



METRO EXPRESS LTD

BIDDING DOCUMENTS

FOR

PROVISION OF CLEANING SERVICES FOR METRO EXPRESS LTD's PREMISES

Procurement Ref:

MEL/ONB/CS/0435/26

OPEN NATIONAL BIDDING

**Metro Express Ltd
Richelieu Branch Road,
Petite Riviere, 91304
Phone No: 2601765**

Issued Date: 16th August 2026

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Section I - Instructions to Bidders

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Instructions to Bidders

A. General

- 1. Scope of Bid**
- 1.1 The *Metro Express Ltd* also referred to herein as the Employer invites bids for the provision of cleaning services for Metro Express Ltd.'s premises as described in Section III- Scope of Service and Performance Specifications. The bidder may quote for one lot or more.

The contract shall be based on fixed rates for a period of one (1) year.

- 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.

2. Corrupt or Fraudulent Practices

- 2.1 Metro Express Ltd requires that bidders/suppliers/contractors, participating in this procurement, observe the highest standard of ethics during the procurement process and execution of contracts.
- 2.2 The Employer will reject a proposal for award if it determines that the Bidder recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive, coercive or obstructive practices in competing for the contract in question.

For the purpose of this Sub-Clause:

(i) "corrupt practice"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,

¹ For the purpose of this Contract, "another party" refers to a Metro Express Ltd acting in relation to the procurement process or contract execution.

² For the purpose of this Contract, "party" refers to a Metro Express Ltd; 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 MEL's Representative) attempting to establish bid prices at artificial, non-competitive levels.

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 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.

- 2.3 The Metro Express Ltd 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 a bid shall be rejected.

3. Eligible Bidders

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

Eligibility compliance may refer to the following:

- (a) Business registration, for which evidence may include the certificate of company registration.
- (b) Tax status, for which documentation of tax registration and tax clearance are particularly relevant.

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

- (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.
- 3.2 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.
- 3.3 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.
- 3.4 A list of Bidders who are disqualified or debarred from participating in public procurement in Mauritius, is available on the website of the PPO.
- 3.5 Bidders shall provide such evidence of their continued eligibility to the satisfaction of the Employer, as the Employer shall reasonably request.
- 3.6 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.

4. Qualification of the Bidder

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

- (a) copies of original documents defining the constitution or legal status, place of registration, and principal place of business.
- (b) total monetary value of cleaning services performed for each of the last five (5) years.
- (c) experience in services of a similar size as far as possible, in each of the last five (5) 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.
- (d) major items of resources, logistics support and strategies proposed to deploy for the execution of this contract.
- (e) qualifications and experiences of supervisory personnel proposed to ensure satisfactory performance of the service.
- (f) reports on the financial standing of the Bidder for the last three years, such as Certified copies of Financial Statements/ Audited Accounts as files at the Registrar of Companies before the deadline set for such submission of bids;
- (g) information regarding any litigation, current and during the last three years, in which the Bidder is involved, the parties concerned, and disputed amount; and
- (h) lists of contracts that have been terminated prior to their expiry dates in the last two years and reasons for such occurrences., and

- (i) lists of contracts that have been terminated prior to their expiry dates in the last two years and reasons for such occurrences.

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

- (a) the average annual financial number of services provided over the last five 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 a 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 the contract or part thereof.
- (e) a qualified and experienced supervisor with five years' experience in managing cleaning services of a comparable nature.

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

5. Cost of Bidding

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

6. Site Visit/Pre-bid Meeting

- 6.1 Bidders are invited to attend a site visit/Pre-Bid meeting to be held at Metro Express Ltd, Riche Lieu Depot Office, OCC Building, ground floor on **Tuesday 18th August 2026 at 10.30 Hours** to get a better understanding and knowledge of the site where the services are required to be performed. The site visit will start at the Depot of Metro Express Ltd Riche-Lieu followed by a Site visit along the mainline whereby cleaning of stations and other offices will be required. For the site visit along the mainline, bidders will be accompanied by MEL personnel

and 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 a contract for the services. The purpose of the pre-bid meeting and the site visit will be to clarify issues and to answer questions on any matter that may be raised at that stage.

Note: For the Site Visit, all Bidders are requested to bring their own Personal Protective Equipment (PPE).

B. Bidding Documents

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|--|--|-----------|-------------------------|------------|---------------|-------------|---|------------|-------------------|-----------|--------------------------------|------------|---------------------|
| 7. Content of Bidding Documents | <p>7.1 The set of bidding documents comprises the documents listed in the table below and addenda issued in accordance with ITB Clause 11:</p> <table border="0" style="margin-left: 40px;"> <tr> <td style="padding-right: 20px;">Section I</td> <td>Instructions to Bidders</td> </tr> <tr> <td>Section II</td> <td>Bidding Forms</td> </tr> <tr> <td>Section III</td> <td>Scope of Service and Performance Specifications</td> </tr> <tr> <td>Section IV</td> <td>Activity Schedule</td> </tr> <tr> <td>Section V</td> <td>General Conditions of Contract</td> </tr> <tr> <td>Section VI</td> <td>Evaluation Criteria</td> </tr> </table> <p>7.2 The Bidder is expected to examine all instructions, forms, terms, and specifications in the bidding documents. Failure to furnish all information required by the bidding documents or to submit a bid substantially responsive to the bidding documents in every respect will be at the Bidder's risk and may result in the rejection of its bid. Sections II and IV should be completed and returned with the bid in the number of copies specified in ITB Clause 17</p> | 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 | Evaluation Criteria |
| Section I | Instructions to Bidders | | | | | | | | | | | | |
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| Section V | General Conditions of Contract | | | | | | | | | | | | |
| Section VI | Evaluation Criteria | | | | | | | | | | | | |
| 8. Clarification of Bidding Documents | <p>8.1 The Employer will respond to any request for clarification received earlier than 3 days <i>prior to the deadline for submission of bids</i>. 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.</p> | | | | | | | | | | | | |
| 9. Amendment of Bidding Documents | <p>9.1 Before the deadline for submission of bids, the Employer may modify the bidding documents by issuing addenda.</p> <p>9.2 Any addendum thus issued shall be part of the bidding documents and shall be communicated in writing to those who obtain the bidding documents directly from the Employer. Prospective</p> | | | | | | | | | | | | |

bidders shall acknowledge receipt of each addendum in writing to the Employer.

C. Preparation of Bids

10. Language of Bid

- 10.1 All bids, proposals and contract documents relating to the bid shall be in “English”.
- 10.2 Notwithstanding the above, documents in French submitted with the bid may be accepted without translation.

11. Documents Comprising the Bid

- 11.1 The bid submitted by the Bidder shall comprise the Technical and Financial Proposals as detailed hereunder:
- (a) Qualification Information Form and Documents annexed to the Bid Submission Form in Section II;
 - (b) Documents listed in ITB Sub-Clause 4.1 and
 - (c) Proposal as required in ITB Sub-Clause 12.1
 - (d) Bid Submission Form contained in Section II);
 - (e) Price Activity Schedule (Section IV);
 - (f) 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.

12. Technical Proposal

- 12.1 The Bidder shall structure the operational and technical part of its Proposal as follows:
- (a) **Management plan**

This section should provide a brief description of the Bidder’s present activities. It should focus on services related to the Proposal.

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

(b) Resource plan

This should fully explain the Bidder's resources in terms of personnel and facilities necessary for the performance of this requirement. It should describe 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 fulfil 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 staff, their tasks, 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 and dust bins
 - 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.
 - v. Equipment and chemicals to clean graffiti
- 3) detailed staff work plans for cleaning services, 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) Detailed transportation plan of staff to MEL premises as per the activity price schedule.
- 6) leave entitlement for the staff and method of managing staff leave entitlements.
- 7) client reference list, including contact details, and
- 8) list of major recent contracts.

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

13. Bid Prices

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

14. Contract Price

- 14.1 The total amount contained in the Activity Schedule shall be brought forward in the Financial Bid Form as a lump sum in Mauritian Rupees.
- 14.2 Bidders may be required by the Employer to substantiate that the amounts included in the Lump Sum are reasonable and responsive to ITB Sub-Clause 4.2.

15. Bid Validity

- 15.1 Bids shall remain valid for the period of **120 days** after the closing date for submission of bids.
- 15.2 In exceptional circumstances, the Employer may request that the Bidders extend the period of validity for a specified additional period. The request and the Bidders' responses shall be made in writing. A Bidder may refuse the request without having the Bid

Securing Declaration executed. A Bidder agreeing to the request will not be required or permitted to otherwise modify the bid.

16. Bid Securing Declaration

16.1 The Bidder shall be aware of the content of the Bid Securing Declaration and shall subscribe to it by signing the Bid Submission Form.

16.2 If a Bid Securing Declaration is executed the bidder may be disqualified to be awarded a contract by Metro Express Ltd.

17. Format and Signing of Bid

17.1 The Bidder shall prepare one original set of documents comprising the Technical and Financial Proposals as described in ITB Clause 11. In addition, the Bidder shall submit *one (1) copy* of the Technical and Financial Proposals and one set of accompanying documents as listed in ITB Sub-Clause 4.1. In the event of discrepancy between them, the original shall prevail.

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

D. Submission of Bids

18. Sealing and Marking of Bids

18.1 The Bidder shall seal the original and all copies of the Bid in one envelope.

18.2 The envelope shall:

(a) bear the name and address of the Bidder;

(b) be addressed to:

**The Chief Executive Officer
Metro Express Ltd
Richelieu Branch Road,
Petite Riviere, 91304**

(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.

- 18.3 If the envelope is not sealed and marked as above, the Employer will assume no responsibility for the misplacement or premature opening of the bid.
- 19. Deadline for Submission of Bids** 19.1 Bids shall be delivered to the Employer at the address specified above not later than **Monday 31st August 2026 13:30 Hours**.
- 20. Late Bids** 20.1 Any bid received by the Employer after the deadline prescribed in ITB Clause 19 will be returned unopened to the Bidder.
- 21. Modification and Withdrawal of Bids** 21.1 Bidders may modify or withdraw their bids by giving notice in writing before the deadline prescribed in ITB Clause 19.
- 21.2 Each Bidder's modification or withdrawal notice shall be prepared, sealed, marked, and delivered in accordance with ITB Clauses 18 and 19, with the outer and inner envelopes additionally marked "MODIFICATION" or "WITHDRAWAL," as appropriate.
- 21.3 No bid may be modified after the deadline for submission of bids.
- 21.4 Withdrawal of a bid between the deadline for submission of bids and the expiration of the period of bid validity specified in Clause 15.1 or as extended pursuant to ITB Sub-Clause 15.2 shall result in execution of the Bid Securing Declaration pursuant to ITB Clause 16.
- 21.5 Bidders may only offer discounts to or otherwise modify the prices of their bids by submitting bid modifications in accordance with this clause, or included in the original bid submission.

E. Bid Opening and Evaluation

- 22. Bid Opening-** 22.1 No public opening will be held. Late and withdrawn bids will be returned unopened to the bidders.
- 22.2 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 21 shall not be opened.
- 22.3 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 by the Employer at the opening.

No bid shall be rejected at Bid Opening except for the late bids pursuant to ITB Clause 20; Bids and modifications sent pursuant to ITB Clause 21 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.

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| 23. Process to be Confidential | 23.1 Information relating to the examination, clarification, evaluation, comparison of bids and recommendations for the award of a contract shall not be disclosed to Bidders or any other person not officially concerned with such process. Any effort by a Bidder to influence the Employer's processing of bids or award decisions, may result in the rejection of his bid. |
| 24. Clarification of Bids | <p>24.1 To assist in the examination, evaluation, and comparison of bids, the Employer may, at the Employer's discretion, ask any Bidder for clarification of the Bidder's Bid, including breakdowns of the prices in the Activity Schedule, and other information that the Employer may require. The request for clarification and the response shall be in writing via e-mail or facsimile, but no change in the price or substance of the Bid shall be sought, offered, or permitted except as required to confirm the correction of arithmetic errors discovered by the Employer in the evaluation of the bids in accordance with ITB Clause 28.</p> <p>24.2 Subject to ITB Sub-Clause 24.1, no Bidder shall contact the Employer on any matter relating to its bid from the time of the Bid Opening to the time the contract is awarded. If the Bidder wishes to bring additional information to the notice of the Employer, he should do so in writing.</p> <p>24.3 Any effort by the Bidder to influence the Employer in the Employer's bid evaluation or contract award decisions may result in the rejection of the Bidder's bid.</p> |
| 25. Examination of Bids and Determination of Responsiveness | <p>25.1 Prior to the detailed evaluation of bids, the Employer will determine whether each bid:</p> <ul style="list-style-type: none"> (a) meets the eligibility criteria defined in ITB Clause 3; (b) has been properly signed; and |

- (c) is substantially responsive to the requirements of the bidding documents.

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

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

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

26. Errors and Omission

26.1 In the examination of substantially responsive bids, the Metro Express Ltd 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 Metro Express Ltd must permit the Bidder to promptly provide the missing information or correct the mistake. However, there are certain basic errors or omissions which, because of their nature, are not subject to correction. Examples of these are failure to sign a bid or submit a guarantee. Furthermore, the Bidder may not be permitted to correct errors or omissions that alter the substance of an offer, constitute material deviation or reservation, or in any way improve it.

27. Comparison of Technical Proposal

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

28. Correction of Errors

28.1 Bids determined to be substantially responsive shall be checked by Metro Express Ltd for any arithmetic error. Errors shall be corrected by Metro Express Ltd as follows:

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

28.2 The amount stated in the bid shall be adjusted by the Employer in accordance with the above procedure for the correction of errors and, with the concurrence of the Bidder, shall be considered as binding upon the Bidder. If the Bidder does not accept the corrected amount, the bid shall be rejected, and the Bid Securing Declaration exercised in accordance with ITB Sub-Clause 16.2.

29. Evaluation and Comparison of Financial Proposals

29.1 The Employer will evaluate and compare only those bids that have all the requested documents as per ITB Clause 11.

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

- (a) making any correction for errors pursuant to ITB Clause 28; and
- (b) making appropriate adjustments to reflect discounts or other price modifications offered in accordance with ITB Sub-Clause 21.5.

F. Award of Contract

30. Award Criteria

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

- (a) eligible in accordance with the provisions of ITB Clause 3, and

- (b) qualified in accordance with the provisions of ITB Sub-Clause 4.2.
- 30.2 Metro Express Ltd reserves the right to split the contract and award the cleaning services on a lot-wise basis to the lowest evaluated and substantially responsive bidders.
- 31. Employer's Right to Accept any Bid and to Reject any or all Bids**
- 31.1 Notwithstanding ITB Clause 30, the Employer reserves the right to accept or reject any bid, and to cancel the bidding process and reject all bids, at any time prior to the award of Contract, without thereby incurring any liability to the affected Bidder or Bidders.
- 31.2 The Employer reserves the right to evaluate a bidder's past performance and competence based on its experience under any previous or existing contract with the Employer. Unsatisfactory performance, including repeated non-compliance with contractual requirements, poor service delivery, failure to meet key performance indicators (KPIs), safety breaches, or unresolved contractual issues, may be considered during the bid evaluation process and may adversely affect the bidder's overall evaluation or eligibility for contract award.
- 32. Notification of Award and Signing of Agreement**
- 32.1 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.
- 32.2 The notification of award will constitute the formation of the Contract.
- 32.3 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 33.
- 33. Performance Security**
- 33.1 Within **21** days after receipt of the Letter of Acceptance, the successful Bidder shall deliver to the Employer a Performance Security in the amount (usually **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.

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

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Bid Submission Form

To:
The Chief Executive Officer
Metro Express Ltd
Richelieu Depot
Richelieu Branch Road, 91304

- (a) Having examined the bidding documents *[including..... addenda]*, we offer to execute the Contract for the Provision of Cleaning Services for Metro Express Ltd.'s Premises in accordance with the Conditions of Contract, Scope of Service and Performance Specifications and the Activity Schedules accompanying this bid for the Contract Price as hereunder:

Lot No	Lots Details	Price Rs (Inc. VAT)
1A & 1B	CLEANING OF ROLLING STOCK ASSETS AND WORKSHOP FLOOR <u>INCLUSIVE OF</u> POWER TRACTION SUB STATION AND PUMP ROOM.	
2A & 2B	CLEANING OF STATIONS EQUIPMENTS ALONG MAINLINE <u>INCLUSIVE OF</u> CLEANING TOM OFFICES/CABINETS, CREW OFFICES, TOILETS & MESS ROOMS, PARK & RIDE FACILITIES.	
3	CLEANING OF DEPOT OFFICES, BUILDINGS AND MAINTENANCE VEHICLES	
4	RECREATIONAL PARK EBENE	
Total Amount (to be filled only if quoting for all the lots)		

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

Name and address
of agent

Amount and
Currency

Purpose of
Commission or
gratuity

[if none, state "none"]

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

- i. We shall not, directly or through any other person or firm, offer, promise or give to any of the 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 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]

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 Metro Express Ltd, 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 *Metro Express Ltd* 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.

Bidder's Name:.....

Bidder's signature and seal

Qualification Information

1. Individual Bidders

1.1 Constitution or legal status of Bidder: *[attach copy]*

Place of registration:

Principal place of business:

Power of attorney of signatory of bid or alternative acceptable evidence:

1.1 Total annual volume (amount in rupees) of services performed in each of the last five years:

1.2 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 five 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 fulfil the requirements of ITB Sub-Clause 5.1, if applicable.

Section III – Scope of Service and Performance Specifications

CLEANING SERVICES FOR METRO EXPRESS LTD PREMISES

Metro Express Ltd herein referred to as the Employer requires the Service Provider to provide general Cleaning Services as detailed out in the Section IV-Activity Schedule 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 resources and equipment to deploy within the working hours that are indicated by the Employer except for those sites where the Employer has clearly made requests for cleaners to be in attendance on site on a continuous basis. Section IV- Activity Schedules contains the details of labour force and working hours of the Service Provider who is presently providing the services (*where applicable*) for information.

General Instructions to Service Provider

- 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.
- Daily Cleaning should take place every day from Monday to Sunday. No changes in the agreed days or time can be made without prior to obtaining clearance by the Employer or its representative.
- Weekly Cleaning should take place once every week on a defined date to be agreed with the Employer. No changes to the agreed days or time can be made without prior to obtaining clearance by the Employer or its representative.
- Monthly Cleaning should take place once every month on a defined date to be agreed with the Employer. No changes to the agreed days or time can be made without prior to obtaining clearance by the Employer or its representative.

- Cleaning of bathrooms and common areas shall also take place during lunch breaks, and in case of meeting rooms, every room after each meeting. No changes in the agreed days or time can be made without prior to obtaining clearance by the Employer's cleaning supervisor.
- Transportation of workers to sites along the main line should be provided by the Service Provider.
- The updated MSDS of chemical detergents used during cleaning should be provided to the Employer and all consumables should be clearly labelled.
- Mandatory for workers who will be on MEL premises to attend a safety induction by the Employer.
- Service Provider shall ensure that all PPE (i.e. safety shoes, Hi-Visibility Vest, safety helmet, goggles, rubber gloves and others if required) are provided to workers.
- Service Provider shall ensure that all cleaners are well groomed with uniform and MEL identification pass.
- Revenue hours might be amended by MEL.
- The service provider shall ensure carting away of waste from all MEL's premises at his own cost.
- **Penalty** shall be applied if the number of personnel required on site is not respected.
- The Contractor shall be subject to continuous monitoring through the internal contractor evaluation process of Metro Express Limited. Performance shall be assessed on a monthly basis in accordance with the established Contractor Management Procedure (O&M/PRC/CON/001) & Performance Evaluation Scorecard (O&M/PRC/CON/BF/002).

In the event that the Contractor's performance **rating falls below 55 (Unsatisfactory)**, a penalty equivalent to **10%** of the monthly remuneration shall be applied.

SECTION IV: ACTIVITY SCHEDULE

LOT 1A: CLEANING OF ROLLING STOCK ASSETS AND WORKSHOP FLOOR

LIGHT RAIL VEHICLE CLEANING		
1. DAILY INTERNAL CLEANING (ALL FLEET)		
S/N.	Work contents	Required Tools
1.1	CAB/SALOON INTERIOR	
1.1.1	LIGHT COVERS	
	1) Clean the light covers with lint-free cloth and using specified cleaning agent – organic solvent. 2) Wipe with dry cloth. 3) No grease, no dust, no fingerprint, no water, no gum should be left behind	• Lint-free cloth •Organic Solvent
1.1.2	FLOOR VINYL COVERING	
	1) Clean the dust with Vacuum Cleaner. Remove the gum etc. 2) Wet the floor sufficiently with water and cleaning agent – Neutral Detergent (For example – MONDO DN10 or Equivalent). 3) Scrub the floor with long handle brush. 4) Wash and wipe out water. 5) Mop the floor with clean water. 6) No tissue, no litter, no foot-print, no gum, no dirty mark no water should be left behind.	•Vacuum Cleaner •Lint-free cloth •Trapezoidal Broom •Long Handle Hand •Scrubber/ Brush •Wiper-Plain Mops •Micro fibre Mops •No sharpening knife for gum removal
1.1.3	INTERIOR INTERCONNECTING GANGWAY	
	1) Protect the gangway thread plate such that water do not go inside the coupler. 2) Wet the gangway with slight water and specified cleaning agent on the basis of citric acid (For intensive cleaning of strong dirt or graffiti). Scrub the gangway thread plate with hand brush. Mop the gangway thread plate. 3) Clean the gangway internal surface with wet mop by scrubbing and mopping. 4) Remove any substances e.g. gum, graffiti. 5) No grease, no tissue, no litter, no dust, no fingerprint, no foot-print, no water, no gum should be left behind.	•Mops •Hand Brush •Hand Spray Guns •Microfibre Cloth and Sponge -No sharpening knife for gum removal
1.1.4	PASSENGER SEATS, AC & AIR DUCT OUTLETS, GRAB HANDLE, GRAB RAILS, POLES AND STRAP HANGER	
	1) Handrail cleaning:	•Mops •Hand Brush

	• A little wet wiping with microfiber cloth and Neutral detergent or a degreasing agent with single-use disinfection and polishing properties. 2) Passenger seats: - Clean the base-back support of the seats with neutral detergent dissolved in hot water and a sponge. Rinse and remove the excess water. - Clean the aluminium trimmings of the seats with Neutral detergent (Equivalent to Wurth: 0893 012 05). - Wipe off the Passenger Retention with neutral detergent dissolved in hot water and a sponge or wet microfiber cloth. 3) No grease, no dust, no fingerprint, no water, no gum should be left behind	•Hand Spray Guns •Microfiber Cloth and Sponge - No sharpening knife for gum removal
1.1.5	INTERIOR PANEL, SIDE PANEL, WINDOW GLASS PANES, GANGWAY END PANEL, CEILING COVERING, ROUTE MAPS & ALL STICKERS/LABELS, ETC	
	Lining Cleaning 1) Clean the outer surface of the panels and the flap doors that are part of the lining with a sponge or lint-free cloth moistened in water and cleaning agent (Equivalent to Nilfisk-Alto: Combi active) 2) Rinse and repeat the process if necessary. Eliminating drawings and graffiti on linings, if any. 1) Apply a coat of gel (Equivalent to Eureco Systems: Gel Graffsol; neutral pH (7 ± 1.5), containing organic solvents) with a brush over the stained surface and leave to act for 1 minute. 2) Clean and eliminate all the remains of the cleaning agent. Cab and Saloon Windows - Clean 1) If the dirt is of an ordinary kind, clean with a neutral glass cleaner detergent. 2) Rinse with abundant water and dry the glass. 3) Remove any fingerprints and grease stains with solvents such as acetone. 4) For glass surfaces with anti-scratch film, do not apply too much pressure when cleaning and after cleaning do not leave film wet. Overall: No grease, no dust, no fingerprint, no water, no gum, no black spot, no dirty marks should be left behind.	• Mops •Hand Brush •Hand Spray Guns •Microfiber Cloth •No sharpening knife for gum removal. •lint-free cloth

	Do not use wet cloth or spray gun for camera.	
1.1.6	CAB INTERIOR PANEL: DRIVER CONSOLE, AUXILIARY CONSOLE, CEILING, CAB BACK WALL, DRIVER SEAT AND AUXILIARY SEAT, DOORS, ETC.	
	1) Clean the dust with a vacuum cleaner. 2) For cleaning use a white, soft and clean absorbent cloth, dampened with lukewarm water. 3) Wring the cloth and gently rub the leather surfaces. Turn the cloth used to rub the leather surface over often, and finish by drying off any residual humidity. 4) After dried, use leather care products to protect upholstery. 5) Do not use abrasive products 6) Do not use the spray gun in Cab to avoid any water or detergent penetrating into switch block of train operator console and other equipment 7) No grease, no dust, no fingerprint, no water, no gum should be left behind. 8) Do not use wet cloth or spray gun for various display screens.	• Mops • Vacuum cleaner • Hand Brush • Microfiber Cloth • No sharpening knife for gum removal.

2. DAILY DEEP CLEANING (SPECIFIC FLEET)		
S/N.	Work contents	Required Tools
2.1	SALOON INTERIOR	
2.1.1	FLOOR VINYL COVERING	
	1) Clean the dust with broom and Vacuum Cleaner. Remove the gum etc. 2) Wet the floor sufficiently with water and cleaning agent – Neutral Detergent (For example – MONDO DN10 or Equivalent). 3) Scrub thoroughly the floor with single disc scrubbing machine 4) Wipe off the water, cleaning agent and dirt, with Vacuum Cleaner. 5) Rinse the floor with clean water and suck the water with vacuum cleaner. 6) Mop the floor with microfiber mop soaked with clean water. 7) No tissue, no litter, no footprint, no gum, no dirty mark, no water should be left behind.	• Vacuum Cleaner • Trapezo • Broom • Wiper • Plain Mops • Microfiber Mops • No sharpening knife for gum removal • Single-disc cleaning machine – fitted with red floor pad (3M: Scotch Brite)

	8) The floor should shine after heavy cleaning and no dirt should come on the white duster cloth while rubbed on the floor.	
2.1.2	PASSENGER SEATS, AC & AIR DUCT OUTLETS	
	Passenger Seats: 1) After removal base-back support of the seats by MEL Team, clean the dust with a vacuum cleaner. 2) Clean the base-back support of the seats with neutral detergent dissolved in hot water and a sponge. Rinse and remove the excess water. 3) Clean the aluminium trimmings of the seats with detergent (Equivalent to Wurth: 0893 012 05). 4) Complete valeting of the back support (Woolen Mix Fabric Upholstery) located at the wheelchair area. 5) The Passenger Retention should shine after heavy cleaning and no dirt should come on the white duster cloth while rubbed on the surface. AC & Air Duct Outlets: 1) Vacuum cleaning of dust in outlets (Cover panel will be removed by MEL Team). 2) Clean using a white, soft and clean absorbent cloth, dampened with lukewarm water.	•Spray Gun •Hand Soft Scrubbing Pad •Microfiber Mops •No sharpening knife for gum removal •Vacuum Cleaner
2.2	EXTERIOR CARBODY	
2.2.1	EXTERNAL DRIVER'S CAB AND WIND SCREEN	
	1) Wet the area with spray gun having water and specified cleaning agent. 2) Scrub the External Driver's Cab and windscreen with hand soft scrubbing pad. 3) Rinse the External Driver's Cab and windscreen thoroughly with water. 4) Wipe off to dry the car body	•Spray Gun •Hand Soft Scrubbing Pad •wiper and squeegee micro fibre Mops •No sharpening knife for gum removal

	5) No grease, no dust, no fingerprint, no water, no gum, no black spot, no dirty marks should be left behind. 6) The External Driver's Cab should shine after heavy cleaning and no dirt should come on the white duster cloth while rubbed on the surface	
2.2.2	FRONT BONNET, EXTERIOR SIGNALLING AND SIDE SKIRTS	
	Front bonnet and Skirts 1) Clean the outer surface of the panels and the flap doors that are part of the lining with a sponge or lint-free cloth moistened in water and cleaning agent (Equivalent to Nilfisk-Alto: Intensiv) 2) Rinse and repeat the process if necessary. Eliminating drawings and graffiti on front bonnet and skirts, if any. 1) Apply a gel coat (Equivalent to Eureco Systems: Gel Graffsol; neutral pH (7 ± 1.5), containing organic solvents) with a brush over the stained surface and leave to act during 1 minute. 2) Clean and eliminate all the remains of the cleaning agent. 3) Care to be taken that the paint is not damaged. Do not use scrubbing Pad. 4) Do not use bleaches, ammonia, acids or strong bases when cleaning to prevent damage to the surfaces. 5) No grease, no dust, no fingerprint, no water, no gum should be left behind. Exterior Signaling Elements 1) Clean the outside of the exterior signaling elements with a lint-free cloth soaked in organic solvent and eliminate dirt. 2) Clean and eliminate all the remains of the cleaning agent. 3) Care to be taken that the paint is not damaged. Do not use scrubbing Pad. 4) Do not use bleaches, ammonia, acids or strong bases when cleaning to prevent damage to the surfaces.	•Window Squeegee with insulated short Handle •Microfiber Mops with insulated short Handle.

3. MONTHLY LRV ROOF / EXTERIOR GANGWAY / UNDERFRAME CLEANING		
S/N.	Work contents	Required Tools
3.1	EXTERNAL BOGIE SKIRT AND WINDOW GLASS	
	1) Wet the area with spray gun having water and specified cleaning agent. 2) Scrub the External bogie skirt with hand soft scrubbing pad. 3) Rinse the External bogie skirt thoroughly with water. 4) Wipe off to dry the car body. 5) No grease, no dust, no fingerprint, no water, no gum, no black spot, no dirty marks should be left behind 6) The External Car body should shine after heavy cleaning and no dirt should come on the white duster cloth while rubbed on the surface	•Spray Gun •Hand Soft Scrubbing Pad •Wiper and squeegee •Micro fibre mops •No sharpening knife for gum removal
3.2	EXTERIOR INTERCONNECTING GANGWAY	
	1) Wet the gangway with slight water and specified cleaning agent based on citric acid (For intensive cleaning of strong dirt or graffiti). Scrub the gangway thread plate with hand soft scrubbing pad. 2) Mop the gangway thread plate. 3) Rinse the exterior gangway thoroughly with water. 4) Clean the vehicle with a high-pressure cleaner with the aim of removing adhered grease and dirt using a neutral detergent. Regulate the high-pressure cleaner at a pressure between 100 to 140 bar and a temperature between 60 to 90°C. 5) No grease, no dust, no fingerprint, no water, no gum, no black spot, no dirty marks should be left behind	•Spray Gun •Hand Soft Scrubbing Pad •wiper and squeegee •Microfiber mops •No sharpening knife for gum removal
3.3	ROOF AND UNDERFRAME EQUIPMENT	
	1) Wet the area and clean using high-pressure cleaner with the aim of removing adhered grease and dirt using a neutral detergent. Regulate the high-pressure cleaner at a pressure between 100 to 140 bar and a temperature between 60 to 90°C. 2) Do not spray directly on electrical equipment/boxes. 3) Rinse the area thoroughly with water.	•Spray Gun •Hand Soft Scrubbing Pad •wiper and squeegee •Micro fibre mops •No sharpening knife for gum removal

	4) No grease, no dust and no dirty marks should be left behind	
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4. CLEANING OF MAINTENANCE VEHICLES		
S/N.	Work contents	Required Tools
4.1	INTERIOR CLEANING – MAINTENANCE VEHICLES	
	- Starting with the dash, wipe away dust and dirt using microfiber cloth. - Use a glass cleaner or any other specified cleaning agent to wipe and clean the glass and windscreen using microfiber cloth. - Vacuum the floor mats, seats and interior of the cabin. - Use specific and approved products (Cockpit Cleaner) to shine the dashboard and steering wheels. No grease, no dust, no fingerprint, no water, no gum, no black spot, no dirty marks should be left behind – make use of appropriate stain remover if required.	- Microfiber cloth - No sharpening knife for gum removal - Vacuum cleaner
4.2	EXTERIOR CLEANING – MAINTENANCE VEHICLES	
	- Rinse the vehicles from top to bottom - Use approved and specific vehicle shampoo or detergent. Apply and soap the vehicle using microfiber cloth - Wash the tyres and wheels using approved detergent or degreaser. To use soft bristle wheel brush. - Ensure mud from guards are removed thoroughly and any excess grease on oil tanks are cleaned using approved vehicle detergent, degreaser, tar remover or tree resin remover. - Rinse the vehicle from top to bottom - Dry the exterior using pressurise air or microfibre cloth to wipe the excess water. - Apply exterior protection and shine the wheels using dash tyre shine. No grease, no dust, no fingerprint, no water, no gum, no black spot, no dirty marks should be left behind	- Pressure cleaner with spray gun - Microfibre cloth - No sharpening knife for gum removal - Dash tyre shine

5. CLEANING WORKSHOP MAINTENANCE FLOOR		
S/N.	Work contents	Required Tools
5.1	SWEEPING AND MOPPING	
	1) Sweep the maintenance floor area and maintenance pits using broom or vacuum cleaner 2) Empty all dust bins and cart away debris to waste dumping area 3) Mop the floor in sections 4) Rinse and wring out the mop 5) Soak the mop and wipe the floor again	• Vacuum cleaner • Brooms • Mops
5.2	DEEP FLOOR CLEANING	
	1) Sweep the maintenance floor area and maintenance pits using broom or vacuum cleaner 2) Soak the floor and wash the floor using high pressure washer and scrubbing machine. 3) Wipe and clean all handrails in the maintenance floor area. 4) Sweep and mop the roof platform 5) Empty all dust bins and cart away debris to waste dumping area 6) Mop the floor area 7) Rinse and wring out the mop 8) Soak the mop and wipe the floor again 9) Clean and wipe the windowpanes.	• Vacuum cleaner • Brooms • Mops • High pressure washer and scrubbing machine

6. CLEANING OF DEPOT EQUIPMENT		
S/N.	Work contents	Required Tools
6.1	WIPE AND CLEAN	

	1) Wipe and clean the depot equipment using slightly wet microfibre cloth. 2) Clean the floor area inside the depot equipment using vacuum cleaner. 3) Use a hand brush to remove excessive dust at corners or use of vacuum cleaner. Note: Be careful when cleaning displays. Do not use any abrasive detergent.	• Lint-free cloth • Vacuum cleaner
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7. SANITISATION OF LRV IN DEPOT

S/N.	Work contents	Required Tools
7.1	LRV CAB / SALOON INTERIOR SANITISATION	
	1) Cab interior and saloon interior to be sanitised thoroughly using disinfectants at regular intervals and after all cleaning. 2) All surfaces, grabrails, seats and areas where hands come in direct contact are to be disinfected and sanitised. Note: Do not spray disinfectant directly on components. Disinfectant needs to be sprayed on lint-free cloth before sanitising.	• Lint-free cloth

8. INLINE CLEANING ASSISTANCE

S/N.	Work contents	Required Tools
8.1	LRV INTERIOR CLEANING / SANITISATION ON MAINLINE	
	1) Cleaners posted at stations should provide inline cleaning assistance during commercial service, in case required. 2) They should board all LRVs and attend to any cleaning requirements and keep the LRVs free from dust or debris. 3) All LRV floors should be dry and in case of wet floor, same needs to be cleaned without disturbing commuters. 4) Cab interior and saloon interior to be sanitised thoroughly using disinfectant at regular intervals and after all cleaning. 5) All surfaces, grabrails, seats and area where hands come in direct contact are to be disinfected and sanitised at regular intervals.	• Lint-free cloth • Brooms

	Note: Do not spray disinfectant directly on components. Disinfectant needs to be sprayed on lint-free cloth before sanitising.	
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Cleaning Schedule for LOT 1A ROLLING STOCK ASSETS AND WORKSHOP FLOOR

DESCRIPTION	DAILY	WEEKLY	MONTHLY	6-MONTHLY
Light Rail Vehicle (LRV)				
Internal Cleaning	1.1.1 1.1.2 1.1.3 1.1.4 1.1.5 1.1.6			
Deep Cleaning	1.1.1 1.1.3 1.1.4 1.1.5 1.1.6 2.1.1 2.1.2 2.2.1 2.2.2			
LRV sanitization in depot	8.1			
Inline Cleaning Assistance	9.1			
LRV Roof & Underframe Cleaning			3.1 3.2 3.3	
Maintenance Vehicle				

Internal Cleaning	5.1			
External Cleaning		5.2		
Workshop Maintenance Floor				
Sweeping and Mopping	6.1			
Deep Cleaning		6.2		
Depot Equipment				
Wipe and clean		7.1		

NOTE: Bidders to submit the Technical Sheet of the Neutral Detergent to be utilized.

LOT 1B - CLEANING OF POWER TRACTION SUB STATION AND PUMP ROOM

TRACTION SUB-STATION CLEANING		
2. MONTHLY CLEANING OF TSS		
S/N.	Work contents	Required Tools
10.1	TSS	
10.1.1	Interior / Exterior cleaning	
	The cleaning contractor shall carry out sweeping, collection, carting away and mopping of all TSS areas, including CDN, SMT, RML, RDP, BKY, RHI, QBS, PHX, SDL, CPE, EBN and RED. The scope shall also include cleaning of all louvers, roller shutters, yards and roofs, including removal and disposal of accumulated dirt, dust, debris and other waste arising from the cleaning activities. The Contractor shall be fully responsible for all transportation, mobilisation and movement of its personnel, equipment, tools, materials and waste to, from and between the respective sites. All associated transportation and mobilisation costs shall be deemed included in the Contractor's quoted rates.	Vacuum cleaner, broom and mop
10.1.2	Pump Room	
	• Scrubbing & deep cleaning of floor area in the above building • Cleaning of Portable fire extinguishers, fire hydrants and panels • Cleaning of Pump room with equipment available • Cleaning of roller shutters.	

	• Cleaning of other equipment and miscellaneous items within the building/site as directed by the Client.	
10.1.3	Rose-Hill Electrical Room	
	• Cleaning and mopping of floors • Cleaning of walls, ceiling, extractor fans and roller shutters, as and when required.	
10.1.4	Curepipe Electrical Room	
	• Cleaning and mopping of floors • Cleaning of walls, ceiling, extractor fans and roller shutters, as and when required by client.	
10.1.5	Pressure washing of all TSS outdoor pathways and paved areas. MEL will provide electrical power points within each TSS only. The Supplier shall provide its own extension cables and all other necessary equipment, tools and accessories required for the execution of the works. The Supplier shall provide and arrange for its own water supply as required to carry out the works. The Supplier shall ensure that all necessary arrangements are made for the safe and proper execution of the cleaning works. Night-time cleaning may be required, depending on the location of the TSS and the nature of activities at neighbouring premises. The Supplier shall make the necessary arrangements to accommodate such requirements. The Supplier shall allow for any night-time cleaning requirements in its quoted rates, with no additional charges applicable unless otherwise agreed in writing by MEL.	Pressure Washer. Electrical Extension. For the 6 months pressure washing, MEL shall only provide power points. Suppliers shall organise their own water supply where required.

Cleaning Schedule for LOT1B POWER TRACTION SUB STATION AND PUMP ROOM

DESCRIPTION	DAILY	WEEKLY	MONTHLY	6-MONTHLY
TSS				
Internal / External Cleaning			10.1.1	
Pump Room			10.1.2	
Rose Hill Electrical Room			10.1.3	
Curepipe Electrical Room			10.1.4	
TSS – Pressure Washing				10.1.5

**LOT 2: CLEANING OF STATIONS EQUIPMENT, TOM OFFICES/CABINETS, CREW OFFICES, TOILETS, MESS ROOMS & PARK
& RIDE FACILITIES**

QUANTITY	LIGHT RAIL STATION		FACILITIES							
	22 STATION IN TOTAL		ALL STATION EQUIPMENT	PARK & RIDE FACILITIES	STAIRS	ESCALATOR	LIFT	TOM OFFICE	TOILET	CREW OFFICES
12	Double Side Platforms	Curepipe North	✓	☐						
		Phoenix Mall	✓	☐				✓		
		Phoenix	✓	✓						✓
		Trianon	✓	☐						✓
		St Jean	✓	☐						
		Q.Bornes Central	✓	☐						✓
		Beau Bassin	✓	☐						
		Barkly	✓	☐						
		Coromandel	✓	✓	✓	☐	✓			
		St Louis	✓	☐						
		Ebene	✓	☐	✓	✓				
		Mahatma Gandhi	✓	☐					✓	✓
7	Island Platforms	Floreal	✓	☐						☐
		Sadally	✓	☐						
		Vacoas Central	✓	✓						
		Palmerstone	✓	☐						
		Belle Rose	✓	☐						
		Vandermeerch	✓	☐						
		Port Louis Victoria	✓	☐		✓	✓			
1	Single Side Platform	Place D'Armes	✓	☐						
2	Elevated Double Side Platforms	Rose Hill Central	✓	☐	✓	✓	✓	✓	✓	✓
		Curepipe Central	✓	☐	✓	✓	✓	✓	✓	✓

LOT 2A: CLEANING OF STATIONS EQUIPMENT ALONG MAINLINE**Location: All Stations along Mainline**

Ref. No.	Activity	Frequency	Remarks / Special Requirements	Required Tools
A	Cleaning of all AVVM units at stations	Daily	External cleaning	Microfiber cloth, cleaning agents
B	Cleaning of all TCR units at stations	Daily	External cleaning	Microfiber cloth, cleaning agents
C	Cleaning of all Telecom Cabinets at stations	Daily	External cleaning	Microfiber cloth, cleaning agents
D	Cleaning of all PIK units at stations	Daily	External cleaning	Microfiber cloth, cleaning agents
E	Cleaning of all PID units at stations	Weekly	May be required after revenue service hours	Microfiber cloth, cleaning agents
F	Cleaning and dusting of electrical switchboards, distribution boards, light fixtures, fans, air-conditioner vents, overhead light fixtures and projectors	Weekly	Dust removal and surface cleaning	Microfiber cloth, cleaning agents
G	Cleaning of interlocking cabinets along mainline	Quarterly	Deep cleaning	Cleaning equipment, PPE

Equipment Cleaning Schedule

System Equipment	Daily	Weekly	Monthly	Quarterly
External Cleaning	A, B, C & D	E & F	-	G

LOT 2B: CLEANING TOM OFFICES/CABINETS, CREW OFFICES, TOILETS & MESS ROOMS, PARK & RIDE FACILITIES

Locations:

- All Stations and Mainline
- TOM Offices
- Toilets
- Rose-Hill BCC
- Reduit Mess Room
- Curepipe Crew Room
- Phoenix Office
- Park & Ride Facilities
- Any other stations adjacent premise as per MEL requirements.

1.1 DAILY CLEANING ACTIVITIES

Ref. No.	Daily Cleaning Activity	Requirements / Scope
D1	Waste Management	Removal and disposal of garbage, litter, debris and waste collected from stations and surrounding areas.
D2	Fire Equipment Cleaning	Cleaning of portable fire extinguishers.
D3	Surface Sanitization	Sanitization of all exposed surfaces several times daily.
D4	Floor Cleaning	Wet cleaning, mopping and wiping of all passages and floor areas.
D5	Station Furniture & Equipment	Cleaning of furniture, equipment, signboards, handrails, bins, columns and fittings.
D6	Station Equipment Cleaning	Cleaning of AVVM, TCR, Telecom Cabinets and PIK units.
D7	Pathways Cleaning	Cleaning and sweeping pathways leading to platforms, lifts and passenger access routes.

D8	External Areas Cleaning	Cleaning surrounding station areas, park-and-rides, social parks and embellishment areas.
D9	Lift & Escalator Cleaning	Cleaning and sanitization of lifts, escalators and handrails.
D10	LRV Cleaning During Service	Cleaning of LRV interiors during service as required, including mopping during heavy rainfall.
D11	Ad-hoc Cleaning	Attend to any cleaning-related issue as instructed by MEL.
D12	Toilet Cleaning	Cleaning and scrubbing toilets, urinals, showers, wash hand basins, mirrors, glasses and sanitary fittings.
D13	Toilet Inspection Records	Daily completion of Toilet Cleaning Checklist attached behind toilet doors.
D14	Restocking Consumables	Replenishment of soap, toilet paper, air fresheners, sanitary cubes, naphthalene balls and other consumables.
D15	Toilet Operations	Management of paid turnstile system at Curepipe toilet including opening, closing, blockage management and replenishment of consumables (subject to implementation).
D16	Adjacent Buildings Cleaning	Cleaning of TOM offices, Phoenix Mall office, Curepipe Central office and all adjacent MEL premises.
D17	Track Cleaning	Cleaning of tracks with authorization from OCC through Station Staff or EHTS.
D18	Animal Carcass Removal	Removal and disposal of dead animals from stations, trackside and surrounding LRS areas.
D19	Bin Emptying	Emptying all bins along stations, pathways and Metro corridor. Waste disposal at contractor's own cost.
D20	Supervision	Continuous supervision of cleaning operators during operating hours.
D21	Dedicated Shift Supervisor	One dedicated supervisor per shift is responsible for Mainline 1, Mainline 2 and all designated offices.
D22	Crew & Office Cleaning	Cleaning of Rose-Hill BCC, Reduit Mess Room, Curepipe Crew Room and Phoenix Office including sweeping, mopping and sanitization.

1.1.1 Required Tools: Daily Cleaning

Equipment / Material
Microfiber Cloths
Mops
Brooms
Consumables
Scrubbers / Brushes
Hand Spray Guns
PPE

1.2 WEEKLY CLEANING ACTIVITIES

Ref. No.	Weekly Cleaning Activity	Requirements
W1	Fire Equipment Dusting	Cleaning and dusting of firefighting equipment.
W2	Office Accessories Cleaning	Cleaning of nameplates, plant boxes, door mats and office accessories.
W3	BCC Carpet Cleaning	Vacuum cleaning of Rose-Hill BCC carpet.
W4	Enhanced Cleaning	Daily scope to be conducted in greater detail.
W5	Reporting	Submission of detailed cleaning report to MEL.
W6	Park & Ride Housekeeping	Cleaning and housekeeping of Coromandel, Port-Louis, Reduit and Vacoas Park & Ride facilities.
W7	Waste Disposal	Contractor responsible for removal and disposal of all collected waste.
W8	PID Cleaning	Cleaning of PID units, possibly after revenue hours.
W9	Electrical Equipment Cleaning	Dusting and cleaning of switchboards, DBs, light fixtures, fans, AC vents and projectors.

1.2.1 Required Tools: Weekly Cleaning

Equipment / Material
Microfiber Cloths
Cleaning Consumables
PPE

1.3 MONTHLY CLEANING ACTIVITIES

Ref. No.	Monthly Cleaning Activity	Requirements
M1	High Pressure Washing	Washing of pathways, pavers and external surfaces using pressure jet equipment.
M2	Deep Floor Cleaning	Thorough sweeping, scrubbing, washing and mopping of floors, staircases and ceramic bases.
M3	Station Structure Cleaning	Cleaning of ceilings, columns, high roofs, furniture, bins, fittings and signboards.
M4	Quality Finish	No streaks, smears, detergent residue, dirt or standing water permitted.
M5	Handrail Deep Cleaning	Cleaning using approved detergents.
M6	Advertising Structures	Cleaning of all platform advertising structures.
M7	Windows & Louvres	Cleaning of windows, shutters, louvers and exterior openings.
M8	Lift & Escalator Protection	Avoid water ingress. Contractor liable for damages resulting from cleaning activities.
M9	Water Supply	Contractor responsible for providing water if unavailable at station.
M10	Carpet & Detailed Cleaning	Removal of cobwebs, cleaning glass partitions, switches, vents, ledges, door jambs and windowsills.

1.3.1 Required Tools: Monthly Cleaning

Equipment / Material
Microfiber Cloths
Mops
Brooms
Consumables
Scrubbers / Brushes
Hand Spray Guns
Helios or Equivalent Detergent
PPE

1.4 QUARTERLY (EVERY 3 MONTHS) CLEANING ACTIVITIES

Ref. No.	Quarterly Cleaning Activity	Requirements
Q1	Staircase Roof Covers	Cleaning of staircase cover roofs.
Q2	BCC Carpet Deep Cleaning	Steam cleaning of Rose-Hill BCC carpet.
Q3	Interlocking Cabinet Cleaning	Cleaning of all interlocking cabinets along the mainline.

1.4.1 Required Tools: Quarterly Cleaning

Equipment / Material
Pressure Washer
Cleaning Consumables
PPE

1.5 CLEANING FREQUENCY SUMMARY

Area / Asset	Daily	Weekly	Monthly	Quarterly
Stations	✓	✓	✓	✓
TOM Offices	✓	✓	✓	✓
Toilets	✓	✓	✓	✓
Phoenix Office	✓	✓	✓	✓
Park & Ride Facilities	✓	✓	✓	✓
AVVM Units	✓	-	-	-
TCR Units	✓	-	-	-
Telecom Cabinets	✓	-	-	-
PIK Units	✓	-	-	-
PID Units	-	✓	-	-
Electrical Fixtures	-	✓	-	-
Interlocking Cabinets	-	-	-	✓
Canopy underside Roofs	-	-	-	✓
BCC Carpet	-	✓ (Vacuum)	✓ (Deep Clean)	✓ (Steam Clean)

1.6 MANPOWER REQUIREMENT

Position	Minimum Requirement
Cleaning Supervisor	1 per shift
Cleaning Operators	As required to meet service levels
Toilet Attendants	As required
Mobile Response Team	As required
Relief Staff	As required
Total Manpower	To be proposed by Contractor and approved by MEL

1.7 CLEANING EQUIPMENT AND CLEANING CONSUMABLES

The Service Provider shall make available, at its own cost, all necessary equipment, machinery and materials *as required* to adequately perform the services including but not limited to:

- Vacuum Cleaners with clean air filter
- Rubbish carts
- Dusters, brooms, brushes, buckets and mops
- Pressure washer
- Lint-free cloth
- Organic Solvent
- Trapezoidal Broom
- Long Handle Hand
- Scrubber/ Brush
- Wiper-Plain Mops
- Microfiber Mops
- No sharpening knife for gum removal
- Hand Brush
- Hand Spray Guns
- Sponge - No sharpening knife for gum removal.
- Trapezoidal Broom
- Wiper
- Plain Mops
- Single-disc cleaning machine – fitted with red floor pad (3M: Scotch Brite)
- Spray Gun
- Hand Soft Scrubbing Pad
- Wiper and squeegee microfiber Mops
- Window Squeegee with insulated short Handle
- Microfiber Mops with insulated short Handle
- Polish Machine
- Pressure cleaner with spray gun.
- High pressure washer and scrubbing machine.
- Dash tire shine
- Bush Cutter
- High pressure washer and scrubbing machine.
- Disposal of sanitary bins at least twice a month or on demand.
- Cleaning of all rubbish bins in the park (cover and outdoor surface) free from stains.
- Provision of all consumables such as chemicals, plastic bins, bags, toilet paper, tools, and equipment for cleaning common areas, toilets, and offices

Note: The service provider should ensure that the cleaning activities do not interfere with the other events or activities and are done in such a way as to minimize disturbance to the users of the park.

LOT 3: CLEANING OF DEPOT OFFICES, BUILDINGS AND MAINTENANCE VEHICLES

DEPOT OFFICES AND BUILDING CLEANING		
1. BUILDING CLEANING		
S/N.	Work contents	Required Tools
13.1	ADMINISTRATION BUILDING_ GROUND FLOOR	
13.1.1	RECEPTION AREA & WAITING AREAS	
	<u>Daily:</u> - General cleaning/ sweeping of floor/wet mop all hard floor surfaces/remove garbage & empty trash can. - All counters & flat surfaces will be cleaned with a mild disinfectant. - The waiting area will be wiped thoroughly including chairs, sofa & coffee table as needed. - To wipe any spots or stains on the carpets, floors, walls, furniture, or baseboards. - To straighten magazines/return any moved objects or furniture to their original positions. - The cleaning of reception area will include to look for cobwebs, dirty light switches, interior glass partitions etc. Dust heating vents, ledges, door jambs and windowsills at any easily reachable level. (Monthly). - To clean exterior and interior door at the reception area & visitors room daily.	• Trapezoidal Broom • Wiper-Plain Mops • Micro fibre Mops • Vacuum cleaner • Mild Disinfectant • Microfibre & Lint-Free cloth • Air Freshener • Change mop as and when required. No smell
13.1.2	GENERAL OFFICES AREAS	
	- General cleaning/ wiping of desk/ sweeping of floor/wet mop all hard floor surfaces/ remove garbage & empty trash can. - Visually check the area for any types of debris or paper and dust all surfaces (desks, filing cabinets or shelves). - To have the desks & personal workstations cleaned. Standard cleaning includes wiping all common area surfaces, phones & office equipment. - The cleaning of office areas will include to look for cobwebs, dirty light switches, interior glass partitions etc. (Monthly) - To empty shredder bin	
13.1.3	MULTI PURPOSE ROOM, MEETING ROOM/VISITORS ROOM	

	• Board Room, Meeting/Conference Rooms will be aerated, and floor swept & mopped every day. • Chairs will be wiped off and straightened, and all flat surfaces will be wiped over after each meeting. • Once in a week Multi-Purpose Room & Meeting/Visitors Rooms will be vacuum cleaned. (Weekly) • The cleaning of Multi-Purpose Room & Meeting/Visitors Rooms will include to look for cobwebs, dirty light switches, interior glass partitions etc. (Monthly)	
13.1.4	CAFETERIA + PANTRY	
	• General cleaning/ wiping of tables/ sweeping & mopping of floor/remove garbage & empty trash can. (twice daily) • To look for cobwebs & dirty light switches. (Monthly) • Deep cleaning (details to be provided) • Cleaning of false ceiling to be done every 6 months	
13.1.5	CORRIDORS & STAIRS & GLASS HANDRAIL PANELS	
	• General cleaning/ sweeping of floor/ wet mop all hard floor surfaces/remove garbage & empty trash can. (daily) • Handrails to be wiped with damp cloth daily.	
13.1.6	TOILETS	
	• Cleaning toilets and washbasins. • Restock toilet paper, paper towels, hand soap and other supplies. • Renewal of air freshener in toilets • Check for leaks. • Sweep or dust mop, wet mop and sanitize floors. • To clean toilet every 2 hours	
13.1.7	GUARD POST AT MAIN GATE	
	• General cleaning and sanitizing. • The cleaning of office areas will include to look for cobwebs, dirty light switches, interior glass partitions etc. (Monthly) • Cleaning of toilet daily • Restock toilet paper, paper towels, hand soap and other supplies.	
13.1.8	LIFTS	
	• General cleaning and sanitizing.	
13.1.9	LANDSCAPE COURTYARD	

	• Watering indoor plants. (Weekly) • Cleaning and sanitizing. (daily) • Remove wild grass, weeds, and unwanted vegetation. • Trim and maintain plants and shrubs as required. • Remove dry, dead, or damaged leaves and plant debris. Maintain the overall appearance of the courtyard in a neat, tidy, and well-presented condition.	
13.2	ADMINISTRATION BUILDING FIRST FLOOR	
13.2.1	GENERAL OFFICES	
	• General cleaning/ wiping of desk/ sweeping of floor/ wet mop all hard floor surfaces/ remove garbage & empty trash can. • Visually check the area for any types of debris or paper and dust all surfaces (desks, filing cabinets or shelves). • To have the desks & personal workstations cleaned. Standard cleaning includes wiping all common area surfaces, phones & office equipment. • The cleaning of office areas will include to look for cobwebs, dirty light switches, interior glass partitions etc. (Monthly) • No bad smell after cleaning/ mopping	• Trapezoidal Broom • Wiper-Plain Mops • Micro fibre Mops • Vacuum cleaner • Mild Disinfectant • Microfibre & Lint-Free cloth • Air Freshener • Helios product or equivalent for stainless steel products
13.2.2	BOARD ROOM	
	• Board Room will be aerated, and floor swept & mopped every day. • Chairs will be wiped off and straightened, and all flat surfaces will be wiped over after each meeting. • Board Room will be vacuum cleaned. (Weekly) • The cleaning of Board Room will include to look for cobwebs, dirty light switches, interior glass partitions etc. (Monthly)	
13.2.3	PANTRY	
	• Standard cleaning includes wiping all sinks, counters, appliances, and cupboards. Tables & chairs will be wiped, floors swept & mopped. • All trash vessels will be changed and washed as needed. • Thorough cleaning of the air vents (Monthly). • To look for cobwebs & dirty light switches. (Monthly)	
13.2.4	CORRIDORS & GLASS HANDRAIL PANELS	

	• General Cleaning/ Sweeping of Floor/ Wet Mop all hard floor surfaces/ Remove garbage & Empty trash can. • Staircase will be swept and cleaned daily, washed thoroughly once a week. • Handrails to be wiped with damp cloth daily.	
13.2.5	TOILETS	
	• Cleaning toilets and washbasins. • Restock toilet paper, paper towels, hand soap and other supplies. • Check & Report for leaks. • Sweep or dust mop, wet mop and sanitize floors. • To clean toilet every 2 hours	
13.2.6	TERRACE	
	<u>Daily:</u> • Clean handrails and glass panel. • Clean exterior and interior door. • Sweep or dust mop, wet mop and sanitize floors. • Deep cleaning (weekly)- using high water pressure	
13.2.7	LIFTS	
	• General cleaning and sanitizing.	
13.3	ADMINISTRATION BUILDING _SECOND FLOOR	
13.3.1	GENERAL OFFICES / IT ROOM	
	• General cleaning/ wiping of desk/ sweeping of floor/ wet mop all hard floor surfaces/ remove garbage & empty trash can. • Visually check the area for any types of debris or paper and dust all surfaces (desks, filing cabinets or shelves). • To have the desks & personal workstations cleaned. Standard cleaning includes wiping all common area surfaces, phones & office equipment. • The cleaning of office areas will include to look for cobwebs, dirty light switches, interior glass partitions etc. (Monthly)	• Trapezoidal Broom • Wiper-Plain Mops • Micro fibre Mops • Vacuum cleaner • Mild Disinfectant • Microfibre & Lint-Free cloth • Air Freshener
13.3.2	MEETING/ CONFERENCE ROOM	
	• Meeting/Conference Rooms will be aerated, and floor swept & • mopped every day. • Chairs will be wiped off and straightened, and all flat surfaces will be wiped over after each meeting. • Meeting/Conference Room will be vacuum- cleaned. (Weekly)	

	The cleaning of Meeting/Conference Room will include to look for cobwebs, dirty light switches, interior glass partitions etc. (Monthly)	
13.3.3	OCC	
	- General cleaning/ wiping of desk/stations/ sweeping of floor/ remove garbage & empty trash can. - Vacuum cleaning of carpet (Daily) - Once quarterly deep cleaning (vapour/vacuum). Clean switch /screen / dusting (Daily) - Deep cleaning (vapour/vacuum). Clean switch /screen / dusting (Monthly) - Bi-Annual cleaning of false ceiling void. Deep cleaning (vapour/vacuum). Clean switch /screen / dusting (Monthly)	
13.3.4	PANTRY	
	- Standard cleaning includes wiping all sinks, counters, appliances, and cupboards. Tables & chairs will be wiped, floors swept & mopped. - All trash vessels will be changed and washed as needed. - Thorough cleaning of the air vents. (Monthly) - To look for cobwebs & dirty light switches. (Monthly)	
13.3.5	CORRIDORS & GLASS HANDRAIL PANELS	
	- General cleaning/sweeping of floor/wet mop all hard floor surfaces/ remove garbage & empty trash can. - Handrails to be wiped with a damp cloth daily.	
13.3.6	TOILETS	
	- General Cleaning of toilets and washbasins - Restock toilet paper, paper towels, hand soap and other supplies. - Check for leaks. - To clean toilet every 2 hours	
13.3.7	TERRACE	
	<u>Daily:</u> - Sweep or dust mop, wet mop and sanitize floors. - Clean handrails and glass panel. - Clean exterior and interior door. - Deep cleaning (weekly)- using high water pressure	
13.3.8	LIFTS	
	General cleaning and sanitizing.	

13.4	WORKSHOP BUILDING_GROUND FLOOR	
13.4.1	GENERAL OFFICES AREA	
	• General cleaning/ wiping of desk/ sweeping of floor/wet mop all hard floor surfaces/ remove garbage & empty trash can. • Visually check the area for any types of debris or paper and dust all surfaces (desks, filing cabinets or shelves) • To have the desks & personal workstations cleaned. Standard cleaning includes wiping all common area surfaces, phones & office equipment. • The cleaning of office areas will include to look for cobwebs, dirty light switches, interior glass partitions etc. (Monthly) • Quarterly cleaning of false ceiling void. • Quarterly cleaning of PVC decking (Manlifter provided by MEL)	
13.4.2	STORAGE AREA(near to RSD office)	
	• General cleaning & sanitizing	
13.4.3	WORKSHOP AREA	
	• General cleaning/ sweeping of floor/wet mop all hard floor surfaces/ remove garbage & empty trash can • Deep cleaning of passageways and corridors (weekly)	
13.4.4	CAF	
	• General cleaning/ sweeping of floor/wet mop all hard floor surfaces/ remove garbage & empty trash can	
13.4.5	CHANGING ROOM	
	• Clean and sanitize changing room.	
13.4.6	LOGISTICS OFFICE AND STORE AREAS	
	• General cleaning/ sweeping of floor/wet mop all hard floor surfaces/ remove garbage & empty trash can. • Store Deep Cleaning (Weekly) • Quarterly cleaning of PVC decking (Manlifter provided by MEL)	
13.4.7	TOILETS AND BATHROOMS	
	• Cleaning toilets and washbasins/Sweep or dust mop, wet mop and sanitize floors. • Restock Toilet Paper, Paper Towels, Hand Soap, and Other Supplies.	

- Trapezoidal Broom
- Wiper-Plain Mops
- Micro fibre Mops
- Vacuum cleaner
- Mild Disinfectant
- Microfibre & Lint-Free cloth
- Air Freshener
- Helios product or equivalent for stainless steel products

	• Check for leaks • To clean toilet every 2 hours • Cleaning of bathroom daily	
13.4.8	RSD TECHNICIAN ROOM	
	• General cleaning & sanitizing	
13.4.9	OUTDOOR ROOM (General Worker room/ System office)	
	• General Cleaning/ Sweeping of Floor/ Wet Mop all hard floor surfaces/ Remove garbage & Empty trash can. • Weekly floor wash to be done.	
13.4.10	CORRIDORS & STAIRS	
	• General cleaning/sweeping of floor/wet mop all hard floor surfaces/ remove garbage & empty trash can • To wash staircase weekly with high water pressure.	
13.5	WORKSHOP BUILDING_ FIRST FLOOR	
13.5.1	TRAINING OFFICES/ROOMS + GENERAL AREAS	
	• General cleaning/ wiping of desk/ sweeping of floor/wet mop all hard floor surfaces/ remove garbage & empty trash can. • Visually check the area for any types of debris or paper and dust all surfaces (desks, filing cabinets or shelves) • The cleaning of office areas will include to look for cobwebs, dirty light switches, interior glass partitions etc. (Monthly)	• Trapezoidal Broom • Wiper-Plain Mops • Micro fibre Mops • Vacuum cleaner • Mild Disinfectant • Microfibre & Lint-Free cloth • Air Freshener • Helios product or equivalent for stainless steel products
13.5.2	CHANGING ROOMS & TOILETS	
	• Clean and Sanitize Restrooms • Cleaning toilets and washbasins/Sweep or dust mop, wet mop and sanitize floors. • Restock Toilet Paper, Paper Towels, Hand Soap, and Other Supplies. • To clean toilet every 2 hours • To clean changing room daily	
13.5.3	PANTRY	

	• Standard cleaning includes wiping all sinks, counters, appliances, and cupboards. Tables & chairs will be wiped, floors swept & mopped. • All trash vessels will be changed and washed as needed. • Thorough cleaning of the air vents (Monthly). • To look for cobwebs & dirty light switches. (Monthly)	
13.5.4	MEETING ROOM	
	• Meeting/Conference Rooms will be aerated, and floor swept & mopped every day. • Chairs will be wiped off and straightened and all flat surfaces will be wiped over after each meeting. • The Meeting/Conference Room will be vacuum-cleaned. (Weekly) • The cleaning of Meeting/Conference Room will include to look for cobwebs, dirty light switches, interior glass partitions etc. (Monthly)	
13.5.5	CAF OFFICE	
	• General cleaning/ wiping of desk/stations/ sweeping of floor/ remove garbage & empty trash can. • Deep cleaning (vapour/vacuum). Clean switch /screen / dusting. (Monthly)	
13.6	OUTDOOR BUILDING CLEANING	
13.6.1	ADMINISTRATION BUILDING	
	• Deep Cleaning / Pressure Washing of outdoor area. This includes pathways and paver blocks • Cleaning of Exterior Window panes • Cleaning of stainless structures	Helios product or equivalent for stainless steel products
13.6.2	WORKSHOP	
	• Deep Cleaning / Pressure Washing of outdoor area and adjacent garage. • Cleaning of Exterior Windowpanes	
13.6.3	YARD AND PARKING CLEANING	
	• Cleaning of pathways and access roads within depot • Cleaning of parking areas • Sweeping of pathway along the tracks where applicable • Pavement/Paver blocks should be free and clear from any wild plants. • Cleaning of Depot yards	

Note: The responsibility of carting away of garbage from Depot is to be done by Cleaning Contractor as and when required.

CLEANING OF MAINTENANCE VEHICLES		
S/N.	Work contents	Required Tools
14.1	INTERIOR CLEANING – MAINTENANCE VEHICLES FLEET (2X4 Pick up / Truck / 15-Seater Van/ Rail Loader/OHL RRV/ Rescue RRV/Track Tamping Machine/Rail Grinding/ backhoe loader Machine/Multifunctional Vehicle/Man-lifter)	
	- Starting with the dash, wipe away dust and dirt using microfibre cloth. - Use glass cleaner or any other specified cleaning agent to wipe and clean the glass and windscreen using microfibre cloth. - Vacuum the floor mats, seats, and interior of the cabin. - Use specific and approved products (Cockpit Cleaner) to shine the dashboard and steering wheels. No grease, no dust, no fingerprint, no water, no gum, no black spot, no dirty marks should be left behind – make use of appropriate stain remover if required.	
14.2	EXTERIOR CLEANING – MAINTENANCE VEHICLES	
	- Rinse the vehicles from top to bottom. - Use approved and specific vehicle shampoo or detergent. Apply and soap the vehicle using microfibre cloth. - Wash the tyres and wheels using approved detergent or degreaser. To use soft bristle wheel brush. - Ensure mud from guards are removed thoroughly and any excess grease on oil tanks are cleaned using approved vehicle detergent, degreaser, tar remover or tree resin remover. - Rinse the vehicle from top to bottom. - Dry the exterior using pressurise air or microfibre cloth to wipe the excess water.	- Microfibre cloth - No sharpening knife for gum removal - Vacuum cleaner - Pressure cleaner with spray gun - No sharpening knife for gum removal - Dash tyre shine

	• Apply exterior protection and shine the wheels using dash tyre shine. No grease, no dust, no fingerprint, no water, no gum, no black spot, no dirty marks should be left behind.	
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**CLEANING SCHEDULE FOR LOT 3 DEPOT OFFICES, BUILDINGS AND
MAINTENANCE VEHICLES**

	DAILY	WEEKLY	MONTHLY	6-MONTHLY
BUILDING CLEANING				
ADMINISTRATION BUILDING_GROUND FLOOR	13.1.1 13.1.2 13.1.3 13.1.4 13.1.5 13.1.6 13.1.8 13.1.9	13.1.3 13.1.5 13.1.9	13.1.1 13.1.2 13.1.3 13.1.4 13.1.7	
ADMINISTRATION BUILDING_FIRST FLOOR	13.2.1 13.2.2 13.2.3 13.2.4 13.2.5 13.2.6 13.2.7	13.2.2 13.2.4	13.2.1 13.2.2 13.2.3	
ADMINISTRATION BUILDING_SECOND FLOOR	13.3.1 13.3.2 13.3.3 13.3.4 13.3.5 13.3.6 13.3.7 13.3.8	13.3.2 13.3.3 13.3.5	13.3.1 13.3.2 13.3.3 13.3.4	
WORKSHOP BUILDING_GROUND FLOOR	13.4.1 13.4.2 13.4.3 13.4.4 13.4.5 13.4.6 13.4.7 13.4.8 13.4.9 13.4.10	13.4.6	13.4.1	
WORKSHOP BUILDING_FIRST FLOOR	13.5.1 13.5.2 13.5.3	13.5.4	13.5.1 13.5.3 13.5.4	

	13.5.4 13.5.5		13.5.5	
GUARD POST	13.1.7		13.1.7	
OUTDOOR CLEANING	13.6.3			13.6
Maintenance Vehicle				
Internal Cleaning	14.1			
External Cleaning		14.2		

LOT 4 CLEANING OF RECREATIONAL PARK EBENE

Ebène Recreational Park		
1. Office, Maintenance, Gardener store and Watchman post building cleaning		
S/N.	Work contents	Required Tools
	Maintenance Office	
15.1.1	MAINTENANCE OFFICE	• Trapezoidal Broom • Wiper-Plain Mops • Micro fibre Mops • Vacuum cleaner • Mild Disinfectant • Microfibre & Lint-Free cloth • Air Freshener • Floor Brush Machine • High water pressure jet machine
	• General cleaning/ sweeping of floor/wet mop all hard floor surfaces/remove garbage & empty trash can. • All counters & flat surfaces will be cleaned with a mild disinfectant. • To wipe any spots or stains on the carpets, floors, walls, furniture, or baseboards. • The cleaning of maintenance area will include to look for cobwebs, dirty light switches, interior glass partitions etc. Dust heating vents, ledges, door jambs and windowsills at any easily reachable level.	

	• Cleaning of windows in accordance with the best industry standards for window cleaning. • Cleaning toilets and washbasins. • Change of automatic refreshers system. • Restock toilet paper, paper towels, hand soap and other supplies. • Check for leaks. • Sweep or dust mop, wet mop and sanitize floors. • The frequency may be higher than once per day when it is rainy. When completed, the floor and public areas shall have a uniform appearance with no streaks, smears, swirl marks, detergent residue, or any evidence of remaining dirt or standing water. • Dusting and cleaning all furniture including desks, chairs, credenzas, computer tables, telephone tables, bookshelves with or without glass doors, pictures, maps, telephones, computers, and other common things found in an office environment. All furniture shall be free of dust, dirt, and sticky surfaces and areas. • Toilets Checklist: This is to be attached on the Back of the toilet door. It is to be filled up by the Contractor supervising staff on duty daily • Removing any grease marks or fingerprints from all entrance glass and stainless-steel doors. • Re-stock toiletries which include liquid hand soap, paper rolls, air fresheners, sanitary cubes, naphthalene balls in toilets etc., after daily check-ups in the morning, afternoons and on call basis during daytime. The Contractor shall check the washrooms several times daily to ensure that the facilities are always clean and neat. • Dusting of all doors and windows, fans, equipment, accessories, notice and sign boards etc. and cleaning of all windows glasses and grills • After a deep cleaning of the office, the service provider should contact the Park and Leisure Officer or the Park and Leisure Manager to approve the quality of the job. A logbook of	
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	the work shall be sent to the employer to release the monthly payment.	
15.1.2	WATCHMEN POST	
	• General cleaning/ wiping of desk/ sweeping of floor/wet mop all hard floor surfaces/ remove garbage & empty trash can. • Visually check the area for any types of debris or paper and dust all surfaces (desks, filing cabinets or shelves). • To have the desks & personal workstations cleaned. Standard cleaning includes wiping all common area surfaces, phones & office equipment. • Cleaning of windows in accordance with the best industry standards for window cleaning. • The cleaning of office areas will include to look for cobwebs, dirty light switches, interior glass partitions etc. (Monthly) Cleaning toilets and washbasins. • Cleaning of the floor in the maintenance room with a floor brush machine at least once a month. • Restock toilet paper, paper towels, hand soap and other supplies. • Check for leaks. • Sweep or dust mop, wet mop and sanitize floors. • The frequency may be higher than once per day when it is rainy. When completed, the floor and public areas shall have a uniform appearance with no streaks, smears, swirl marks, detergent residue, or any evidence of remaining dirt or standing water. • Toilets Checklist: This is to be attached on the Back of the toilet door. It is to be filled up by the Contractor supervising staff on duty daily. • Removing any grease marks or fingerprints from all entrance glass and stainless-steel doors. • Re-stock toiletries which include liquid hand soap, paper rolls, air fresheners, sanitary cubes, naphthalene balls in toilets etc., after	

	daily check-ups in the morning, afternoons and on call basis during daytime. The Contractor shall check the washrooms several times daily to ensure that the facilities are always clean and neat. • Dusting of all doors and windows, fans, equipment, accessories, notice and sign boards etc. and cleaning of all windows glasses and grills. • After a deep cleaning of the watchmen post, the service provider should contact the Park and Leisure Officer or the Park and Leisure Manager to approve the quality of the job. A logbook of the work shall be sent to the employer to release the monthly payment.	
15.1.3	STOREROOM	
	• General cleaning/ sweeping of floor/wet mop all hard floor surfaces/remove garbage & empty trash can. • All counters & flat surfaces will be cleaned with a mild disinfectant. • Cleaning of windows in accordance with the best industry standards for window cleaning. • To wipe any spots or stains on the carpets, floors, walls, furniture, or baseboards. • The cleaning of maintenance area will include to look for cobwebs, dirty light switches, interior glass partitions etc. Dust heating vents, ledges, door jambs and windowsills at any easily reachable level. • Floors shall be free of dust, mud, footprints, liquid spills, and other debris. Chairs, trash receptacles, and easily moveable items shall be tilted or moved to clean underneath. • All cleaning in the storeroom needs to be under the supervision of MEL employees • Removing any grease marks or fingerprints from all entrance glass and stainless-steel doors. • Cleaning of equipment such as marquee, tables, chairs and amongst others but not limited to.	
15.1.4	GARDENER STORE	

	• General cleaning/ sweeping of floor/wet mop all hard floor surfaces/remove garbage & empty trash can. • All counters & flat surfaces will be cleaned with a mild disinfectant. • Cleaning of windows in accordance with the best industry standards for window cleaning. • To wipe any spots or stains on the carpets, floors, walls, furniture, or baseboards. • The cleaning of maintenance area will include to look for cobwebs, dirty light switches, interior glass partitions etc. Dust heating vents, ledges, door jambs and windowsills at any easily reachable level. • Floors shall be free of dust, mud, footprints, liquid spills, and other debris. Chairs, trash receptacles, and easily moveable items shall be tilted or moved to clean underneath. • All cleaning in the storeroom needs to be under the supervision of MEL employees • Removing any grease marks or fingerprints from all entrance glass and stainless-steel doors. • After a deep cleaning of the gardener storeroom, the service provider should contact the Park and Leisure Officer or the Park and Leisure Manager to approve the quality of the job. A logbook of the work shall be sent to the employer to release the monthly payment.	
15.1.5	TOILETS	
	• Cleaning toilets and washbasins. • Restock toilet paper, paper towels, hand soap and other supplies. • Check for leaks. • Sweep or dust mop, wet mop and sanitize floors. • A logbook of the cleaning status of the toilet block shall be visible and displayed in each toilet block. • Toilets Checklist: This is to be attached on the Back of the toilet door. It is to be filled up by the Contractor supervising staff on duty daily.	

	• Re-stock toiletries which include liquid hand soap, paper rolls, air fresheners, sanitary cubes in toilets etc., after daily check-ups in the morning, afternoons and on a call basis during daytime. The Contractor shall check the washrooms several times daily to ensure that the facilities are always clean and neat. • All toilet blocks (maintenance, guard, and public toilet). For public toilets, the cleaning should be done a minimum of twice a day, and the time of the cleaning and signature of the cleaner should be recorded and displayed on a spreadsheet. • Installation and maintenance of an automatic air freshener machine in male and female public toilet blocks and in maintenance offices. • Provision of urinal mats for four urine pans in the male toilet block. • Toilets, WCs, and urine pans should be thoroughly cleaned to remove all traces of chalk and stains. • Provision of all consumables such as chemicals, plastic bins, bags, toilet paper, tools, and equipment for cleaning common areas, toilets, and offices. • The service provider needs to effect the replacement of the actual toilet paper dispenser with a jumbo roll toilet paper dispenser. • The service provider needs to effect the replacement of the actual soap dispenser with a heavy-duty dispenser while respecting the previous color code and materials. • Daily Cleaning should take place every day from Monday to Sunday. Particular attention should be taken for cleaning of the toilet blocks that should be always kept in a clean condition. No changes to the agreed days or time can be made without prior to obtaining clearance by the Employer or its representative. • Check for water leakage. • Disposal of sanitary bins at least twice a month or on demand.	
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	• Maintaining and cleaning the inox structures in the toilets block as per standard. • The baby changing room shall be kept clean and no food and drinks by the cleaning staff are allowed. • Mechanical Floor brushing of the toilets floor once a month. • All toilet blocks (maintenance, guard, and public toilet). For public toilets, the cleaning should be done a minimum of twice a day, and the time of the cleaning and signature of the cleaner should be recorded and displayed on a spreadsheet.	
15.2	KID'S PLAYGROUND	
15.2.1	KID'S PLAYGROUND	
	• Disinfect the outdoor gym equipment, benches, and the kids' playground equipment at least once a day or more, depending on the number of visitors. • Cleaning of kids' playground equipment with a high-pressure machine and with a hand brush. • Cleaning of games in the children's playground with the use of high-pressure jets and inox structures as per standard. • Cleaning of walkways to remove debris and rubbish, including the covering of animal excrement with sand or rock sand. • All trash bins are to be emptied and maintained in a clean condition. All trash must be placed in a sealed plastic bag and stored in the collection bin.	• Trapezoidal Broom • Wiper-Plain Mops • Micro fibre Mops • Vacuum cleaner • Mild Disinfectant • Microfibre & Lint-Free cloth - Air Freshener
15.3	GENERAL CLEANING OF THE PARK	
15.3.1	WATER FEATURE AND PUMP ROOM	
	• Cleaning with a high-pressure water jet machine of the water features. • Removal of all algae with brush or high water-pressure jet machine. • Cleaning of the water intake, to remove all debris and waste.	• Trapezoidal Broom • Wiper-Plain Mops • Micro fibre Mops • Vacuum cleaner • Mild Disinfectant • Microfibre & Lint-Free cloth

	• Cleaning and removal of debris from water feature discharge area and brushing of the water feature flooring surface to remove algae. • Dusting of all doors and windows, equipment, accessories, notice and sign boards etc. and cleaning of all windows glasses and grills of the pump room once a month. • Collect waste from the designated waste bins and deliver it to the main bin area.	• Floor Brush Machine
15.3.2	ESPLANADE, FRONT GATE AREA AND CONCRETE FLOORING AREA	
	• General cleaning/ sweeping of floor/ wet mop all hard floor surfaces/remove garbage. • Cleaning with a high-pressure water jet machine of concrete common areas. • The frequency may be higher than once per day when it is rainy. When completed, the floor and public areas shall have a uniform appearance with no streaks, smears, swirl marks, detergent residue, or any evidence of remaining dirt or standing water. • Floor brush machine if concrete flooring is stained with soil or other product. • After a deep cleaning or high-pressure water jet cleaning of the park, the service provider should contact the Park and Leisure Officer or the Park and Leisure Manager to approve the quality of the job. A logbook of the work shall be sent to the employer to release the monthly payment. • Cleaning and sanitization of all outdoor gym equipment. • All trash bins are to be emptied and maintained in a clean condition. All trash must be placed in a sealed plastic bag and stored in the collection bin.	• Trapezoidal Broom • Wiper-Plain Mops • Micro fibre Mops • Vacuum cleaner • Mild Disinfectant • Microfibre & Lint-Free cloth • Floor Brush Machine • High water pressure jet machine
15.3.3	COMMON AREAS	
	• Collect waste from the designated organic waste bins and deliver it to the compost facilities in the maintenance area. • Cleaning of all rubbish bins in the park (cover and outdoor surface) free from stains.	• Trapezoidal Broom • Wiper-Plain Mops • Micro fiber Mops • Vacuum cleaner • Mild Disinfectant

	• Placing garbage bags in all garbage bins to avoid stains and stinks and clearing them on daily basis. • Cleaning of all open areas between the building and boundary wall/fences including sweeping of roads, lawns, walkways, driveways, parking area, cleaning open gutters, etc. • Cleaning and sanitization of all benches. • Cleaning of areas adjacent to the park to remove all rubbish. • Inspection and removal of trash from the walkways, Amphitheatre, esplanade, bandstand, pétanque court, and ensuring the employer's compound is tidy and free from debris, rubbish, etc. • Cleaning of walkways to remove debris and rubbish, including the covering of animal excrement with sand or rock sand. • Cleaning of light poles with high water pressure jet or hand brush, which need to be free from stains. • Cleaning of the area adjacent to the park fence, near the cycle track, and the parking area. • General cleaning Checklist: This is to be filled up by the Contractor supervising staff on duty daily. • Extension of service at a preferential rate during events within the park premises. • Note: The service provider should ensure that the cleaning activities do not interfere with the other events or activities and are done in such a way as to minimize disturbance to the users of the park. • Any drugs, syringes, or illicit or illegal substances found on site should be properly disposed of, and the park operator should be made aware of this immediately. • Removing of animal excrement in the 'pétanque' area. • Cleaning of outdoor screen at the watchman post as prescribe by the employer and by the standard.	• Microfiber & Lint-Free cloth • Air Freshener • Floor Brush Machine • High water pressure jet machine
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	Cleaning of common areas is not limited to only above-mentioned points but can include other infrastructures.	
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CLEANING SCHEDULE FOR LOT 4 RECREATIONAL PARK EBENE

	DAILY	WEEKLY	MONTHLY	6-MONTHLY
BUILDING CLEANING				
MAINTENANCE OFFICE	15.1.1 15.1.2 15.1.5	15.1.4	15.1.3	
KID'S PLAYGROUND	15.2.1			
GENERAL CLEANING	15.3.2 15.3.3		15.3.1	

2) Cleaning Equipment and Cleaning Consumables

The Service Provider shall make available, at its own cost, all necessary equipment, machinery and materials *as required* to adequately perform the services including but not limited to:

- Vacuum Cleaners with clean air filter
- Rubbish carts
- Dusters, brooms, brushes, buckets and mops
- Pressure washer
- Lint-free cloth
- Organic Solvent

- Trapezoidal Broom
- Long Handle Hand
- Scrubber/ Brush
- Wiper-Plain Mops
- Micro fiber Mops
- No sharpening knife for gum removal
- Hand Brush
- Hand Spray Guns
- Sponge - No sharpening knife for gum removal
- Trapezoidal Broom
- Wiper
- Plain Mops
- Single-disc cleaning machine – fitted with red floor pad (3M: Scotch Brite)
- Spray Gun
- Hand Soft Scrubbing Pad
- Wiper and squeegee micro fibre Mops
- Window Squeegee with insulated short Handle
- Microfiber Mops with insulated short Handle
- Polish Machine
- Pressure cleaner with spray gun
- High pressure washer and scrubbing machine
- Dash tyre shine
- Bush Cutter
- High pressure washer and scrubbing machine
- Disposal of sanitary bins at least twice a month or on demand.
- Cleaning of all rubbish bins in the park (cover and outdoor surface) free from stains.
- Provision of all consumables such as chemicals, plastic bins, bags, toilet paper, tools, and equipment for cleaning common areas, toilets, and offices

Note: The service provider should ensure that the cleaning activities do not interfere with the other events or activities and are done in such a way as to minimize disturbance to the users of the park.

2.0 PERFORMANCE MONITORING OF CLEANING SERVICE

2.1 Objective

The Representatives of the Employer and the Service Provider shall meet at management level at least once a month or as often as necessary to review the performance of the services provided with a view to ensuring quality standard (Contractor Management Procedure O&M/PRC/CON/001 & Performance Evaluation Scorecard O&M/PRC/CON/BF/002) in the services. The two parties shall have shared responsibilities in optimizing the resources and facilities that have been deployed for the service.

The scope of the performance monitoring meeting shall be for:

- a) Reviewing previous shortcomings that have occurred on the sites 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 site and need for improvement.
- d) Assessing the arrangements made by the Service Provider in terms of human resources and logistics; and
- e) Attending to other matters related to contractual obligations of the Service Provider(s).

2.2 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 Cleaning Services has been awarded to two or more Service Providers.

Management meetings are meant to review the services provided to the organization as a whole and they are not meant to substitute for the regular consultations and meetings that are usually held at regional or section levels for day-to-day matters.

2.3 Records of Management Meeting

The Employer shall keep appropriate records of the Management Meetings.

The Service Provider shall provide a weekly report that summarizes the status of performance of the Agreement with respect to the subject matters listed above and any additional items pertaining to cleanliness of stations can be included on the agenda for the status meeting. All weekly reports requested by the Employer must be in English.

2.3.1 Maintaining Logbook

The Service Provider should maintain a separate and daily cleaning logbook that shall record all cleaning related activities (format to be approved by THE EMPLOYER). A hard and soft copy should be attached to a monthly status report.

2.3.2 Attendance sheet of Cleaning Staff

The Service provider shall maintain an attendance sheet for all cleaning staff which shall then be provided to the Employer monthly. In case of a shortage of staff, the Employer reserves the right to deduct the amount at payment or to request a credit note from the service provider. Service provider staff must be present on site, and this should be reflected by the attendance sheet.

2.4 Post Contract Evaluation Report

After the completion of the contract period, the Employer shall prepare a performance report that shall reflect the service level based on recorded facts. A copy of the report shall 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. A copy of the report and response of the Service Provider shall be kept in the procurement file for all purposes.

Section V – Quoted Rates & Prices

The rates quoted by the Service Provider shall include all cost to comply with the scope of works together with all manpower, equipment, tools, fuel, repairs, insurance, replacement, and other equipment and also any other incidental related costs such as but not limited to:

- Workmen's compensation insurance;
- National Pension Fund Contributions;
- Social Security Funds;
- Sick leave, annual leave, maternity leave, paternity leave, injury leave, etc.;
- Incentive and bonus payment;
- Severance and subsistence allowance;
- End of year bonus;
- Gratuities.
- Uniforms, protective clothing and equipment as per scope of work.
- Occupational health, safety and welfare of its personnel.
- Stationery, tools and equipment.
- Overheads, profits, insurance, etc.;
- Transportation of Staff to all MEL premises
- Cost to maintain all equipment and accessories for the good running of this equipment.
- Any other incidental cost arising from the provision and use of equipment on the works;
- Any other cost to comply with the scope of works described in Section III.
- Breakdown of all monthly costs after one month of effective date or start of the contract or as agreed with THE EMPLOYER.

PRICE ACTIVITY SCHEDULE

LOT 1

ROLLING STOCK ASSETS AND WORKSHOP FLOOR INCLUSIVE OF TSS

MANPOWER REQUIREMENTS							
	Sections	Time In	Time Out	Notes	Number of staffs required	Unit price (Rs.) (Incl.VAT)	Total Amount (Rs.) (Incl.VAT)
A	Cleaning of LRV, Depot Equipment & Maintenance Floor in Depot (Refer 1.1.1-9.1)	12.00	21.00	Including lunch time	4 + 1 supervisor		
		21.00	06.00	Including lunch time	6 + 1 supervisor		
B	TSS Cleaning refer to 11.1	09:00	17:00	Including lunch time	1 per TSS		
	Pump Room	09.00	17.00	On monthly basis	1		
	TOTAL WORKFORCE				14		
						GROSS TOTAL (Rs.) (Incl.VAT)	

Bidder's Name.....

Bidder's signature and seal

LOT 2
PRICE ACTIVITY SCHEDULE FOR STATIONS EQUIPMENT
INCLUSIVE OF OFFICES CLEANING

	Section	Time In	Time Out	Notes	No. of Staff Required	Unit Price (Rs.) (Incl. VAT)	Total Amount (Rs.) (Incl. VAT)
A	CLEANING OF STATION EQUIPMENT ALONG MAINLINE (Section IV LOT 2A)	06:00	22:30	Including lunch time	12		
B	CLEANING TOM OFFICES/CABINETS, CREW OFFICES, TOILETS & MESS ROOMS, PARK & RIDE FACILITIES (Section IV LOT 2B)	06:00	22:30	Including lunch time	12		
	TOTAL WORKFORCE				12		
GROSS TOTAL (Rs.) (Incl. VAT)							

Price Activity Schedule for Stations

Notes:

1. Time in and Time out will be subjected to Operation Plans. Cleaning contractors will be advised of any change in Operations Plan beforehand.
2. There should always be a cleaner base in Curepipe toilets.
3. There must always be a cleaner roving at LRS to ensure that cleanliness of LRVs and Stations during commercial hours.
4. There must always be a supervisor present during commercial hours.

Bidder's Name:.....

Bidder's signature and seal

LOT 3
PRICE ACTIVITY SCHEDULE FOR DEPOT OFFICES,
BUILDINGS AND MAINTENANCE VEHICLES

MANPOWER REQUIREMENTS							
S/N	Sections	Time In	Time Out	Notes	Number of staffs required	Unit price (Rs.) (Incl. VAT)	Total Amount (Rs.) (Incl. VAT)
	Cleaning of DEPOT OFFICES AND BUILDINGS (Refer 13.1-13.6)	07:00	16:00	<u>ADMIN BUILDING</u> Including lunch time	3 + 1 supervisor		
		07.00	16.00	<u>WORKSHOP</u> Including one hour lunch time	1		
	Cleaning of Maintenance Vehicles	06.00	10:00	-	2		
	TOTAL WORKFORCE				7		
						GROSS TOTAL (Rs.) (Incl. VAT)	

Bidder's Name:.....

Bidder's signature and seal

LOT 4

PRICE ACTIVITY SCHEDULE FOR RECREATIONAL PARK EBENE

MANPOWER REQUIREMENTS							
S/N	Sections	Time In	Time Out	Notes	Number of staffs required	Unit price (Rs.) (Incl. VAT)	Total Amount (Rs.) (Incl. VAT)
	Cleaning of Ebène Recreational Park refer to 15.1-15.3	07:00	09:00		1		
		06:00	20:00		1		
	TOTAL WORKFORCE				2		
	*Note: Supervisor should be present minimum twice a week and must organise surprise check in collaboration with the employer						
						GROSS TOTAL (Rs.) (Incl. VAT)	

Bidder's Name:.....

Bidder's signature and seal

Note 1: Bidders may quote for one lot or more

Note 2: There will be a deduction in the payment if the required number of personnel is not present on site.

Note 3: Non-completion of the workload assigned will entail deduction in the final monthly payment.

The Contract Price shall be the Total inclusive of VAT times the number of months of the complete contract period. This amount should be inserted in the Bid Submission Form. Service Providers should **indicate if they are VAT registered or not**

BID SUMMARY SHEET

Lot No	Lots Details	Price Rs (Incl.VAT)
1A & 1B	ROLLING STOCK ASSETS AND WORKSHOP FLOOR <u>INCLUSIVE OF</u> POWER TRACTION SUB STATION AND PUMP ROOM	
2A & 2B	CLEANING OF STATION EQUIPMENT ALONG MAINLINE <u>INCLUSIVE OF</u> CLEANING TOM OFFICES/CABINETS, CREW OFFICES, TOILETS & MESS ROOMS, PARK & RIDE FACILITIES.	
3	DEPOT OFFICES, BUILDINGS AND MAINTENANCE VEHICLES	
4	RECREATIONAL PARK EBENE	

The total amount of each quoted lot shall be transferred to Bid Submission Form.

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 at such other date as may be specified in the Letter of Acceptance.</p> |
| 1.3 Intended Completion Date | <p>1.3.1 Unless terminated earlier pursuant to Sub-Clause 1.7, the Service Provider shall complete the activities twelve (12) months after award of Contract thereafter, if the contract is renewed at the Employer's discretion.</p> <p>.</p> |
| 1.4 Modification | <p>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.</p> |
| 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 fulfil any of its obligations under the contract shall not be considered to be a breach of, or default under, this Contract insofar as such inability arises from an event of Force Majeure, provided that the Party affected by such an event (a) has taken all reasonable precautions, due care and reasonable alternative measures in order to carry out the terms and conditions of this Contract, and (b) has informed the other Party as soon as possible about the occurrence of such an event.</p> |

COVID-19 or any other pandemic is an exceptional event or circumstance, which is beyond a Party's control. Subsequently any lockdown or confinement or unavailability of the Service Provider which arises shall not be considered as Force Majeure. Moreover, MEL may discontinue or put on hold the contract in case the Service Provider is not able to fulfil its commitments during any Force Majeure until the normal resumption of its activities.

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 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 may terminate the Contract for convenience after giving thirty (30) days’ written notice.

1.7.3 The Service Provider may terminate this Contract, by not less than seven (7) 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

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

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

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

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

1.8 Integrity Clause The Service Provider shall take steps to ensure that no person acting for it or on his 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. 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 always support and safeguard the Employer's

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

⁶ For the purpose of this Contract, "party" refers to the EMPLOYER; 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.

⁷ For the purpose of this Contract, "parties" refers to participants in the procurement process (including Metro Express Ltd Staff) 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.

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 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 an 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

*The Chief Executive Officer
Metro Express Ltd
Richelieu Branch Road
Petite Riviere, 91304.*

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 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 lumpsum 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 will be payable on a monthly basis. 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 the 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 1st week 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 *Not Applicable*

4.5 Price Adjustment *Not Applicable*

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 Officer in Charge Executive Officer of Metro Express Ltd administering the contract may require satisfying himself that the provisions under this clause have been complied with.

4.6.3 Where the Officer in Charge of the Metro Express Ltd 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.
- (d) 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 satisfactory 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: Evaluation Criteria

Details of Technical Evaluation Markings (for cleaning services)		
		Max Marks
A	Company Profile and Experience	
A.1	Profile and insight of activities	5
A.2	Experience in providing cleaning services to businesses/companies that are comparable or as close as possible in size, profile and security requirements of the services.	5
A.3	Experience to work in a public space and in contact with the public (Minimum 2 years)	5
A.4	Corporate (Public / Private) Client References	5
	Sub Total (A)	20
B	Site Management and Organization / Methodology and Management Approach	
B.1	Organization of resources and resource persons for efficient cleaning	4
B.2	Organizational chart & Key personnel	3
B.3	Committed policy and arrangement to comply with Safety and Health at Work	3
	Sub Total (B)	10
C	Manpower Policy, Recruitment and Screening Mechanism, Training	
C.1	Recruitment process	2
C.2	Screening Processes (education, background, criminal history, substance abuse)	4
C.3	Job descriptions of cleaning personnel	4
C.4	Training program (pre-assignment, on-the-job, retraining systems, management training and development programs)	10
	Sub Total (C)	20
D	Supervision and Monitoring Mechanism	
D.1	Administrative controls, plans and processes to monitor and ensure compliance with the Metro Express Ltd cleaning requirements	5
D.2	Implementation schedule and onsite mobilization plan	5
D.3	Internal and External Communication procedures	5
D.4	Monitoring and reporting: (i) daily logbook; (ii) daily operation report (iii) monthly status report (iv) supervisory structure to monitor cleaning personnel (v) checklists (vi) daily attendance monitoring (vii) Consumables inventory control	15
	Sub Total (D)	30
E	Equipment and Logistics	
E.1	Details of equipment and cleaning strategy for routine cleaning and contingencies.	8
E.2	Transportation of cleaning staff to MEL Premises and on site	8
E.3	Means of identification of cleaning personnel (uniform, badge, identity card etc)	4
	Sub Total (E)	20
	TOTAL MARKS-Technical (A+B+C+D+E)	100

The minimum pass mark for the Technical Evaluation shall be **70** and only those bids having scored at least the pass marks shall be retained for further evaluation. Bids having scored less than pass marks shall be declared not responsive.

METRO EXPRESS LTD					
DETAILED MARKING CRITERIA					
	MARKING CRITERIA	MARKING DETAILS			
A	Company Profile and Experience (20 MARKS)				
A1	Profile and insight of activities (5 marks)	Full Submission of Profile and insight of activities	←	→	Non Submission of Profile and insight of activities
		Marks 5	←	→	0
A2	Experience in providing cleaning services to businesses/companies that are comparable or as close as possible in size, profile and security requirements of the services. (5 marks)	No. of Years ≥ 5	←	→	<1
		Marks 5	←	→	0
A3	Experience to work in a public space and in contact with the public (Minimum 2 years) (5 marks)	No. of Years ≥ 2	←	→	<1
		Marks 5	←	→	0
A4	Corporate (Public / Private) Client References (5 marks)	No. of References ≥ 2	←	→	<1
		Marks 5	←	→	0
B	Site Management and Organization / Methodology and Management Approach (10 MARKS)				
B1	Organization of resources and resource persons for efficient cleaning (4 marks)	No. of resources & resources persons ≥ 15	←	→	<3
		Marks 4	←	→	0
B2	Organizational chart & Key personnel (3 marks)	Full Submission of Organizational chart & CV of Key Personnel	←	→	Non Submission of Organizational chart & CV of Key Personnel
		Marks 3	←	→	0
B3	Committed policy and arrangement to comply with Safety and Health at Work (3 marks)	Full Submission Committed policy and arrangement to comply with Safety and Health at Work	←	→	Non Submission Committed policy and arrangement to comply with Safety and Health at Work
		Marks 3	←	→	0
C	Manpower Policy, Recruitment and Screening Mechanism, Training (20 Marks)				
C1	Recruitment process (2 marks)	Full Submission of Details of Recruitment Process	←	→	Non Submission of Details of Recruitment Process
		Marks 2	←	→	0
C2	Screening Processes (education, background, criminal history, substance abuse) (4 marks)	Full Submission of Details of Screening Processes	←	→	Non Submission of Details of Screening
		Marks 4	←	→	0
C3	Job descriptions of cleaning personnel (4 marks)	Full Submission of details of Job descriptions of cleaning personnel	←	→	Non Submission of details Job description of cleaning personnel
		Marks 4	←	→	0
C4	Training program (pre-assignment, on-the-job, retraining systems, management training and development programs) (10 marks)	Full Submission of details of Training program	←	→	Non Submission of details Job description of cleaning personnel
		Marks 10	←	→	0

D Supervision and Monitoring Mechanism (30 MARKS)				
D1	Details of equipment and cleaning strategy for routine cleaning and contingencies (8 marks)	Full Submission of details of equipment and cleaning strategy for routine cleaning and contingencies	←→	Non Submission of details of equipment and cleaning strategy for routine cleaning and contingencies
		Marks 8	Prorata	0
D2	Transportation of cleaning staff to MEL Premises and on site (8 marks)	Full Submission of details of Transportation of cleaning staff to MEL Premises and on site	←→	Non Submission of details of Transportation of cleaning staff to MEL Premises and on site
		Marks 8	Prorata	0
D3	Internal and External Communication procedures (5 marks)	Full Submission of details of Internal and External Communication procedures	←→	Non Submission of details of Internal and External Communication procedures
		Marks 5	Prorata	0
D4	Monitoring and reporting: (i) daily log-book; (ii) daily operation report (iii) monthly status report (iv) supervisory structure to monitor cleaning personnel (v) checklists (vi) daily attendance monitoring (vii) Consumables inventory control (15 marks)	Full Submission of details of Monitoring and Reporting	←→	Non Submission of details of Monitoring and Reporting
		Marks 15	Prorata	0
E Equipment and Logistics (20 MARKS)				
E1	Details of equipment and cleaning strategy for routine cleaning and contingencies. (8 marks)	Full Submission of details of equipment and cleaning strategy for routine cleaning and contingencies	←→	Non Submission of details of equipment and cleaning strategy for routine cleaning and contingencies
		Marks 8	Prorata	0
E2	Transportation of cleaning staff to MEL Premises and on site (8 marks)	Full Submission of details of Transportation of cleaning staff to MEL Premises and on site	←→	Non Submission of details of Transportation of cleaning staff to MEL Premises and on site
		Marks 8	Prorata	0
E3	Means of identification of cleaning personnel (uniform, badge, identity card etc) (4 marks)	Full Submission of details of Means of identification of cleaning personnel	←→	Non Submission of details of Means of identification of cleaning personnel
		Marks 4	Prorata	0

Award

The Ranking of the Bidders will be as follows:

- Bids having passed the technical part with the lowest quoted price will be ranked first and so on and so forth for the other Bidders for each Lot respectively.

Performance Security (Bank/insurance company Guarantee)

*The Chief Executive Officer
Metro Express Ltd
Richelieu Branch Road
Petite Riviere, 91304.*

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).....

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: a. Copy of legal status of Bidder; b. Power of Attorney or other evidence certifying that the signatory of the bid may commit the bidder, where applicable; c. Balance sheets, profit and loss statements or Auditor's Reports or Financial Statements for the last three years; d. Statement of Compliance with the eligibility criteria as per ITB 4.1; e. Undertaking of compliance for payment of salaries and wages as per ITB 4.2 (d) and	
(c)	Priced Activity Schedule as per format contained in Section IV; and	

Bidders are cautioned that the above Check List is indicative only and are strongly recommended to read carefully the Bidding Document 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.

Performance Evaluation Scorecard for Supplier

	Performance Evaluation Scorecard for Supplier	O&M/PRC/CON/BF/002
		ISSUE DATE: 08/04/2022
		REVISION 01

 Please ensure this documented information is the latest version on shared server or with Direct Supervisor

1. GENERAL INFORMATION

Item	Details
Name of Supplier	
Contract / PO Reference	
Nature of Supply	☐ Goods ☐ Materials ☐ Equipment ☐ Spares ☐ Consumables
Department	
Evaluation Period	From: _____ To: _____
Evaluated by	
Date of Evaluation	

2. SCORING METHODOLOGY

Rating Scale

Score	Definition
5	Excellent – Exceeds contractual requirements
4	Good – Fully meets contractual requirements
3	Acceptable – Minor deficiencies, no impact
2	Poor – Repeated deficiencies, corrective action required
1	Unsatisfactory – Major failure, escalation required

3. PERFORMANCE CRITERIA

Section	Criteria	Weight	Score (1-5)	Weighted Score
Product Quality and Compliance	Conformity to specifications / standards	15		
	Quality and condition of goods on delivery	10		
	Certification / compliance documents provided	5		
Delivery & Reliability	On-time delivery	15		
	Completeness of delivery	10		
Commercial Performance	Accuracy of invoicing	10		
	Price stability / cost control	5		
Communication & Responsiveness	Responsiveness to queries / issues	10		
	After-sales support / warranty handling	10		
Governance & Risk	Compliance with contractual terms	5		
	Responsiveness to corrective actions	5		
Total Weighted Score (Overall Performance Score)/100				

4. PERFORMANCE RATING & ACTION

Score Range	≥85	70-84	55-69	<55
Rating	Excellent ☐	Satisfactory ☐	Marginal ☐	Unsatisfactory ☐
Action	Continue / Preferred Supplier	Continue with monitoring	Corrective Action Plan Required	Escalation to PRC

5. COMMENTS, RECOMMENDATIONS AND SIGNATURES

Evaluator's Comments:			
Recommended Action	No Action ☐	Improvement Plan ☐	PRC Review ☐

Name of Evaluator	Designation	Signature	Date