- | <p>23.1 The Employer will open the bids, including modifications made pursuant to ITB Clause 22, in the presence of the Bidders' representatives who choose to attend, at The Open University of Mauritius, 3rd Floor North Building Réduit, Republic of Mauritius on Thursday 22nd October 2026 at 13h30.</p> <p>23.2 Envelopes marked "WITHDRAWAL" shall be opened and read out first. Bids for which an acceptable notice of withdrawal has been submitted pursuant to ITB Clause 22 shall not be opened.</p> <p>23.3 The Bidders' names, the bid prices and the total amount of each bid, any discounts, bid modifications and withdrawals, the presence or absence of the subscription to Bid Securing Declaration in the Bid Submission Form, and such other details as the Employer may consider appropriate, will be announced</p> |
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by the Employer at the opening. No bid shall be rejected at Bid Opening except for the late bids pursuant to ITB Clause 21; Bids and modifications sent pursuant to ITB Clause 22 that are not opened and read out at bid opening will not be considered for further evaluation regardless of the circumstances. Late and withdrawn bids will be returned unopened to the bidders.

23.4 The Employer will prepare minutes of the Bid Opening, including the information disclosed to those present in accordance with ITB Sub-Clause 23.3.

24. Process to be Confidential

24.1 Information relating to the examination, clarification, evaluation, comparison of bids and recommendations for the award of a contract shall not be disclosed to Bidders or any other person not officially concerned with such process. Any effort by a Bidder to influence the Employer's processing of bids or award decisions, may result in the rejection of his bid.

25. Clarification of Bids

25.1 To assist in the examination, evaluation, and comparison of bids, the Employer may, at the Employer's discretion, ask any Bidder for clarification of the Bidder's Bid, including breakdowns of the prices in the Activity Schedule, and other information that the Employer may require. The request for clarification and the response shall be in writing via e-mail or facsimile, but no change in the price or substance of the Bid shall be sought, offered, or permitted except as required to confirm the correction of arithmetic errors discovered by the Employer in the evaluation of the bids in accordance with ITB Clause 29.

25.2 Subject to ITB Sub-Clause 25.1, no Bidder shall contact the Employer on any matter relating to its bid from the time of the Bid Opening to the time the contract is awarded. If the Bidder wishes to bring additional information to the notice of the Employer, he should do so in writing.

25.3 Any effort by the Bidder to influence the Employer in the Employer's bid evaluation or contract award decisions may result in the rejection of the Bidder's bid.

26. Examination of Bids and Determination of Responsiveness

26.1 Prior to the detailed evaluation of bids, the Employer will determine whether each bid:

- (a) meets the eligibility criteria defined in ITB Clause 4;
- (b) has been properly signed; and
- (c) is substantially responsive to the requirements of the

bidding documents.

26.2 A substantially responsive bid is one which conforms to all the terms, conditions, and specifications of the bidding documents, without material deviation or reservation. A material deviation or reservation is one:

- (a) which affects in any substantial way the scope, quality, or performance of the Services;
- (b) which limits in any substantial way, inconsistent with the bidding documents, the Employer's rights or the Bidder's obligations under the Contract; or
- (c) whose rectification would affect unfairly the competitive position of other Bidders presenting substantially responsive bids.

26.3 If a bid is not substantially responsive, it shall be rejected by the Employer, and may not subsequently be made responsive by correction or withdrawal of the nonconforming deviation or reservation.

27. Errors and Omission

27.1 In the examination of substantially responsive bids, the Public Body shall distinguish between errors and omissions that are properly subject to correction and those that are not. A Bidder should not be automatically disqualified for not having presented complete information, either unintentionally or because the requirements in these bidding documents were not sufficiently clear. Provided that the error or omission in question is subject to correction –generally a situation arising in the context of issues relating to data, information of a factual or historical nature, or issues that do not affect the principle that bids should be substantially responsive, the Public Body must permit the Bidder to promptly provide the missing information or correct the mistake. However, there are certain basic errors or omissions which, because of their nature are not subject to correction. Examples of these are failure to sign a bid or submit a guarantee. Furthermore, the Bidder may not be permitted to correct errors or omissions that alter the substance of an offer, constitute material deviation or reservation, or in any way improve it.

28. Comparison of Technical Proposal

28.1 The Technical Proposals shall be evaluated as per a marking system as indicated in Section VI- Schedule. Only those having scored the minimum pass marks or more, shall be retained for the financial evaluation.

29. Correction of Errors

29.1 Bids determined to be substantially responsive shall be checked by the Public Body for any arithmetic error. Errors shall be

corrected by the Public Body as follows:

- (a) where there is a discrepancy between the amounts in figures and in words, the amount in words shall govern; and
- (b) where there is a discrepancy between the unit rate and the line item total resulting from multiplying the unit rate by the quantity, the unit rate as quoted shall govern, unless in the opinion of the Employer there is an obviously gross misplacement of the decimal point in the unit rate, in which case the line item total as quoted shall govern, and the unit rate shall be corrected.

29.2 The amount stated in the bid shall be adjusted by the Employer in accordance with the above procedure for the correction of errors and, with the concurrence of the Bidder, shall be considered as binding upon the Bidder. If the Bidder does not accept the corrected amount, the bid shall be rejected, and the Bid Securing Declaration exercised in accordance with ITB Sub-Clause 17.2.

30. Evaluation and Comparison of Financial Proposals

30.1 The Employer will evaluate and compare only those bids that have scored the minimum pass mark.

30.2 In evaluating the bids, the Employer will determine for each bid the evaluated bid price by adjusting the bid price as follows:

- (a) making any correction for errors pursuant to ITB Clause 29; and
- (b) making appropriate adjustments to reflect discounts or other price modifications offered in accordance with ITB Sub-Clause 22.5.

30.3 The prices shall be compared as per a marking system. The lowest financial proposal (F_m) will be given the maximum mark (S_m) allocated to financial proposals and the marks shall be computed as follows:

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

Where F is the price of the proposal under consideration.

(Example : if the price quoted by the lowest bidder is Rs. 250 000 and the maximum marks allocated for the Financial Proposal is 30 marks, the lowest bidder gets 30 marks, and a bidder having quoted Rs. 300 000 gets (Rs 250 000/ Rs 300 000) x 30, that is, 25 marks and so on and so forth for the other bidders).

F. Award of Contract

- 31. Award Criteria**
- 31.1 Subject to ITB Clause 32, the Employer will award the Contract to the Bidder whose bid has been determined to be substantially responsive to the bidding documents and who has scored the highest marks per site provided that such Bidder has been determined to be:
- (a) eligible in accordance with the provisions of ITB Clause 4, and
 - (b) qualified in accordance with the provisions of ITB Sub-Clause 5.2.
- 32. Employer's Right to Accept any Bid and to Reject any or all Bids**
- 32.1 Notwithstanding ITB Clause 31, the Employer reserves the right to accept or reject any bid, and to cancel the bidding process and reject all bids, at any time prior to the award of Contract, without thereby incurring any liability to the affected Bidder or Bidders.
- 33. Notification of Award and Signing of Agreement**
- 33.1 Prior to the expiration of the period of bid validity, the Employer shall, for contract amount above the prescribed threshold, notify the selected bidder of the proposed award and accordingly notify unsuccessful bidders. Subject to challenge and Appeal the Employer shall notify the selected Bidder, in writing, by a Letter of Acceptance for award of contract. It will state the sum that the Employer will pay to the Service Provider in consideration of the execution of the services by the Service Provider as prescribed by the Contract (hereinafter and in the Contract called the "Contract Price"). Within seven days from the issue of Letter of Acceptance, the Employer shall publish on the Public Procurement Portal (publicprocurement.govmu.org) and the Employer's website, the results of the Bidding Process.
- 33.2 The notification of award will constitute the formation of the Contract.
- 33.3 The Contract, in the form provided in the bidding documents, will incorporate all agreements between the Employer and the successful Bidder. It will be signed by the Employer and sent to the successful Bidder along with the Letter of Acceptance. Within 21 days of receipt of the Contract, the successful Bidder shall sign the Contract and return it to the Employer, together with the required Performance Security pursuant to Clause 34.
- 34. Performance Security**
- 34.1 Within 21 days after receipt of the Letter of Acceptance, the successful Bidder shall deliver to the Employer a Performance

Security in the amount **10 % of the annual contract value** denominated in Mauritian Rupees in the form of Bank/insurance company guarantee as per the format in Section VI, and in accordance with the General conditions of Contract.

34.2 Failure of the successful Bidder to comply with the requirements of ITB Sub-Clause 34.1, shall constitute sufficient grounds for cancellation of the award and execution of the Bid Securing Declaration.

35. Debriefing

35.1 The Employer shall promptly attend to all requests for debriefing for the contract, made in writing, and within 30 days from the date of the publication of award or date the unsuccessful bidders are informed about the award, whichever is the case, by following regulation 9 of the Public Procurement Regulation 2008 as amended.

Section II – Bidding Forms

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Bid Submission Form

Date.....:

To: [name and address of Employer]

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

Year 1 starting 01 December 2026 and ending 30 November 2027 of

Rs.....
.....

Year 2 starting 01 December 2027 and ending 30 November 2028 of

Rs.....
.....

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

- (b) We hereby confirm that this proposal complies with the bid validity required by the bidding documents.
- (c) We have read and understood the content of the Bid Securing Declaration form contained in Section II and subscribe fully thereto. We further understand that this declaration shall be construed as a signed Bid Securing Declaration which could lead to disqualification on the grounds mentioned therein.
- (d) We confirm that the salaries and wages payable to our personnel in respect of this proposal are in compliance with the relevant Laws, Remuneration Order and Award, where applicable and that we shall abide with the provisions of sub clause 4.6 of the General Conditions of Contract, if we are awarded the contract or part thereof.
- (e) Commissions or gratuities, if any, paid or to be paid by us to agents relating to this bid, and to contract execution if we are awarded the contract, are listed below:

Name and address of agent	Amount and Currency	Purpose of Commission or gratuity
_____	_____	_____
_____	_____	_____
_____	_____	_____
<i>[if none, state "none"]</i>		

- (f) We have taken steps to ensure that no person acting for us or on our behalf will engage in any type of fraud and corruption as per the principles described hereunder, during the bidding process and contract execution:
- i. We shall not, directly or through any other person or firm, offer, promise or give to any of the Public Body's employees involved in the bidding process or the execution of the contract or to any third person any material or immaterial benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the tender process or during the execution of the contract.
 - ii. We shall not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelisation in the bidding process.
 - iii. We shall not use falsified documents, erroneous data or deliberately not disclose requested facts to obtain a benefit in a procurement proceeding.

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

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

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

Authorized Signature: _____

Name and Title of Signatory: _____

Name of Bidder: _____

Address: _____

[Company's seal]

Appendix to Bid Submission Form

Bid Securing Declaration

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

I/We* accept that I/we* may be disqualified from bidding for any contract with any Public Body for the period of time that may be determined by the Procurement Policy Office under section 35 of the Public Procurement Act, if I am/we are* in breach of any obligation under the bid conditions, because I/we*:

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

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

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

Authorized Signature: _____

Name and Title of Signatory: _____

Name of Bidder: _____

Address: _____

[Company's seal]

Annex to Technical Proposal Form

Qualification Information

1. Individual Bidders

1.1 Constitution or legal status of Bidder: *[attach copy]*Place of registration: *[insert]*Principal place of business: *[insert]*Power of attorney of signatory of bid or alternative acceptable evidence: *[attach]*1.2 Total annual volume (amount in rupees) of services performed in each of the last three years: *[insert]*

1.3 Services performed as prime Service Provider on the provision of services of a similar nature over the last three years. Also list details of work under way or committed, including expected completion date.

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

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

1.4 Major items of Equipment and logistics proposed for carrying out the Services. List all information requested below. Refer also to ITB Sub-Clause 5.2(c).

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

- 1.5 Qualifications and experience of key personnel proposed for administration and execution of the Contract. Attach biographical data. Refer also to ITB Sub-Clause 5.2(d) and GCC Clause 4.

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

- 1.6 Proposed subcontracts and firms involved.

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

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

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

- 1.10 Statement of compliance with the requirements of ITB Sub-Clause 4.1.

2. Additional Requirements

- 2.1 Bidders should provide any additional information required in the ITB and to fulfill the requirements of ITB Sub-Clause 5.1, if applicable.

Section III – Scope of Service and Performance Specifications

Specifications for the provision of cleaning services at Open University of Mauritius premises, Réduit and OUCC, Forest Side, for a period of **twelve (12) months starting 01 December 2026 to 30 November 2027, renewable thereafter for an additional period of twelve (12) months subject to satisfactory performance of the Service Provider** as follows:

A. Office Cleaning Services

Background

The Open University of Mauritius (OU) has its Head Quarters occupying two buildings (North Wing and South Wing Buildings) at Réduit and a University Campus at Forest Side (ex MBC Building):

Site 1. Réduit

- (i) North Building: Basement + Ground floor and 1st to 3rd Floor & 5th Floor and 4th Floor occupied by the Higher Education Commission (HEC);
- (ii) South Building: Ground Floor and First Floor fully occupied by the Open University of Mauritius; and
- (iii) The yard appurtenant.

Site 2. Open University Campus at Forest Side

- (i) **North Building** with three floors: **Ground Floor, First and Second Floor.**
- (ii) **South Building** with six (6) classrooms: SW1 to SW6 + Toilets (3 females and 3 male).
- (iii) **The Yard appurtenant**, whole of the yard alongside the outside of boundary walls and grassy areas of Open University of Mauritius' campus at Ex-MBC, Forest Side.

Purpose of the service

The Open University of Mauritius herein referred to as the Employer requires the Service Provider to provide general office cleaning services to the buildings and premises mentioned above to the highest industry standards and not less than in accordance with the minimum service levels outlined below.

It is for the Service Provider to determine its cleaning strategy in terms of human resource and equipment to deploy within the working hours that are indicated by the Employer except for those sites where the Employer has clearly made request for cleaners to be in attendance on site on a continuous basis. Section VI- Schedules contains the details of labour force and working hours of the Service Provider who is presently providing the services (*where applicable*) for information.

Cleaning Services

Cleaning of Building Interior & Exterior

All work should be undertaken in accordance with recognized best practice in the industry and with the applicable Occupational Safety and Health Legislations. The Service provider shall make available all necessary labour including supervision, transport, materials, tools and equipment for the cleaning and gardening services. **(Materials & equipment to be kept on site to avoid delay to start cleaning operations).**

The Service Provider is responsible for the maintenance of the minimum standards of cleaning and performance quality set forth in this document and shall ensure that the Cleaning Services agreed upon are not discontinued, regardless of the staff absences through sickness or holidays. The surface of the floor must be completely free of dust, stains, paint, stripes, shoe marks, anything spilt and any other blemish that can be removed with standard industry techniques. Any defects noticed by cleaners must be registered and reported to the Client cleaning supervisor so that the necessary measures can be taken.

A buffer stock of consumables equivalent to two weeks of utilization should be kept at all times at the OU. Quantity of consumables to be specified accordingly by the Service Provider.

Garbage bags should be provided for collecting wastes.

Provision of:

- **Automatic Dispensers together with air fresheners or equivalent for toilets**
- **Gel stick or an equivalent in toilet bowls to dispel bad/foul smell in North Wing and South Wing, OU, Réduit.**

Any minor plumbing/cleaning works/blockage from water trap inwards (i.e., washbasin obstructed/toilet bowl overflowing) to be attended by the Service Provider

Cleaning days and cleaning times

Site 1: Premises at Réduit

1.0 Schedule of work and workforce

Hours of work at OU (Réduit) are from **07.15 hrs to 16.30 hrs** from **Monday to Friday** and from **07.15 a.m. to noon** on **Saturdays**.

	Sn	Days/Period	Time	Number of persons	Description of Service	Remarks
Normal Service	a.	Monday to Friday	7.15 to 16.30	Four (4) able-bodied full-time operators: Two (2) Female and one (1) Male and one (1) Male gardener	Cleaning of North wing, South wing, yard appurtenant. One (1) cleaner for South Wing and two (2) cleaners for North Wing (Basement to 3rd Floor & 5 th Floor) to be on standby basis from 7.15 a.m to 16.30 hrs	Refer to Page 47 (Priced Activity Schedule)
	b.	Monday to Friday	7.15 to 8.45	Minimum of Ten (10) Part time Cleaners	Undertake Daily Cleaning (outside Working Hours) - Two (2) in South Wing and Eight (8) in North Wing	
General Cleaning	a.	Saturday	7.15 to noon	Three (4) able-bodied full-time operators: Two (2) Female and one (1) Male	Cleaning of North wing, South wing, yard appurtenant	One (1) Cleaner to standby up to 15.00
	b.	Saturday	7.15 to noon	Minimum of Ten (10) Part time Cleaners	Cleaning of North Wing, South Wing, yard appurtenant	
Additional Service when required	a.	Sundays/Public Holidays	7.00 to noon	one (1) able-bodied operator	To complete cleaning operations	Refer to Page 48 (Priced Activity Schedule)
	b.	Sundays/Public Holidays	7.00 to 17.00	one (1) able-bodied operator	To complete cleaning operations	
	c.	After working hours on Weekdays or Saturdays	after 16.30	one (1) able-bodied operator	Cleaning in North Wing or South Wing	To quote rate per hour per person
	d.	During End of Year Closure	7.15 to 16 00 7.15 to 8.45	Normal Service to apply - 3 Full time + 10 Part-timers	To complete End of year general cleaning	Last week of December and first week of January
	e.	One Gardener Full-Time	07 15 to 16 00	Normal Service to apply	Everyday cleaning of OU Réduit Yard	

Higher Education Commission (HEC)
(i) One (1) part-time cleaner for 4th Floor- Higher Education Commission (HEC) from 7.15 to 9.00 hrs.
(ii) One (1) Female Full-time cleaner to be available from 09 00 to 16 00 to attend to immediate cleaning tissues and to replenish tissue paper as and when required.

- a) In case cleaning is required at odd hours, e.g. during weekends or outside normal working hours, the Manager/Supervisor/Team Leader of the Cleaning Company shall be informed. The name of the contact person and the telephone/fax number should be submitted to the OU.
- b) The services of a Special Support Unit should be provided for: -
- The spray cleaning and extraction cleaning of moquettes.
 - The mowing of grassy areas and for cleaning of yard on last Saturday of each month
 - A general cleaning (removal and carting away of debris and pressure washing) of the yard and building after any natural calamity (e.g. cyclone) or flooding as a result of bursting/leakage of water pipe or any accidental event
- c) As far as possible the Service provider should ensure that all cleaning operators report for duty immediately after the removal of any cyclone class III/IV warnings. The Service provider should ensure that all debris are carted away from the yard within **two days** after a cyclone and the yard and building are pressure washed **within one week**, if so required. In case of flooding due to bursting of water pipes outside working hours, Service provider, upon being informed, should immediately send its special Support Unit to attend to the problem.
- d) An attendance/checking book will be kept at the OU reception counter and the cleaning/gardening operators, as well as the Supervisor, will be required to sign in and sign out daily. The Supervisor/team leader will also be required to jot down his/her remarks in the same book after every verification of the premises.
- e) A monthly plan of work for all periodic cleaning operations and a daily programme of work for each part-time and full-time cleaner/gardener should be submitted to the OU. The contact details and name of cleaning operators working at OU and OUCC should be submitted to OU.

Note: Cleaner/s who are absent should be replaced by latest 7.45 a.m.

2 General Cleaning Specifications

SCHEDULE OF SERVICES

SURFACE AREA TO BE CLEANED AND DESCRIPTION OF PREMISES

SITE 1: Cleaning of Open University of Mauritius premises, Réduit for period of twelve (12) months starting 01 December 2026 to 30 November 2027, renewable thereafter

for an additional period of twelve (12) months subject to satisfactory performance of the Service Provider

(I) LOCATION: NORTH WING – BASEMENT, GROUND FLOOR, 1ST TO 3RD FLOOR and 5th FLOOR)

S/N	Areas to be cleaned	Location	Frequency
1.	Basement	All offices and corridors	Daily basis
		Audio Studio (carpet floor)	Daily basis
		Stores	Daily basis
		Lift Doors	Daily basis
2.	Ground Floor	All offices and corridors	Daily basis
		Lecture Theatre including carpet floor (carpet floor)	Daily basis
		Seminar Room (carpet floor)	Daily basis
		Printing Area (including Laboratory/Dark Room)	Daily basis
		Learning Resource Centre (Library)	Daily basis
		Tutorial Rooms	Daily basis
		Reception Area	Daily basis
		Guard Room (including toilet + washbasin)	Daily basis
		Male Toilet: (2 bowls, 3 washbasins, 3 mirrors, urinal, wall tiles, floor tiles)	Daily basis
		Female Toilet: (2 bowls, 2 washbasins, 2 mirrors, wall tiles, floor tiles)	Daily basis
		Toilet for handicapped persons	Daily basis
		Bathroom	Daily basis
		1 Mess Room	Daily basis
		Lift Doors	Daily basis
		Window panes & doors	Daily basis
		Sofa cleaning	Daily basis
		Moquette cleaning at regular intervals	Daily basis
		Welcoming Area	Daily basis
		Cash Counter	Daily basis
3.	1st Floor	All offices and corridors	Daily basis
		Male Toilet: (3 bowls, 3 washbasins, 3 mirrors, urinal, wall tiles, floor tiles)	Daily basis
		Female Toilet: (3 bowls, 3 washbasins, 3 mirrors, wall tiles, floor tiles)	Daily basis
		1 Kitchenette + 1 Mess room	Daily basis
		Lift Doors	Daily basis
		Window Panes & doors	Daily basis
4.	2nd Floor	All offices and corridors	Daily basis
		Male Toilet: (3 bowls, 3 washbasins, 3 mirrors, urinal, wall tiles, floor tiles)	Daily basis
		Female Toilet: (3 bowls, 3 washbasins, 3 mirrors, wall tiles, floor tiles)	Daily basis
		2 Kitchenettes + 1 Mess room	Daily basis
		Lift Doors	Daily basis
		Window Panes & doors	Daily basis
5.	3rd Floor	All offices and corridors	Daily basis
		Male Toilet: (3 bowls, 3 washbasins, 3 mirrors, urinal, wall tiles, floor tiles)	Daily basis
		Female Toilet: (3 bowls, 3 washbasins, 3 mirrors, wall tiles, floor tiles)	Daily basis
		2 Kitchenettes + 1 Mess room	Daily basis

		Lift Doors	Daily basis
		Window Panes & doors, window ceil	Daily basis
6.	5 th Floor	All offices and corridors	Daily basis
		Male Toilet: (3 bowls, 3 washbasins, 3 mirrors, urinal, wall tiles, floor tiles)	Daily basis
		Female Toilet: (3 bowls, 3 washbasins, 3 mirrors, wall tiles, floor tiles)	Daily basis
		2 Kitchenettes + 1 Mess room	Daily basis
		Lift Doors	Daily basis
		Window Panes & doors, window ceil	Daily basis
		Balcony	Daily basis

- Frequency:**
1. All offices/corridors/lobby/lifts/kitchenettes/mess rooms/window panes & doors – to be cleaned **daily** before 8.15 am. **Cleaning also include removal of dust, cobwebs and visible dirt in vertical free areas.**
 2. Toilets to be cleaned at regular intervals i.e., before 8.30 hrs, at 11.00 hrs., at 14.00 hrs & 16.00hrs
 3. All areas including carpeted areas to be kept clean.

Other cleaning works:

S/N	Details	Frequency
1.	High Level exterior & interior window Panes (Ground floor to 2 nd floor)	On a quarterly basis
2.	Two Passenger Lift Cabins (Basement to 2 nd floor / Basement to 5th floor)	Twice daily
3.	Two main staircases including handrails (basement to 2nd floor /basement to 3rd floor)	Twice daily
4.	Two Emergency Staircases (basement to 5th floor / Ground floor to 5th floor)	Weekly
5.	Exterior Lampshades	Fortnightly
6.	Pavement (all around the building) and the Parking Bay (Washing with high pressure – once a month)	Monthly
7.	All Exterior borders, terraces and top roofs (All water outlets to be cleared of rubbishes for easy flow of water)	Weekly
8.	Vacuum cleaning of blinds	Monthly
9.	Vacuum cleaning of moquette (Ground Floor)	On a quarterly basis
10.	All office bins should be emptied every day and especially on Fridays' afternoon.	Daily
11.	Cleaning of fan blades	
12.	Window ceil	Weekly
13.	All interior doors, lampshades, switches, trunking, etc.	Weekly
14.	Unclogging of water pipes from the ground floor to the 5 th floor	As and when required

(II) LOCATION: SOUTH WING –GROUND FLOOR & 1ST FLOOR**Areas to be cleaned:-****Frequency**

Ground Floor: All offices (including Audio Studio with carpet floor),]
corridors, lobby, Staircases (including hand rails),] Daily
doors, window panes, kitchenette, mess room, garage]
Cleaning also include removal of dust, cobwebs and
visible dirt in vertical free areas

First Floor: All offices (including all offices with carpet floor),]
corridors, doors, windows panes] Daily
Cleaning also include removal of dust, cobwebs and
visible dirt in vertical free areas]

Toilets: **Ground Floor:** 5 toilets (2 male/3 female) [At regular intervals]
1st Floor: 4 toilets (2 male/2 female) [before 8.30 hrs at 11.00 hrs],
(including wash hand basins, wall tiles, floor tiles, mirrors) [At 14.00 hrs & at 16.00hrs]

Cleaning also include removal of dust, cobwebs and visible] Daily
dirt in vertical free areas

Others:

- Vacuum cleaning of blinds] Monthly
- Cleaning of all Exterior borders, terraces and top roofs
- (All rainwater drains/ water outlets to be cleared of rubbishes for easy flow of water)] Weekly
- All office bins should be emptied every day and especially on Fridays' afternoon.] Daily
- Wiping/polishing the glass surfaces of door/ windowpanes and mirrors.] Weekly
- Scrubbing and polishing the tiled/vinyl floors.] Weekly
- Removing stains from painted walls, partitioned walls, and moquettes/blinds.] Monthly
- The spray cleaning and shampooing, extraction cleaning of moquettes/blinds.] Weekly
- Washing/scrubbing away dirt marks/pigeon excreta/moss from concrete walls, canopies, slabs, kerbs, metal handrails and supporting structures.] Weekly
- Monthly cleaning (last Saturday of each month) of the sump pump located at the basement of the -North wing to be carried out in the presence of Senior/ Head Office Attendant of the OU.] Monthly
- Any minor plumbing/cleaning works (i.e. washbasin obstructed / toilet bowl overflowing) to be attended by the Service provider even outside working hours] As & when
the case occurs.] required
- All curtains where available should be washed every quarterly.] 3months'
interval
- Cleaning of fan blades] Monthly
- Window ceil] Weekly

(III) **MAINTENANCE OF OPEN UNIVERSITY OF MAURITIUS YARD (NORTH AND SOUTH WINGS)**

- | | |
|--|------------------------|
| - Mowing of grassy areas |] Monthly |
| - Trimming of shrubs and vegetation on fence perimeter |] Bi-monthly |
| - Uprooting of vegetation |] Daily |
| - Removing and carting away of creepers from fencing |] Bi-Monthly |
| - Cutting of edges |] Bi-Monthly |
| - Removing of weeds | |
| (application of herbicides whenever applicable) |] As and when Required |
| - Planting of flower plants/decorative trees etc. |] As and when Required |
| (to be provided by the Service Provider) | |
| - Sweeping of the yard |] Daily |
| - Maintenance of flower pots, plants inside and outside the North & South buildings |] Weekly |
| - Fumouring of soil | Monthly |
| - Replacement of soil in pots | As and when required |
| (soil to be provided by service provider) | |
| - Fertilize plants (to be provided by service provider) | As and when required |
| - Treatment of plants (application of pesticides) | As and when required |

(IV) **NORTH WING – 4TH FLOOR - OCCUPIED BY HIGHER EDUCATION COMMISSION (HEC)**

Areas to be cleaned:

4th floor: *(Occupied by Higher Education Commission)*

- All offices and corridors
- Male Toilet: (3 bowls, 3 washbasins, 3 mirrors, urinal, wall tiles, floor tiles)
- Female Toilet: (3 bowls, 3 washbasins, 3 mirrors, wall tiles, floor tiles)
- Kitchenette + Mess Room
- Staircase + Handrail
- Lift Doors
- Window Panes/Doors
- To clean all offices with a vacuum cleaner at least once weekly.

Frequency: 1. All offices/corridors/lift doors/kitchenettes/mess rooms/window panes – to be cleaned **daily**. **Cleaning also include removal of dust, cobwebs and visible dirt**

in vertical free areas.

2. Toilets to be cleaned at regular intervals i.e. at 11.15 hrs, 13.15 hrs and at 16.00 hrs.
3. Staircases including handrails to be cleaned **twice daily**.

Other cleaning works:

S/N	Details	Frequency
<u>1</u>	All exterior borders and terraces	Weekly
<u>2</u>	All interior doors, lampshades, switches, trunking, etc.	Weekly
3	All office bins should be emptied every day and especially on Fridays' afternoon	Daily
4	Wiping/polishing the glass surfaces of door/ window panes and mirrors.	Weekly
5	Scrubbing and polishing the tiled/vinyl floors.	
6	Removing stains from painted walls, partitioned walls, and moquettes/blinds.	Monthly
7	The spray cleaning and shampooing, extraction cleaning of moquettes/blinds.	Monthly
8	Washing/scrubbing away dirt marks/pigeon excreta/moss from concrete walls, canopies, slabs, kerbs, metal handrails and supporting structures	Weekly
9	Any minor plumbing/cleaning works (i.e. washbasin obstructed / toilet bowl overflowing) to be attended by the Service provider even outside working hours when the case occurs.	As and when required
10	All curtains where available should be washed every quarterly.	3 months' interval

IMPORTANT: It is essential for the technical proposal to comprise detailed information on the requirements listed in marking sheet (page 64). Non-submission of these information or submission of incomplete information could prove to be detrimental to the Bidder's proposal in the evaluation and marks allocation of its Technical Proposal. The Bidder shall therefore structure the operational and technical part of its Proposal accordingly.

Bidder's Signature:

Name:

Position:

Date:

Section III. Scope of Services (cont'd)

SITE 2: Cleaning of Open University Premises at Open University Campus Curepipe (OUCC) - North & South Wings, Forest Side for a period of twelve (12) months starting 01 December 2026 to 30 November 2027, renewable thereafter for an additional period of twelve (12) months subject to satisfactory performance of the Service Provider.

Cleaning days and cleaning times

SITE 2: Premises at Open University Campus Curepipe (OUCC), Forest Side

1.0 Schedule of work and workforce

Hours of work at **OUCC** are from **07.15 hrs to 16.15 hrs** from **Monday to Friday** and from **07.15 hrs to 15.00 hrs** on **Saturdays**.

	SN	Days/Period	Time	Number of persons	Description of Service	Remarks
Normal Service	a.	Monday to Friday	7.15 to 16.15	3 Female Cleaners, 2 Male Cleaners and 1 male gardener	Cleaning of the OUCC premises and yard	(Refer to Page (Priced Activity Schedule))
	b.	Saturdays	7.15 to 15.00	3 Female Cleaners, 2 Male Cleaners and 1 Male gardener	Cleaning of the OUCC premises and yard	One (1) cleaner to stand by up to 17 00. (Refer to Page 50 – Priced activity Schedule)
Additional Service when required	a.	Sundays/Public Holidays	7.15 to 17.00	4 Cleaners	For cleaning at OUCC	(Refer to Page 51 – Priced activity Schedule)
	b.	Weekdays including Saturday	1 hour	1 Cleaner	To complete work as and when required after normal working hours	To quote rate per person per hour
	c.	Sunday/Public Holidays	1 hour	1 Cleaner	To complete work as and when required	To quote rate per person per hour

- (a) In case cleaning is required at odd hours, e.g. during weekends or outside normal working hours, the Manager/Supervisor/Team Leader of the Cleaning Company shall be informed. The name of the contact person and the telephone/fax number should be submitted to the Open University of Mauritius.

- (b) The services of a Special Support Unit should be provided for:
- The spray cleaning and extraction cleaning of moquettes.
 - A general cleaning (removal and carting away of debris) and pressure washing of the building after any natural calamity (e.g. cyclone) or flooding as a result of bursting/leakage of water pipe or any accidental event
- (c) As far as possible the Service provider should ensure that all cleaning operators report for duty immediately after the removal of any cyclone class III/IV warnings. The Service provider should ensure that all debris are carted away from the yard **within two days** after a cyclone and the yard and building are pressure washed **within one week**, if so required. In case of flooding due to bursting of water pipes outside working hours, Service provider should upon being informed should immediately send its special Support Unit to attend to the problem.
- (d) An attendance/checking book will be kept at the OU reception counter and the cleaning/gardening operators as well as the Supervisor will be required to sign in and sign out daily. The Supervisor/team leader will also be required to jot down his/her remarks in the same book after every verification of the premises.
- (e) A monthly plan of work for all periodic cleaning operations, and a daily programme of work for each part-time and full-time cleaner/gardener should be submitted to the OU.
- (f) The service provider should quote the overtime rate per hour per person on weekdays and on Sundays/public holidays.

Note: Cleaner/s who are absent should be replaced by 7:45 a.m.

BUILDING: Areas to be cleaned (as per locations listed in Annexes A, B & C – pages 40-42):-

(I) NORTH WING

Ground Floor:

- All offices / classrooms, corridors, porch
- Nine (9) toilets, Two (2) urinals, Ten (10) Wash basins, Four (4) Mirrors, Three (3) Lobby, Two (2) Kitchenettes, Flower box in lobby, Staircase

1st Floor:

- All offices /classrooms, corridors, staircase
- Six (6) Toilets, One (1) Urinal, Two (2) Mirrors, Six (6) Washbasins, One (1) Lobby

2nd Floor:

- All offices /classrooms, corridors, staircase
- One (1) Lobby, Three (3) Toilets, One (1) Bathroom, Three (3) Mirrors, Three (3) Washbasins.
- Any other related cleaning works

(II) SOUTH WING: ALL CLASSROOMS (6), STAIRCASE (1), TOILETS -MALE & FEMALE (6), WASHBASINS (2).

- Frequency:**
1. All offices/corridors/lobbies/staircases/kitchenettes/ window panes– to be cleaned daily.
 2. Toilets to be cleaned at regular intervals i.e. before 10.30 am, at 13.30 hrs, and after 16.00 hrs
 3. All carpeted/ moquette areas to be cleaned after each use.

OTHER CLEANING WORKS as scheduled below:

Area/ Facility	Frequency	Method of Cleaning
Windows+ Doors/Glass surface/Mirrors	Weekly	Wiping/Polishing
Carpeted Floor	Quarterly	Shampooing/ Vacuuming
Tiled Floor	Daily	Sweeping, Mopping
	Weekly	Scrubbing & Polishing
Chairs	Daily	Dusting
Desks/Tables	Daily	Dusting
Panes	Daily	Removal of handmarks at hand reach
Wall Tiles	Daily	Scrubbing
Panes Partitions	Daily	Dusting
Urinals	Daily	Scrubbing & disinfecting
Wash hand basin	Daily	Scrubbing
WC pans	Daily	Scrubbing & disinfecting
Staircases from Ground floor to 2 nd floor	Daily	Cleaning
All Porches and terraces	Daily	Brushing, Washing and Drying it completely
Flower Box (Lobby)	Daily	Up keeping
Curtains wherever applicable	Quarterly	Washing
Applying Air freshener in all toilets	Daily	Spray / Solid
Moquette Areas (North & South Wings)	Daily	Vacuum Cleaning
Dirt marks/pigeon excreta/moss from concrete walls, canopies, slabs, kerbs, metal handrails and supporting structures	Weekly	Washing/scrubbing
Stains from painted walls, partitioned walls, and moquettes/blinds.	Weekly	Removal
Moquettes/blinds	3 month's interval	Extraction, cleaning /spray cleaning and shampooing
Any minor plumbing/cleaning works (i.e. washbasin obstructed/toilet bowl overflowing) to be attended by the Service provider	monthly	whenever the case occurs & even outside working hours

(III) YARD: AREAS INCLUDED IN THE SCOPE OF SERVICES

The whole of the yard alongside the outside of boundary walls and grassy areas of Open University of Mauritius' campus at Ex-MBC, Forest Side and Réduit.

(i) Services required

Cleaning and maintenance of Yard

All work should be undertaken in accordance with recognized best practice in the industry and with the applicable Occupational Safety and Health Legislations. The Service Provider is responsible for the maintenance of the minimum standards of cleaning and performance quality set forth in this document, regardless of the staff absences through sickness or holidays. The yard must be completely tidy and free from debris, rubbishes, leaves, etc. Any defects noticed by cleaners must be registered and reported to the Client cleaning supervisor so that the necessary measures can be taken.

(ii) Cleaning days and cleaning times

Daily cleaning for both interior and exterior should take place **between the hours of 7.15 and 16.15** on weekdays and **7.15 to 15.00** on Saturdays. No changes in the agreed days or time can be made without obtaining prior clearance from the Employer's representative.

1) General Cleaning

1.1 Cleaning Activities:

- Cleaning of the outside grounds and ensuring the outside grounds within the Employer's compound is tidy and free from debris, rubbish, leaves, etc. Service should be as per Occupational Safety and Health legislations.

1.2 Cleaning Activities: On weekdays from 7.15 hrs to 16.15 hrs and Saturdays from 7.15 hrs to 15h00:

- Upon possession of site, Service provider should effect a deep cleaning prior to maintaining the yard regularly.
- Uprooting of vegetation (**daily**)
- Removing weeds and application of herbicides **whenever applicable**
- Sweeping of yard (**daily**)
- Removing and carting away of creepers (**daily**)
- Maintaining existing canals by cutting vegetation and removing unwanted wastes.
(**weekly**)
- Sweeping of yard and cleaning of pavements/slabs with high pressure water (**monthly**)
- Carting away of branches, leaves and all debris/waste (**daily**)
- Sweeping of outside yard alongside OU walls (**daily**)
- Removal of rubbishes/debris from UCC yard (**monthly**)

Workforce: One permanent able-bodied Gardener (Male)

IMPORTANT:

It is essential for the technical proposal to comprise detailed information on the requirements listed in marking sheet (page 64). Non-submission of these information or submission of incomplete information could prove to be detrimental to the Bidder's proposal in the evaluation and marks allocation of its Technical Proposal. The Bidder shall therefore structure the operational and technical part of its Proposal accordingly.

Bidder's Signature:

Name:

Position:

Date:

Open University of Mauritius

Classroom and Sitting Capacity

Locations of areas to be cleaned

Annex A Main lobby + Entrance

Room	Sitting Capacity	Remark/Level
1	30	Ground Floor
2	32	Ground Floor
3	20	Ground Floor
4	25	Ground Floor
5	40	Not in Use (To be cleaned as and when required)
6	20	
	Corridors + Toilet (Male/Female)	
7	20	Not in Use (To be cleaned as and when required)
8	80	
LAB 8	30	Computer Lab
9	30	Ground Floor
9(a)	Video Production Room	Ground Floor
9(b)	Logistic Support Office	Ground Floor
10	15	Ground Floor
11	ETS Office	IT/Engineering Section
12	53	Ground Floor
13	50	Ground Floor
14	60	Ground Floor (Air Condition)
15	75	Ground Floor (Air Condition)
16	80	Ground Floor (Air Condition)
21	100	Ground Floor (Air Condition)
25	80	Ground Floor (Air Condition)
Rear Lobby	Lobby+ Corridors + Toilets (Male/Female)	
27	22	Library Room
28	70	Ground Floor (Air Condition) Lobby+ Corridors + Toilets (Male/Female)
29	155	Ground Floor (Air Condition)

Annex B

Room	Sitting Capacity	Remark/Level
LEVEL ONE		
1.1	40	Level 1 Corridors Wooden Staircase
1.2	25	
1.3	45	
1.4	45	
LEVEL TWO		
Room	Sitting Capacity	Remark/Level
2.1	30	Not in Use (To be cleaned as and when required)
2.2	70	
2.3	35	
2.4	22	
SOUTHWING CLASSROOMS		
Room	Sitting Capacity	Remark/Level
SW1	55	Air Condition
SW2	115	Main Conference Room
SW3	65	Air Condition
SW4	45	Air Condition
SW5	20	Not in Use (To be cleaned as and when required)
SW6	30	Air Condition
	Toilets (Male/Female)	Toilets

Annex C – Classroom and seating capacity – Main Entrance

Room No	Sitting Capacity	Remarks	Staircase Vinyl Main Lobby + Toilets (Male/Female) + Corridors
1.01	30	Level 1 – Computer Lab	
1.02	15	Level 1	
1.03	35	Level 1	
1.04(a)	20	Level 1	
1.04(b)	20	Computer Lab	
1.05	35	Level 1	
1.06	30	Computer Lab	
1.07	24	Level 2	
1.08	18	Level 2	
1.09	60	Level 1	
2.8	30	Not in Use (To be cleaned as and when required)	
2.9	20		
2.10	20		
2.11	22		
2.12	25		
2.13	30		

3. Cleaning Equipment and Cleaning Consumables

The Service Provider shall make available, at its own cost, all necessary equipment, machinery and materials to adequately perform the services, among all, cleaning, disinfecting, and deodorizing the glazed surfaces of wash hand basins, toilet pans, urinals, outlets, channels, pipes and fittings including but not limited to:

- Blower
- Vacuum Cleaners with clean air filter
- Rubbish carts
- Dusters, brooms, brushes, buckets and mops
- Pressure washer
- Mono brushes for general cleaning on Saturdays (Minimum of two: one North Wing and one South Wing for Réduit premises)
- Toilet tissue rolls and liquid hand soap. These should be replenished as and when required.
- Plastic Garbage bags for collecting waste
- Provision of:
 - Automatic Dispensers together with air fresheners or equivalent
 - Gel stick or equivalent in toilet bowls to dispel bad/foul smell. in North Wing and South Wing, OU Réduit
- **A buffer stock of consumables equivalent to two weeks of utilization should be kept at all time on both sites of the OU. Quantity of consumables to be specified accordingly.**

The Service provider should specify the type of chemicals, tools and equipment to be provided/used for cleaning each type of surface, and for gardening.

- All cleaning materials, tools and equipment should be industrial in nature, should be environment friendly and should not cause any threat to the health and safety of staff and should be in operating condition at all times.
- Any worn out/damaged tool and equipment should be replaced immediately by a new functional one.
- Materials, tools and equipment used for the OU to be stored in the room assigned to the Service provider.

Electricity and water points will be made accessible to cleaning operators to facilitate their cleaning operations at the respective site.

A private room will be put at the disposal of the cleaning operators and facilities will also be available for storage of equipment and chemicals. The operators will be required to keep this room in a clean and tidy state at all times.

The Open University of Mauritius reserves the right to claim for any damage occurring out of the noncompliance of the Service provider to the terms and conditions mentioned above, or negligence on the part of the Service provider or its personnel

IMPORTANT:

It is essential for the technical proposal to comprise detailed information on the requirements listed in marking sheet (page 64). Non-submission of these information or submission of incomplete information could prove to be detrimental to the Bidder's proposal in the evaluation and marks allocation of its Technical Proposal. The Bidder shall therefore structure the operational and technical part of its Proposal accordingly.

Bidder's Signature:

Name:

Position:

Date:

C. Performance Monitoring

1. Objective:

The Representatives of the Employer and the Service Provider shall meet at top management level at least once every three months or as often as necessary to review the performance of the services provided with a view to ensuring quality standard in the services. The two parties shall have shared responsibilities in optimizing the resources and facilities that have been deployed for the Service.

2. Management Meetings

The representatives of the Employer shall, after consultation with the Service Provider, set up a Management Committee comprising Employer's representatives who are involved in one way or the other in the administration of the cleaning services at the organizational or regional levels, and the supervisory staff of the Service Provider who are responsible for the sites that have been entrusted to the Service Provider. There shall be separate committee arrangements where the contract of the Public Body has been awarded to two or more Service Providers.

Management meetings are meant to review on the services provided to the organization as a whole and they are not meant to substitute the regular consultations and meetings that are usually held at regional or section level for day to day matters. A monthly meeting will be held between the management of the OU and the Service provider to address shortcomings.

The scope of the Committee(s) shall be for:

- (a) reviewing major shortcomings that have occurred on the sites in the past months and measures taken thereon;
- (b) taking cognizance of complaints made by the Employer's representatives and action taken by the Service Provider;
- (c) attending to weaknesses in respect of facilities deployed by the Service Provider on the sites and need for improvement;
- (d) assessing the arrangements made by the Service Provider in terms of human resource and logistics; and
- (e) attending to other matters related to contractual obligations of the Service Provider(s).

Service provider should be on call and all contact details should be provided, e.g. phone number, mobile phone etc

Appropriate records of the Management Meetings shall be kept by the Employer.

3. Post Contract Evaluation Report

The performance of the selected Service Provider will be assessed on a monthly basis. Monthly payment and adjustment (if needed) will be made to payment in relation to performance and attendance of staff deployed on site. Quarterly meetings will be held between Management and Service Provider to discuss any shortcomings in performance and measures to be taken to address these issues.

After nine (9) months of the initial contract of one year, an interim report on performance will be prepared by Contract Manager of Open University of Mauritius and this will reflect on the performance of the Service Provider, based on recorded facts. A copy of the report should be forwarded to the Service Provider for its information and allowing the latter at the same time the possibility to express its disagreement with the report, if any, and Service Provider should show remedial actions to address shortcomings. A copy of the report and response of the Service Provider shall be kept in the procurement file for all intent and purpose. This report will also form the basis for non-renewal of contract.

Following the above, one (1) month prior to completion of first year of service initial period, the Service Provider will be notified whether the contract will be renewed for a further period of one (1) year or terminated.

Scope of works, Specifications and Performance Requirements Complied and Authorised by:

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

Section IV – Activity Schedules

Procurement Reference Number: OU/OAB/2/26-27/....

[Complete the unit and total prices for each item listed below (Columns E, F, G & H. Authorise the prices quoted in the signature block below)].

Complete the unit and total prices for each item listed below (Columns 2, 3, 4 & 5) and/or authorize the prices quoted in the signature block below).							
Item No	Brief Description of Services	Quan-tity	Unit of Measure	Year 1: 01.12.2026-30.11.2027		Year 2: 01.12.2027- 30.11.2028	
				Monthly Fee	Total Yearly Fee	Monthly Fee	Total Yearly Fee
				(Firm & Fixed Price (Rs) - All charges inclusive)			
A*	B*	C*	D*	E	F	G	H
1.0	SITE 1: NORMAL SERVICE - Cleaning of Premises of Open University of Mauritius (OU) & Higher Education Commission (HEC), Réduit for 24 months starting 1 December 2026 to 30 November 2028						
1.1	Location 1: OU Premises: NORTHWING (Basement to 3 rd floor), SOUTHWING & Maintenance of OU YARD (North and South wings as per scope of services at pages 29 – 35 & 43-45)	12	Month				
1.2	Location 2: HIGHER EDUCATION COMMISSION(HEC) (North Wing 4 th floor as per scope of services at page 30).	12	Month				
Enter 0% VAT rate if VAT exempt.			Subtotal 1.1 & 1.2				
			VAT @ %				
			Total lot price				
			Total Amount (Yr1+Yr2)				

List of Services and Priced Activity Schedule Authorised By:

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

Please also quote for the following options: Section IV – Priced Activity Schedules (Ctd..)

[Complete the unit and total prices for each item listed below (Columns E, F, G & H. Authorise the prices quoted in the signature block below)]

Item No	Brief Description of Services	Quantity	Unit of Measure	Year 1: 01.12.2026-30.11.2027		Year 2: 01.12.2027- 30.11.2028	
				Fee	Fee	Fee	Fee
				(Firm & Fixed Price (Rs) - All charges inclusive)			
A*	B*	C*	D*	E	F	G	H
1.3.0	SITE 1: Additional Service over and above Normal Service whenever required at Open University of Mauritius (OU) & Higher Education Commission (HEC), Réduit for 24 months starting 1 December 2026 to 30 November 2028						
1.3.1	Sundays/Public Holidays - 07h00 to noon One (1) able-bodied operator - To complete cleaning operations as per Scope of Service (at Pages 29 to 35 & 43-45)	5	hour				
1.3.2	Sundays/Public Holidays – 7h00 to 17h00 - One (1) able-bodied operator - To complete cleaning operations as per Scope of Service (at Pages 29 to 35 & 43-45)	10	hour				
1.3.3	After working hours on Weekdays or Saturdays - after 16.30 - One (1) able-bodied operator - Cleaning in North Wing or South Wing - To quote rate per hour per person as per Scope of Service (at Pages 29 to 35 & 43-45)	After 16h30	hour				
1.3.4	During End of Year Closure – 07h15 to 16.00 - 07.15 to 08.45 - (Normal Service to apply – 3 Full time + 10 Part-timers - To Complete End of Year general cleaning - Everyday Cleaning of OU Réduit Yard - Last week of December and first week of January as per Scope of Service (at Pages 29 to 35 & 43-45)	07h15 to 16h00 07h15 to 08h45	hour				
1.3.5	One Gardener Full Time – 07h15 to 16h00 - Normal Service to apply – Everyday Cleaning of OU Réduit Yard as per Scope of Service (at Pages 29 to 35 & 43-45)	07h15 to 16h00	hour				

List of Services and Priced Activity Schedule Authorised By:

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

Please also quote for the following options: Section IV – Priced Activity Schedules (Ctd..)

[Complete the unit and total prices for each item listed below (Columns E, F, G & H. Authorise the prices quoted in the signature block below)].

Item No	Brief Description of Services	Quan-tity	Unit of Measure	Year 1: 01.12.2026-30.11.2027		Year 2: 01.12.2027- 30.11.2028	
				Monthly Fee	Total Yearly Fee	Monthly Fee	Total Yearly Fee
				(Firm & Fixed Price (Rs) - All charges inclusive)			
A*	B*	C*	D*	E	F	G	H
1.4.0	SITE 1: AS OPTION Additional Floor for Cleaning of Premises at Open University of Mauritius (OU), 5th Floor North Wing as per scope of Services						
1.4.1	Location 3: 5th Floor (North Wing) as per scope of Services Note: <u>Date of starting period</u> will be communicated by Contract Manager in due course.	12	Month				
Enter 0% VAT rate if VAT exempt.			Subtotal 1.4.1				
			VAT @ %				
			Total lot price				
			Total Amount (Yr1+Yr2)				

List of Services and Priced Activity Schedule Authorised By:

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

Section IV – Priced Activity Schedules (Ctd..)

Procurement Reference Number: OU/OAB/2/26-27/....

[Complete the unit and total prices for each item listed below (Columns E, F, G & H. Authorise the prices quoted in the signature block below)].

Item No	Brief Description of Services	Quan -tity	Unit of Measure	Year 1: 01.12.2026-30.11.2027		Year 2: 01.12.2027- 30.11.2028	
				Monthly Fee	Total Yearly Fee	Monthly Fee	Total Yearly Fee
				(Firm & Fixed Price (Rs) - All charges inclusive)			
A*	B*	C*	D*	E	F	G	H
2.0	SITE 2: NORMAL SERVICE - Cleaning of Premises of Open University Campus Curepipe (OUCC), Forest Side for 24 months starting 1 December 2026 to 30 November 2028						
2.1	Cleaning of Premises, Maintenance of Yard, as per scope of services (Pages 36 to 45)	12	Month				
Enter 0% VAT rate if VAT exempt.			Subtotal 2.1				
			VAT @ %				
			Total lot price				
			Total Amount (Yr1+Yr2)				

List of Services and Priced Activity Schedule Authorised By:

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

Please also quote for the following options: Section IV – Priced Activity Schedules (Ctd...)

[Complete the unit and total prices for each item listed below (Columns E & F, Authorise the prices quoted in the signature block below)].

Item No	Brief Description of Services	Quantity	Unit of Measure	Year 1: 01.12.2026-30.11.2027	Year 2: 01.12.2027- 30.11.2028
				Fee	Fee
				(Firm & Fixed Price (Rs) - All charges inclusive)	
A*	B*	C*	D*	E	F
2.2	SITE 2: Additional Service over and above Normal Service whenever required at Open University Campus Curepipe (OUCC), Forest Side for 36 months from 1 December 2026 up to 30 November 2028				
2.2.1	Sunday/Public Holidays - 07.15 to 17.00 - 4 Cleaners - For Cleaning at OUCC as per Scope of Service (pages 36 to 45)	9.45	Hour		
2.2.2	Weekdays including Saturday - 1 hour - 1 Cleaner - To complete work as and when required after normal working hours as per Scope of Service (Pages 36 to 45)	1	Hour		
2.2.3	Sunday/Public Holidays - 1 hour - 1 Cleaner - To complete work as and when required after normal working hours as per Scope of Service (pages 36 to 45)	1	Hour		

List of Services and Priced Activity Schedule Authorised By:

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

Section V – General Conditions of Contract

Section V. General Conditions of Contract

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Section V. General Conditions of Contract

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

- | | |
|--------------------------------------|---|
| 1.1 Effectiveness of Contract | This Contract shall come into effect on the date the Contract is signed by both parties or on such other date as may be stated in the letter of Acceptance. |
| 1.2 Commencement of Services | <p>1.2.1 Before commencement of the Services, the Service Provider shall submit to the Employer for approval a Program showing the general arrangements, order, timing for cleaning, human resources and logistics. The Services shall be carried out in accordance with the approved Program as updated.</p> <p>1.2.2 The Service Provider shall start carrying out the Services thirty (30) days after the date the Contract becomes effective, or at such other date as may be specified in the Letter of Acceptance.</p> |
| 1.3 Intended Completion Date | 1.3.1 Unless terminated earlier pursuant to Sub-Clause 1.7, the Service Provider shall complete the activities by 30th November 2027 for an additional period of twelve (12) subject to satisfactory performance of the Service Provider, at the Employer’s discretion. |
| 1.4 Modification | 1.4.1 Modification of the terms and conditions of this Contract, including any modification of the scope of the service or of the Contract Price, may only be made by written agreement between the Parties. |
| 1.5 Force Majeure | <p>1.5.1 For the purposes of this Contract, “Force Majeure” means an event which is beyond the reasonable control of a Party and which makes a Party’s performance of its obligations under the Contract impossible or so impractical as to be considered impossible under the circumstances.</p> <p>1.5.2 The failure of a Party to fulfill any of its obligations under the contract shall not be considered to be a breach of, or default under, this Contract insofar as such inability arises from an event of Force Majeure, provided that the Party affected by such an event (a) has taken all reasonable precautions, due care and reasonable alternative measures in order to carry out the terms and conditions of this Contract, and (b) has informed the other Party as soon as possible</p> |

about the occurrence of such an event.

1.6 Notices

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

1.7 Termination

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

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

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

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

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

For the purposes of this Sub-Clause:

(i) "corrupt practice"⁵ is the offering, giving, receiving or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party;

(ii) "fraudulent practice"⁶ is any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit or to avoid an

⁵ For the purpose of this Contract, "another party" refers to a public official acting in relation to the procurement process or contract execution.

⁶ For the purpose of this Contract, "party" refers to a public official; the terms "benefit" and "obligation" relate to the procurement process or contract execution; and the "act or omission" is intended to influence the procurement process or contract execution.

obligation;

(iii) “collusive practice”⁷ is an arrangement between two or more parties designed to achieve an improper purpose, including to influence improperly the actions of another party;

(iv) “coercive practice”⁸ is impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party;

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

(e) if the maximum of the 10 % penalty has been exceeded as per clause 2.9.

1.7.2 Notwithstanding sub-clause 1.7.1, the Employer, after giving a prior notice of 30 days, may terminate the Contract, in whole or in part, at any time for its convenience upon a determination that because of changed circumstances the continuation of the contract is not in the public interest.

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

(a) if the Employer fails to pay any money due to the Service Provider pursuant to this Contract and not subject to dispute pursuant to Clause 6 within forty-five (45) days after receiving written notice from the Service Provider that such payment is overdue; or

⁷ For the purpose of this Contract, “parties” refers to participants in the procurement process (including public officials) attempting to establish bid prices at artificial, non competitive levels.

⁸ For the purpose of this Contract, “party” refers to a participant in the procurement process or contract execution.

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

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

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

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

1.7.5 If the Contract is terminated for the Employer's convenience, the Service Provider will not be entitled to recover anticipated profits on the completion of the contract.

1.8 Integrity Clause

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

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

2. Obligations of the Service Provider

2.1 General

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

2.2 Confidentiality

The Service Provider, its subcontractors, and the [personnel](#) of either

of them shall not, either during the term or within two (2) years after the expiration of this Contract, disclose any proprietary or confidential information relating to the Project, the Services, this Contract, or the Employer's business or operations without the prior written consent of the Employer.

**2.3 Service
Provider's
Actions
Requiring
Employer's Prior
Approval**

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

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

2.4 Assignment

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

2.5 Indemnification

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

**2.6 Insurance and
Liabilities to Third
Parties**

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

Contract.

- (c) The Service Provider shall also provide and thereafter maintain liability insurance in an adequate amount to cover third party claims for death or bodily injury, or loss of or damage to property, arising from or in connection with the provision of services under this Contract or the operation of any vehicles, or other equipment owned or leased by the Service Provider or its agents, servants, employees or sub-contractors performing work or services in connection with this Contract.
- (d) Except for the Employer's Liability and Workmen's Compensation insurance, the insurance policies under this clause shall:
 - (i) name the Employer as additional insured;
 - (ii) include a waiver of subrogation of the Service Provider's rights to the insurance carrier against the Employer;
 - (iii) provide that the Employer shall receive thirty (30) days written notice from the insurers prior to any cancellation or change of coverage.

2.7 Reporting Obligations

The Service Provider shall submit to the Employer, the reports and documents specified in Section III, and any other matter in the form and time specified therein or as otherwise agreed upon addressed to **Mrs. S. Ramsurrun Jugroo, Administrative Officer, on phone number 403 8200.**

2.8 Tax and Duties

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

2.9 Penalties for non-performance

The Service Provider shall pay penalties to the Employer for non-performance at twice the daily remuneration rate payable for each day that the services have not been provided on the site. The total amount of penalty shall not exceed 10 % of the monthly remuneration for that service. The Employer may deduct the penalties from payments due to the Service Provider. Payment of penalties shall not affect the Service Provider's other liabilities.

2.10 Performance Security

The Service Provider shall provide the required Performance Security to the Employer not later than the date specified in the Letter of Acceptance. The Performance Security shall be issued in an amount and form indicated in the letter and by a bank/insurance

company operating in Mauritius. The Performance Security shall be valid until a date 28 days after the Completion Date of the Contract.

3. Service Provider's Personnel

3.1 Description of Personnel

The titles, agreed job descriptions, minimum qualifications, and estimated periods of engagement of the Service Provider's Key Personnel and cleaning personnel for carrying out the Services are described in Appendix C. The Key Personnel and Subcontractors listed by title as well as by name in Appendix C are hereby approved by the Employer.

3.2 Removal and/or Replacement of Personnel

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

4. Payments to the Service Provider

4.1 Lump-Sum Remuneration

The Service Provider's remuneration shall not exceed the Contract Price and shall be a fixed lump-sum including all Subcontractors' costs, and all other costs incurred by the Service Provider in carrying out the Services described in Appendix A. Except as provided in Sub-Clause 4.5, the Contract Price may only be increased above the amounts stated in Sub-Clause 4.2 if the Parties have agreed to additional payments in accordance with Sub-Clauses 1.4 and 4.3.

4.2 Contract Price

The amount payable is *[insert contract price]* monthly.

Prices shall be fixed and inclusive of all taxes, end-of-the year bonus and gratuities as well as any increase that may be awarded by government during the contract period.

4.3 Terms and Conditions of Payment

Payments will be made to the Service Provider on a monthly basis by the end of the following month subject to the Employer obtaining the invoice and accompanying documents as required by the Employer not later than the 20th of the current month.

Any adjustment in respect of absences and penalties for the current month shall be communicated to the Service Provider to enable the latter to make the necessary adjustment in the subsequent invoices.

4.4 Interest on Delayed Payments

If the Employer has delayed payments beyond fifteen (15) days after the due date stated, interest shall be paid to the Service Provider for each day of delay at the legal rate.

4.5 Price Adjustment

Prices shall be adjusted for fluctuations in the cost of inputs. If so, the amounts certified in each payment certificate, shall be adjusted by applying the respective price adjustment factor to the payment amounts due as per the formula below:

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

Where:

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

A_c and B_c are coefficients representing: A_c the non-adjustable portion; B_c the adjustable portion relative to labor costs; and

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

4.6 Labour clause

- 4.6.1 (a) The rates of remuneration and other conditions of work of the employees of the Contractor shall not be less favourable than those established for work of the same character in the trade concerned-
- (i) by collective agreement applying to a substantial proportion of the workers and employers in the trade concerned;
 - (ii) by arbitration awards; or
 - (iii) by Remuneration Regulations made under the Employment Relation Act 2008.

- (b) Where remuneration and conditions of work are not regulated in a manner referred to at (a) above, the rates of the remuneration and other conditions of work which are not less favourable than the general level observed in the trade in which the contractor is engaged by employers whose general circumstances are similar.

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

- (a) stating the rates of remuneration and hours of work of the various categories of employees employed in the execution of the contracts;
- (b) stating whether any remuneration payable in respect of work done is due;
- (c) containing such other information as the Chief Executive Officer of the Public Body administering the contract may require to satisfy himself that the provisions under this clause have been complied with.

4.6.3 Where the Chief Executive Officer of the Public Body administering the contract is satisfied that remuneration is still due to an employee employed under this contract at the time the claim for payment is filed under subsection 4.3, he may, unless the remuneration is sooner paid by the Contractor, arrange for the payment of the remuneration out of the money payable under this contract.

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

5. Quality Control

5.1 Identifying shortcomings

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

5.2 Attending to shortcomings

- (a) The Employer shall give notice to the Service Provider of any shortcoming.

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

6. Settlement of Disputes

6.1 Dispute Settlement

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

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

6.2 Applicable Law

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

Section VI – Schedules

1. Evaluation Criteria (Sample)

Bidder will be evaluated technically as per the table below. The **maximum marks** for the **Technical Evaluation** shall be **70 marks**. The **pass marks** for the Technical Evaluation shall be **70 marks**. The pass marks for Technical Evaluation shall be **50**. **Those having not scored the minimum marks shall not be considered for this bid exercise.**

Details of Technical Evaluation Markings (for cleaning services)	Max Marks
A. Company Profile and Experience (17 marks)	
Date of incorporation/period firm has been in business (Minimum 2 years: 2marks)	5
Experience with the Open University	4
Experience in providing cleaning services to businesses/companies that are comparable in size, profile and cleaning requirements to the Open University of Mauritius	4
Client References	4
Sub Total (A)	17
B. Site Management and Organization / Methodology and Management Approach (8 Marks)	
Methodology and site management for efficient cleaning services	5
Organization of resources and resource persons	4
Organizational chart & Key personnel	3
Committed policy and arrangement to comply with Safety and Health at Work	5
Sub Total (B)	17
C. Manpower Policy, Recruitment and Screening Mechanism, Training (Marks)	
Recruitment mechanism	2
Screening Processes (education, background, criminal history, substance abuse)	2
Job descriptions of cleaning personnel	2
Training program (pre-assignment, on-the-job, retraining systems, management training and development programs)	2
Sub Total (C)	8
D. Supervision and Monitoring Mechanism (15 Marks)	
Administrative controls, plans and processes to monitor and ensure compliance with the Public Body's cleaning requirement.	4
Supervisory structure to monitor Cleaning personnel	4
Number of random clearing checks during general cleaning and day checks	2
Responses capabilities in case of emergency (E.g natural calamity or bursting of water pipes)	3
Mechanism for reporting of incidents	2
Sub Total (D)	15
E. Logistic (13 Marks)	
Details of equipment and cleaning strategy for routine cleaning and contingencies.	4
Details of appropriate tools equipment, equipment & materials to be provided as mentioned in conditions of tender, for cleaning indoor, outdoor and gardening	4
Communication facilities of cleaning personnel	3
Means of identification of cleaning personnel (uniforms, badge, identity card etc)	2
Sub Total (E)	13
TOTAL MARK-Technical (A+B+C+D+E)	70

The minimum pass mark for the Technical Evaluation shall be fifty (50) and only those bids having scored at least the pass marks shall be retained for further evaluation. Bids having scored less than the pass marks shall be declared not responsive.

The prices shall be compared as per a marking system. The lowest financial proposal (F_m) will be given the maximum mark (S_m) allocated to financial proposals and the marks shall be computed as follows:

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

Where F is the price of the proposal under consideration.

(Example: if the price quoted by the lowest bidder is Rs. 250 000 and the maximum marks allocated for the Financial Proposal is 30 marks, the lowest bidder gets 30 marks and a bidder having quoted Rs. 300 000 gets $(Rs\ 250\ 000 / Rs\ 300\ 000) \times 30$, that is, 25 marks and so on and so forth for the other bidders).

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

[letterhead paper of the Employer]

2. Letter of Acceptance

[date]

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

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

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

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

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

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

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

Authorized Signature: _____

Name and Title of Signatory: _____

Name of Service Provider: _____

Enclosure: Contract (in two originals)

3. Form of Contract

[letterhead paper of the Employer]

LUMP-SUM REMUNERATION

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

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

WHEREAS

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

NOW THEREFORE the parties hereto hereby agree as follows:

1. The following documents shall be deemed to form and be read and construed as part of this Agreement, and the priority of the documents shall be as follows:

- (a) the Letter of Acceptance;
- (b) the Service Provider’s Bid;
- (c) the General Conditions of Contract;
- (d) the Scope of Service and Performance Specifications;
- (e) the Activity Schedule; and
- (f) the following Appendices: *[Note: If any of these Appendices is not used, the words “Not Used” should be inserted below next to the title of the Appendix and on the sheet attached hereto carrying the title of that Appendix.]*

Appendix A: Description of the Services

Appendix B: Schedule of Payments

Appendix C: Key Personnel and Subcontractors

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

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

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

[Authorized Representative]

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

[Authorized Representative]

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

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

[name of member]

[Authorized Representative]

[name of member]

[Authorized Representative]

4. Performance Security (Bank/insurance company Guarantee)

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

Beneficiary:[Name and Address of Public Body]

Date:.....

PERFORMANCE GUARANTEE No.:.....

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

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

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

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

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

5. Present Cleaning Arrangements

Item No.	Location	Human Resources	Frequency of cleaning
1.	General Cleaning of the main building and the annex	3 persons from 07 00 hr to 16 00 hrs daily	Vacuum cleaning of carpet once a week and toilets cleaning twice daily.
2.	Collection of litters and other rubbish from the yard and cleaning of car shelters	1 person from 07 00 hr to 16 00 hrs daily	Cleaning of yard daily and floor washing of car shelters once a week.
3.	Outside window cleaning using scaffoldings	4 persons for two working days during office hours	Once every three months
4.	Cutting of grass and plants trimming	Two persons during office hours	Once a week

5. Check list for Bid Submission

	List of documents	Please tick
(a)	Bid Form duly filled as per format in Section II;	
(b)	Qualification Information Form duly filled as per format in section II together with: (i) Copy of legal status of Bidder; (ii) Power of Attorney or other evidence certifying that the signatory of the bid may commit the bidder, where applicable; (iii) Balance sheets, profit and loss statements, Auditor's Reports, Financial Statements and Tax Clearance Certificate for the last three years (2023, 2024, 2025) (iv) Statement of Compliance with the eligibility criteria as per ITB 4.1; (v) Undertaking of compliance for payment of salaries and wages as per ITB 5.2 (d) and (vi) Documents described in ITB 13.1 to enable technical evaluation to be carried as per the criteria mentioned in Section VI.	
(c)	Priced Activity Schedule as per format contained in Section IV; and	

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