

Embassy of Ireland Rome
Tender for Cleaning Services 2015

The Embassy of Ireland, Rome, requires the services of a cleaning company to provide professional cleaning services at two locations in central Rome, the Irish Embassy to Italy and the Irish Embassy to the Holy See.

The contract is being offered on the basis of an initial term of one year, renewable annually at the discretion of the Embassy for two further periods of one year each to a maximum of three years, subject always to satisfactory performance and the Embassy's business needs.

Local Contract

This Request for Tenders for the provision of the service is a Rome based requirement and considered as a local-based consultancy engagement. The contract will be with Embassy of Ireland to Italy.

International costs are not associated with this consultancy.

Tenderers are requested to submit a financial proposal in respect of the services specified in the Terms of Reference and based in Euros. This financial proposal will exclude VAT but will also include all anticipated expenses.

The service providers costs associated with the consultancy engagement, including remuneration for service providers staff, reimbursable expenses, transport (international and local), services and equipment (office equipment, furniture, and supplies), office rent, insurance, facilities must be included in the financial proposal.

Tenderers are invited to submit a full proposal, technical and financial to the Embassy by 17.30 hrs time on Monday 23 November 2015.

Specification of Requirements

The work will involve all professional cleaning services in both locations including daily cleaning of office space, cleaning of bathrooms and kitchens, cleaning of all windows and washing and drying of towels.

A list of detailed specific requirements is attached at Annex 1. Tenderers are required to submit a full service and equipment proposal setting out how they propose to meet the specific requirements as set out.

The service provider will be required to be on site 5 days a week (Monday to Friday) in both locations and allocate a minimum of 22.5 hours per week for 52 weeks for the provision of this service.

This allocation will be divided 3 hours daily at the Embassy to Italy and 1.5 hours at the Embassy to the Holy See. This minimum may be subject to change depending on the Embassy's business needs. All work must be completed within working hours unless prior consent is obtained from the Head of Administration at the Embassy to Italy.

A weekly log of hours worked will be recorded and submitted to the Embassy's contract manager who will supervise the provision of this service.

Tenderers may visit the Embassy and view the offices to be maintained by pre-arrangement and before 5 November 2015. A member of the Embassy's staff will meet tenderers at pre-arranged dates/times for this purpose. To arrange a site visit appointment please contact **the Embassy at romeembassy@dfa.ie or by telephone at 06 58523830.**

Capacity of Tenderers

Tenderers must be a cleaning service provider with appropriately qualified and experienced staff capable of providing the services required. Tenderers must submit a service proposal including CVs of proposed personnel and management and confirming that they are in a position to meet all of the Embassy's requirements as set out in Annex 1 together with details of all equipment being provided for the performance of the services.

Confidentiality

Tenderers must outline in their proposal their experience working in environments that contain confidential documents and must sign a confidentiality agreement if successful.

All proposed personnel will need to provide a Police Clearance Certificate (*Certificato Carichi Pendenti*) and a copy of their Italian residency documents.

Insurance/Responsibility for Injury to Contractor's staff and/or Third Parties.

Tenderers must provide evidence of appropriate and adequate employer's and public liability insurance to cover the risk of injury to the contractor's staff and/or any third parties such as staff of the Embassy or members of the public who may be injured accidentally during the course of cleaning operations.

Cost Proposal

Tenderers must provide an all-in fixed price proposal per annum in the format specified at Annex 2.

The cost of **all overheads**, including insurance, travel, subsistence/meals for workers, transport for workers to/from the Embassy's premises, cleaning products, equipment and machinery, including fuel costs, must be included in the all-in fixed tender price.

Payment

Payment will be monthly in arrears subject to submission of a correct invoice (hard copy only acceptable) and all necessary documentation being in order including confirmation of compliance with any applicable insurance requirements, environmental and labour standards, and tax compliance requirements.

Contract

The successful tenderer will be required to sign an Agreement for the due performance of the contract. Compliance with conditions relating to insurance, health & safety, tax clearance, freedom of information will be required and if this documentation is not submitted within a reasonable time, the Embassy will be obliged to consider an alternative tender.

The award of a contract to a successful tenderer shall in no case give rise to an employer-employee relationship with the Irish Embassy, Department of Foreign Affairs and Trade, or the Irish Government.

Alternatively, tenders may also be submitted electronically via the secure electronic post-box facility available on www.e-tenders.gov.ie (Irish Government procurement web based portal). Tenders are invited subject to the specification set out in the Instructions and should be submitted in English.

The closing date for electronic submissions to e-Tenders is Monday 23 November 2015 17.30 hrs Irish Time

Selection Criteria

Tenderers will be required to demonstrate that they are capable of providing cleaning services. They must therefore provide:

- Details on previous track record and experience delivering cleaning services to clients of a similar nature and scale to those of the Embassy. Tenderers must include at least two references, which the Embassy reserves the right to contact.
- Details on insurance cover in place, as per section on Insurance above.
- Full Service and Equipment proposal.
- Completed Cost Proposal.
- Completed Declaration of Bona Fides.

Tenderers who fail to submit the above documentation may not be further evaluated under the contract award criteria.

Contract Award Criteria

The Embassy will award the contract that is most economically advantageous tender based on the following award criteria:

All-in fixed price annual cost over three years as tendered:	500 points
Quality of human resources and equipment offered:	400 points
Continuity, reliability and confidentiality of service:	100 points

Tenderers must submit two (2) copies of their Tender Proposal in hard copy only, in a sealed envelope marked "Tender for Cleaning Services 2015" to Embassy of Ireland by Monday 23 November at **17.30hrs**. Alternatively, tenders may also be submitted electronically via the secure electronic post-box facility available on www.e-tenders.gov.ie (Irish Government procurement web based portal).

The Embassy reserves its right not to accept the lowest or any tender received, and reserves its right to end this tender process at any stage, if required.

Tenderers with questions about this tender process can contact the Embassy at romeembassy@dfa.ie. Questions/queries will only be accepted via email or via the ETenders messaging service and a list of questions and answers will be circulated to those that request this. Such a list may also be published on the Embassy website also. The closing date for receipt of questions is 5 November 2015 at 17.30hrs.

Annex 1
List of specific requirements of Embassy

Location 1 - EMBASSY TO ITALY (MAIN OFFICE AND CONSULAR OFFICE)		
	Offices, meeting rooms & public areas	
Floors	Hard Surface – vacuumed, washed and buffed Spot clean in event of spillage	Daily as required
Mats	Vacuumed	Daily
Desk, Table & Chairs	Dust & damp wiped	Daily
Computer Keyboard	Dust & disinfect	Twice weekly
Telephones	Dusted & disinfect	Twice weekly
Bins	Emptied & refuse removed to designated area for disposal, shredding, and/or recycling	Daily
Bin Liners	Replaced	Daily
Doors & Light switches	Cleaned, finger marks, stains, removed	As Required
Windowsills and Internal Window Surfaces	Dusted & damp wiped	Once Weekly
Skirting Boards & other exposed surfaces	Dusted & damp wiped	Once Weekly
Confidential Waste	To be removed to designated area for shredding and disposal	Once Weekly
	Stairs	
Stairs	Hard Surface - washed & buffed	Twice Weekly
Handrails	Cleaned & polished	Once Weekly
Ledges	Cleaned	Once Weekly
	Toilet Areas	
Floors	Sweep, wet-mop (with disinfectant), rinse, remove and replenish janitorial and sanitary items i.e. toilet paper, and soap	Daily
Wash basins, urinals & toilet bowls	Wipe, rinse, remove stains, replenish disinfectants and soaps	Daily
Toilet Seats	Wash, rinse & disinfect	Daily
Shower	Clean, rinse and disinfect	Weekly
Mirrors	Clean & leave in a streak free condition	Daily
Walls	Damp wipe	Once Weekly
Wastebaskets	Emptied	Daily
Bin Liners	Replaced	Daily

Towels	Towels and dishcloths must be cleaned off premises and left for weekly use every Monday morning.	Weekly
	Kitchen Area	
Floor	Hard Surface – vacuumed, washed and buffed Spot clean in event of spillage	Daily
Bins	Emptied	Daily
Bin Liners	Replaced	Daily
Fridges	Emptied and cleaned	As Required
Counter top & chairs	Washed down, stains removed & Disinfected	Daily
Storage Units	Emptied and deep cleaned	Quarterly
Towels	Towels and dishcloths must be cleaned off premises and left for weekly use every Monday morning.	Weekly
	Cleaning of outdoor areas	
External Window Cleaning	Internal and external glass cleaned and polished at times to be arranged with the Embassy.	Quarterly

Location 2 - EMBASSY TO THE HOLY SEE		
	Offices, Meeting Rooms & Public Areas	
Floors	Hard Surface – vacuumed, washed and buffed Spot clean in event of spillage	Daily as required
Mats	Vacuumed	Daily
Desk, Table & Chairs	Dusted & damp wiped	Twice weekly
Bins	Emptied & refuse removed to designated area for disposal, shredding, and/or recycling	Daily
Bin Liners	Replaced	Daily
Doors & Light switches	Cleaned, finger marks, stains, removed	As Required
Windowsills and Internal Window Surfaces	Dusted & damp wiped	Once Weekly
Skirting Boards & other exposed surfaces	Dusted & damp wiped	Once Weekly
Confidential Waste	To be removed to designated area for shredding and disposal	Once Weekly
	Stairs	
Stairs	Hard Surface - washed & buffed	Twice Weekly

Handrails	Cleaned & polished	Once Weekly
Ledges	Cleaned	Once Weekly
	Toilet Areas	
Floors	Sweep, wet-mop (with disinfectant), rinse, remove and replenish janitorial and sanitary items i.e. toilet paper, and soap	Daily
Wash basins, urinals & toilet bowls	Wipe, rinse, remove stains, replenish disinfectants and soaps	Daily
Toilet Seats	Wash, rinse & disinfect	Daily
Shower	Clean, rinse and disinfect	Weekly
Mirrors	Clean & leave in a streak free condition	Daily
Walls	Damp wipe	Once Weekly
Wastebaskets	Emptied	Daily
Bin Liners	Replaced	Daily
Towels	Towels and dishcloths must be cleaned off premises and left for weekly use every Monday morning.	Weekly
	Kitchen Area	
Floor	Hard Surface – vacuumed, washed and buffed Spot clean in event of spillage	Daily
Bins	Emptied	Daily
Bin Liners	Replaced	Daily
Fridges	Emptied and cleaned	As Required
Counter top & chairs	Washed down, stains removed	Daily
Storage Units	Emptied and deep cleaned	Quarterly
Towels	Towels and dishcloths must be cleaned off premises and left for weekly use every Monday morning.	Weekly
	Cleaning of outdoor areas	
External Window Cleaning	Internal and external glass cleaned and polished at times to be arranged with the Embassy.	Quarterly

Annex 2: Cost Proposal

Tenderers must provide an **all-in fixed price per annum proposal** in the prescribed format below in respect of the services to be provided for, on the basis 22.5 hours per week for 52 weeks from the commencement of the contract. Prices must be stated in EURO (€) and be exclusive of VAT, the rate of which must be shown separately.

	Price in Euro exclusive of VAT	VAT Rate Applicable
All in fixed tender price for year one of the contract for the provision of all services as specified in the Request for Tenders including Annex 1		
Fixed hourly rate for the provision of any <u>additional</u> cleaning services over and above the hours specified in Annex 1 (<i>Overtime must be approved in advance by the Head of Administration at the Embassy.</i>)		

**Appendix 3
Declaration of Bona Fides**

THIS DECLARATION, DULY COMPLETED, MUST BE SUBMITTED BY ALL TENDERERS.

Name of Tenderer: _____

Address: _____

We, the undersigned, hereby offer to provide the Embassy of Ireland to Italy with professional cleaning in accordance with the Department's Request for Tenders, and the Department's Terms and Conditions of Contract as set out in the Request for Tenders which we have read, understood, and accept in their entirety.

We confirm that all information and commitments contained in or referred to in our tender are (i) accurate and correct, and (ii) accurately reflect our actual current operational and financial capability.

We confirm that the basic rates quoted by us in the Financial Schedule to our tender proposal will be binding on us for the full term of the contract.

We confirm that our tax affairs are in order and that, if selected, we will be in a position to provide the Embassy with a current valid Tax Clearance Certificate or Statement of Suitability from the Irish Revenue Commissioners within 10 working days.

We acknowledge that no legally binding agreement exists between us unless and until our offer is accepted by you and at least fifteen days have elapsed following formal written notification of our being selected as the most economically advantageous tender.

We understand that the Embassy of Ireland is not bound to accept the lowest or indeed any tender it may receive and may abandon or terminate the tender process at any time.

Signature: _____

Printed Name: _____

Name of Tenderer: _____ **V.A.T. No:** _____

Postal Address: _____

Telephone: _____ **Fax:** _____

E-mail: _____