



Advert No.:	NSO/2/2016
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NATIONAL STATISTICS OFFICE (NSO)

Call for Quotations for the Provision of Cleaning Services to the National Statistics Office using Environmentally Friendly Cleaning Products

DATE PUBLISHED	1 st March 2016
CLOSING DATE	21 st March 2016

The closing date is **10:00am of Monday 21st March 2016.**

Note: Bidders are bound by their offers until at least 60 days after the deadline for submissions

Call for Quotations for the Provision of Cleaning Services to the National Statistics Office using Environmentally Friendly Cleaning Products

1 Scope and Purpose of this Call

1.1 Introduction

The National Statistics Office (NSO) is the executive arm of the [Malta Statistics Authority](#). It is responsible for the collection, compilation, analysis and publication of a wide range of statistical information and related matters. This does not prevent other government departments or institutions from collecting their own statistical data for internal purposes. The National Statistics Office is governed by the [Malta Statistics Authority Act, 2000](#).

Through this call for quotations, NSO is seeking the services of a suitably registered and qualified Service Provider, for the Provision of Cleaning Services for a period of 24 calendar months, which may be renewed for another 12 month period. Said Contract Extension would always be subject to good practices and the rendering of an efficient service by the Service Provider/s. Potential bidders for such services are invited to submit quotations for the supply of such services shown below, in accordance with the terms and conditions laid out in this document.

The locations of the services to be provided shall be at the:

- National Statistics Office, Lascaris, Valletta
- National Statistics Office, By the Bastion Road, Victoria, Gozo.
- Office at The Malta International Airport, Vjal l-Avjazzjoni, Luqa

1.2 Compliance

Bidders shall **only** submit the quotation on the stipulated form in [ANNEX 1](#) of the document. Each bid submitted in response to this call for quotations must clearly indicate the details of the bidder as per attached documentation.

2 Quotation Process

2.1 Method of Submission

- 2.1.1 Bidders are required to complete the Quotation document as per attached form in [ANNEX 1](#). Quotation documents should be closed in a sealed opaque envelope, with the Quotation N^o and the Description of the Quotation clearly marked on them and deposited in the tender box, (National Statistics Office, Lascaris Valetta VLT

2000) by the time and date set for the submission of applications.

Late submissions will not be accepted.

2.1.2 Each quotation must be duly signed by the bidder. In the case of a registered company this must be signed by an authorised representative of the company.

2.1.3 By submitting a quotation the applicant shall be deemed:

- i. To have understood and accepted all the contents of this quotation document;
- ii. To be in a position to carry out all the services included in the quotation; and
- iii. To have accepted the conditions, payment terms and requirements under which the services required would be contracted.

It is the bidder's sole responsibility to read and understand the quotation document, and submit bid in accordance therewith.

2.2 Award of Quotation

2.2.1 NSO reserves the right to accept or reject any quotation, and to annul the quotation process and reject all applications, at any time prior to the award of the quotation, without thereby incurring any liability to the affected applicants. In so doing, NSO shall not be liable to give any reason whatsoever.

2.2.2 NSO shall not be bound to select any application, and will not accept responsibility for any expense or loss which may be incurred by any applicant. In so doing, NSO shall not be liable to give any reason whatsoever.

2.2.3 Subject to Clause 2.2.1 and 2.2.2, NSO will issue a Letter of Acceptance in favour of the applicant who is selected.

2.2.4 The quotations will be valid for a period of six (6) months commencing from the date when Letter of Acceptance is issued.

3 Technical Specifications

3.1 Terms and Conditions

3.1.1 This section outlines the minimum requirement specifications and conditions for the provision of Cleaning Services to NSO.

3.1.2 Bidders shall submit, together with their offer, all necessary literature and

technical specifications to enable a comprehensive evaluation of the cleaning package being offered.

- 3.1.3 Prospective bidders may by prior appointment inspect and examine the building and its surroundings, to satisfy themselves, before submitting their call for quotations as to the form and nature of the building and any difficulties that they may encounter in their work. No claims for any such difficulties will be considered following call for quotations award.
- 3.1.4 The selected bidder shall assume full responsibility and accountability regarding the health and safety of his employees and any subcontractors including any third parties involved in the execution of the project.
- 3.1.5 The selected Service Provider is responsible for ensuring that the employment of its cleaning personnel is in accordance with the current Maltese legislation. Additional information regarding the Employment and Industrial Relations Act can be obtained from www.dier.gov.mt or by sending an e-mail on ind.emp.relations@gov.mt. Further to this, Service Providers are to ensure that self-employed personnel are not engaged on this contract. The services provided must not be subcontracted to third parties. In the event that it is proved otherwise during the execution of the contract, the Service Provider gives consent that the contract is terminated with immediate effect with no claim for damages or compensation being raised.
- 3.1.6 The Service Provider shall be responsible for insuring all cleaning personnel, when on duty, for any injuries incurred and for any damages or any liabilities to third parties, including the National Statistics Office.
- 3.1.7 All equipment shall conform to all safety regulations and legislation in force and/or recognised standards/codes of practice, while all the operators shall be in possession of all necessary recognised permits, qualification and skill required to carry out such duties.
- 3.1.8 All the cleaning material and equipment for the implementation of the services during the contract has to be supplied by the Contractor. The ingredients of all products being used must meet the biodegradability conditions outlined in the Detergents Regulation 648/2004. The bidder must supply a list of the products that will be used by returning a signed declaration of Appendix 1. The specifications of Cleaning Products should be in line with the National Green Public Procurement Guidelines found on the website: www.gpp.gov.mt, GPP Criteria, Cleaning Products and Services. Proof of compliance of the products listed by the supplier in Appendix 1, should comprise of: (a) either the EU Ecolabel or (b) a list of the chemical components of the product to be used.

Cleaning Products	All purpose cleaners	Sanitary cleaners	Window cleaners	Hand dishwashing detergents
<p>These criteria should be applied only to products for cleaning operations where:</p> <p>a) The cleaning need and performance standard required is similar to that for households and;</p> <p>b) The cleaning process, conditions and equipment used are similar to those used in households.</p>				
Purchase of environmentally friendly cleaning products.	X	X	X	X

Samples of all products may be supplied to the contracting authority for testing.	X	X	X	X
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No ingredient (substance or preparation) shall be included in the product in a quantity that exceeds 0.01% by weight of the final product that is classified with any of the risk phrases, or combinations thereof, as outlined in the following table in accordance with Directive 67/548/EEC and its amendments or Directive 1999/45/EC and its amendments. These criteria do not apply to biocides, which are dealt with separately below:	X	X	X	X
<ul style="list-style-type: none"> R31(contact with acids liberates toxic gases) 	X			
<ul style="list-style-type: none"> R40, 45, 49 (carcinogenic) 	X	X	X	X
<ul style="list-style-type: none"> R42, (sensitising), exceeding 0.1% by weight of the final product 	X	X	X	X
<ul style="list-style-type: none"> R43 (sensitising), exceeding 0.1% by weight of the final product 	X	X	X	X
<ul style="list-style-type: none"> R46,60,61,62,63 (toxic for reproduction) 	X	X	X	X
<ul style="list-style-type: none"> R50/53, 51/53 (toxic to aquatic organisms) 	X	X	X	X
<ul style="list-style-type: none"> R59 (dangerous to the ozone layer) 	X	X	X	X
<ul style="list-style-type: none"> R68 (possible risk of irreversible effects) 	X	X	X	X

<ul style="list-style-type: none"> Phosphorus 	X <i>(up to: 0.02g per functional unit)</i>	X <i>(up to: 0.02g per functional unit)</i>	X	
<ul style="list-style-type: none"> Phosphate 				
<ul style="list-style-type: none"> Biocides, unless used as preservatives 	X	X	X	X

<ul style="list-style-type: none"> Biocides which are classified as R50/53 or R51/53 in accordance with Directive 67/548/EEC and its amendments or Directive 1999/45/EC and its amendments, unless they are not potentially bio accumulative, In this context, a biocide is considered to be potentially bio accumulative if the log Pow (log octanol/water partition coefficient) > or= to 3,0 (unless the experimentally determined BCF < or= 100). 	X	X	X	X
<ul style="list-style-type: none"> Preservatives which are or may be classified as R50/53 in accordance with Directive 67/548/EEC and its amendments or Directive 1999/45/EC and its amendments 				
<p>All products carrying the EU Ecolabel will be deemed to comply.</p> <p>If the product does not carry the EU Ecolabel the following information must be clearly provided:</p>	X	X	X	X
<ul style="list-style-type: none"> For each product offered, all substances contained above 0.01% by weight of the final product must be listed, together with their CAS-Number³ (where available) and any risk-phrases with which they are classified. 	X	X	X	X
<ul style="list-style-type: none"> The name and function of all biocides must be listed. For all biocides classified as R50/53 or R51/53 the log Pow or BCF must be given. 	X	X	X	X
<ul style="list-style-type: none"> The total quantity of elementary phosphorus must be given. 	X (per functional unit)	X (per 100g of product)		
<ul style="list-style-type: none"> The total quantity of phosphates per wash must be given. 				

All products must be delivered with clear dosing instructions.	X	X	X	X
Sprays containing propellants must not be used.	X	X	X	
The primary packaging parts shall be easily separable into mono-material parts.	X	X	X	X
The cardboard packaging shall consist of ≥ 80% recycled material.				

3.1.9 The National Statistics Office reserves the right, at any time during the contract, to carry out any inspection or supervision on all the services being provided. National Statistics Office reserves the right to demand the improvement or replacement of any service provided by the service provider if this is not according to the Cleaning Schedule agreed upon.

3.1.10 The provision of cleaning services as outlined in these specifications and conditions shall also be subject to the www.contracts.gov.mt/en/resources, "General Conditions for Service Contracts". These general conditions will form an integral part of the contract that will be signed with the successful bidder/s.

3.2 Specific Activities

The Service Provider should assign a group of cleaners, **at least two (2) in number**, to the National Statistics Office. National Statistics Office has the right to refuse, without providing justification, any personnel being proposed at any time during the contract period. The personnel agreed between the National Statistics Office and the successful bidder may only be changed with the written consent of NSO.

The successful bidder will be obliged to take over the full-time employee of the current contractor who will be affected by the transfer and to abide fully with the transferee's obligations in terms of the Transfer of Business Regulations. Thus, the employee currently employed through the existing Contractor is to be retained in employment with NSO by the successful Contractor with the same conditions of employment which the said employee currently enjoys. NSO shall provide, on request and before the submission of quotation, information about the conditions of employment of said employee to each bidder. Besides this full time employee, the successful bidder will be expected to provide at least another employee for some hours every morning/evening and on Saturdays. Thus, the cleaners as assigned by the company should always be, if possible, the same group of cleaners.

In the case of additional cleaners required by NSO as part of the agreement, the contractor must provide cleaners of equal standing who are in possession of the necessary work permits as stipulated by the laws of Malta.

Cleaning personnel will be required to log-in their time of arrival and departure to record their presence on the premises involving cleaning duties as required under this contract. Log-in is to be registered via palm readers within the premises.

The working hours for cleaning services shall cover the following:-

- National Statistics Office, Lascaris, Valletta
- National Statistics Office, By the Bastion Road, Victoria, Gozo
- Office at The Malta International Airport, Vjal l-Avjazzjoni, Luqa

National Statistics Office reserves the right to increase or decrease the hours of work utilised according to the requirements of the National Statistics Office. In so doing, the National Statistics Office will not be held liable for damages incurred by the Contractor.

3.3 Duties

The following is a non-exhaustive list of duties, for the personnel assigned to perform cleaning duties at the **National Statistics Office, Malta**:

On a Daily Basis:

- Empty waste bins and paper shredders and dispose of waste in accordance with National Statistics Office's waste separation policy
- Clean toilets, which shall comprise of: the cleaning of wash-hand basins, toilet seats/bowls, dust/clean furniture, fixtures, fittings, mirrors and window sills; the washing of floors and walls and the emptying of waste bins. Liquid soap dispensers are to be wiped clean and re-filled with liquid soap. It should be checked that liquid soap and toilet paper be available at all times
- Clean staff lounge areas/kitchenettes, as necessary.
- Sweeping and washing of indicated places, the cleaning of the reception area and other leading entrances and corridors.
- Cleaning of Director General's Office
- Attending to daily needs with regards to kitchenettes' and toilets' consumables

On a Weekly Basis:

- Cleaning and washing of all other offices, including dusting/cleaning of furniture, fittings, tables and chairs, window ledges, doors in all offices, shelving, telephone sets and other relevant furniture equipment. One must note that offices need not be cleaned all on the same day. Ideally these should be cleaned either before 7am or after closure of office or on Saturdays
- Wash and clean all office windows from the inside
- Wash lift floors, wipe side walls, clean and polish mirrors, wipe clean doors inside and outside
- Cleaning of signs indicating the building
- Dusting, cleaning and polishing of wooden and aluminium doors and dusting, cleaning and polishing of handrail
- Sweep and wash the inner courtyard
- Wet clean and wash stairways

Twice Annually:

- More intense cleaning of all offices, including washing behind desks and cabinets, removing files from shelves and wiping shelves, wiping on top of cabinets and under computer equipment.

The following is a non-exhaustive list of duties, for the personnel assigned to perform cleaning duties at the **National Statistics Office, Gozo**:

- Cleaning of toilets and main entrance twice a week
- Cleaning of offices once a week, on a Saturday

The following is a non-exhaustive list of duties, for the personnel assigned to perform cleaning duties at the **Office at The Malta International Airport, Vjal l-Avjazzjoni, Luqa**:

- Cleaning of office every fortnight

The National Statistics Office also requires the following services:

- **Leasing out of 4 large sanitary bins per month.** Any hygiene units are to be checked and cleaned at least every two weeks by the Contractor. If any of these units does not operate accordingly, then this must be replaced immediately by the Contractor.
- **Window Cleaning Services** at the National Statistics Office, Malta, three times per year.
- The Service Provider must also perform any other duties as assigned by the Personnel and Budgetary Matters Manager in accordance with the scope of the contract.

4 Terms of Reference

- 4.1 Bidders are requested to submit the cost of services as specified in ANNEX 1.

5 Obligations of the Bidder

The Company that is given the contract shall provide to its employees the necessary cleaning equipment together with other essentials needed to provide a professional cleaning service. The company that is given the contract should provide:

- The necessary equipment and machinery, which has to be in conformity with all relevant Laws and Regulations pertaining to Malta.
- The Contractor should provide all the cleaning material, including brooms, mops, cleaning cloth, dusters, chamois as well as soap for hands' use. A list with the supplied material should be provided to the National Statistics Office every month and has to be approved by the National Statistics Office for the latter's satisfaction. All supplies are to be accompanied by a delivery note which should be signed by an officer appointed by NSO.
- The Contractor is to provide a smart uniform to its cleaning personnel.

Lockers will be provided by NSO for cleaners to store all cleaning tools and agents.

The Service Provider binds himself to:

- Supervise cleaning personnel and monitor their performance to render professional service required by NSO
- In case of emergency and personnel difficulties, the Service Provider shall send additional cleaning personnel to help the cleaning staff already on the premises.
- Should NSO require an increase in cleaning personnel, the Service Provider shall provide such personnel on a pro-rata payment basis.

The Service Provider is to provide personnel who:

- Have at least one year experience in a similar position
- Are over 18 year of age

- Are able to understand and communicate in either Maltese or English
- Are in possession of a clean police conduct certificate

6 Communication

- 6.1 No clarification meeting will be held before the closing date but any query shall be addressed only to personnel.nso@gov.mt up to Monday 14th March 2016. Communications between interested parties and the NSO shall be conducted in writing.
- 6.2 No quotation may be altered after the closing date.

7 Submission, closing date, opening of submissions

- 7.1 Bidders are to present their offers on the prescribed form as per ANNEX 1. **Only** quotations submitted in the stipulated format will be considered.
- 7.2 Interested Parties, when submitting their offer are expected to provide a complete and comprehensive response to this call. Responses should include the following:
- a) Bidder's details and quotation: as per Annex 1;
 - b) Statement on Conditions of Employment, including a list of the minimum hourly workers' cost.
 - c) List of Cleaning Products to be used as per Appendix 1
 - d) Additional Information (any additional information that the bidder deems valid to his/her response).
- 7.3 The closing date is **10:00am of Monday 21st March 2016**.
- 7.4 Bids are to be deposited in the Tender Box: National Statistics Office, Lascaris Valletta VLT 2000. It is the responsibility of the bidder to ensure that submissions are deposited in the Tender Box ahead of the closing date and time.

8 Bid Evaluation criteria

- 8.1 Bids will be evaluated subject to the following two (2) phase criteria. The first phase will consist of the evaluation of the bid subject to the selection criteria. The second phase consists of the evaluation of the bid according to the award criteria. It is also understood that any bids should also be first and foremost administratively compliant. This means that any prescribed forms must be properly filled in and any required documentation presented with the bid as per ANNEX 1. When checking and comparing offers, the Evaluation Committee may ask a bidder to clarify any aspect of his offer. They may in no circumstance alter or try to change the price or content of the offer, except to correct arithmetical errors discovered by the Evaluation Committee when analysing offers.

8.1.1 Selection Criteria

The selection criteria will consist of the following:

- The bidder's ability to perform the tasks being outlined in the quotation document;
- The bidder's clear understanding of this exercise and deliverables;

Should bidders not meet the selection criteria then they will be excluded and not considered for the award criteria.

8.1.2 Award Criteria

The sole award criterion will be the price. The call for quotations will be awarded to the **Cheapest Technically Compliant offer satisfying the administrative and technical criteria**. Hourly rates below the minimum allowable rates of €6.44 excluding VAT for 2016 shall automatically be disqualified. This rate is inclusive of social costs, and is inclusive of a minimum hourly rate payable to the Cleaner of €4.64 in 2016. The 2017 and 2018 rates shall be communicated by further notifications.

8.1.3 NSO reserves the right to refuse even the most advantageous offers made, or to withdraw this call as may be deemed in its best interest. The final selection shall be in the sole discretion of NSO and is not bound to give any justification for the selection made or decisions taken.

Prior to the expiration of validity of offers, NSO will notify the successful bidder, in writing, that his/her quotation has been recommended for award by the Evaluation Committee, pending any appeal being lodged in terms of Part II, Regulation 21 of the Public Contracts Regulations. The unsuccessful bidders shall also be notified with the outcome of the evaluation process. The result will be published on the Notice Board at the National Statistics Office, Lascaris, Valletta.

9 Terms of Payment

9.1 The Service Provider shall be paid for the services rendered on a 'monthly basis' manner. Invoices submitted are to be accompanied by monthly copies of attendance record/s. Payments will be made upon certification of services by NSO, based on the invoices issued by the Contractor on the actual number of hours worked at each individual premises, listed in Clause 1.1.

10 Commencement Date and Period of Execution

The intended commencement date is 2nd May 2016.

The period of execution of the contracts will be 24 months (2 years) from these dates. NSO reserves the option to extend the contract by another 12 months (1 year), or part thereof, with the same rates, terms and conditions, with 1 month notice prior yearly expiry date.

End of Document - Please submit your offer using ANNEX 1 template.