

**REQUEST FOR PROPOSAL (RFP) for
CLEANING SERVICES of
Asian University for Women**

Date: 8th September, 2021

Invitation for Request for Proposal (RFP)

AUW invites proposals from eligible Cleaning Services companies for Cleaning Services of Asian University for Women.

RFP Summary Sheet

Name of the company	Asian University for Women
Procurement Reference Number	AUW/21-22_32
Date of issue of the RFP	8 th September, 2021
Date and Closing Time for RFP submission	15 th September, 2021 2:00PM (BD Time)
Quotation submission mail address	tender_13@auw.edu.bd
Period of the proposal	1 st October, 2021 to 30 th September, 2023
Address for Communication	Asian University for Women 20/A M. M. Ali Road Chattogram 4000, Bangladesh Tel: +880-31-285-4980 Fax: +880-31-285-4988

Bidders are invited to submit their proposal in accordance with the enclosed Request for Proposal (RFP) terms.

AUW reserves the right to reject any or all offers without assigning any reason.

Complete confidentiality should be maintained. Information provided here should be used for its intended scope and purpose. Retention of this RFP signifies your agreement to treat the information as confidential.

All communication with regard to this request for proposal needs to be directed to AUW directly while in copy of all these communications at the email addresses mentioned in the RFP mail.

For any further queries can contact in below mail: Primary point of contact for RFP process and technical queries Mohammed Ishrat Bin Mahbub; Head of Procurement; Email: mohammed.mahbub@auw.edu.bd; Contact Number: +8801926673027; Whatsapp: +8801671470348 and Looping Address for queries Manoj Prasad Ghantasala; Chief Financial Officer manoj.ghantasala@auw.edu.bd;

Proposal should be submitted only in the email: **tender_13@auw.edu.bd**

No other AUW email should be in TO/CC/BCC. Any proposal violate this instruction may face the cancellation of their proposal.

1. Scope of work

To provide the comprehensive Cleaning services to the Asian University for Women, Chattogram.

1.1 Service Should be given:

- 1.1.1 PREMISES TO BE SERVICED; Asian University for Women; 20/4, M.M Ali Road; Chittagong – 4000
- 1.1.2 AREA TO BE SERVICED: Said address with 2 academic building & 4 Students dormitory building including covered and uncovered area within the boundary and Panchlish & Khulshi Guesthouse (When required)

2. WORK SPECIFICATION

Internal building site with specific 2 academic building + 4 student dormitory building with all work station and fresh room of university apply approved cleaning solution to the floor, furniture, all glasses excluding unreachable glasses and dining & kitchen utensils And also, Panchlish & Khulshi (When required).

3. Bidders should:

Eligible prospective bidders are free to submit their proposal.

The objective is to ensure that the AUW's cleaning that should manage at a high service levels and in the most cost-effective manner as possible. The offerer must have the flexibility necessary to respond to AUW's current and changing needs.

This RFP provides following information to enable you to prepare and submit proposals for consideration:

- Proposed Covers.
- Match the desired covers and contract provisions
- Demonstrate the ability to deliver high quality services at a competitive price

4. Documents need to submitted by the bidder

To be considered for selection by the AUW, the bidders should meet the following criteria:

Table 1: Eligibility Criteria:

S. No.	Documents	Documents Details
1	Trade License	Valid Trade License for the year 2021 to onwards.
2	BIN/TIN	BIN/TIN Certificate related to the offerer
3	Government License (DIFE)	The Department of Inspection for Factories and Establishments (DIFE) license
3	Company Profile	Company Profile that shows client list. The profile also should mention the year of company registration.
4	Other Documents	VAT certificate Certificate of Incorporations Legal Entity Audit Report Bank solvency Register partnership deed (If necessary)

5. Bid Submission Process

4.1 Language of the Bid

The Bid prepared by the Bidder, as well as all correspondence and documents relating to the Bid exchanged by the Bidder and AUW shall be written in English language.

4.2 Signature

The covering letter must be signed with the Bidder's name and by an Authorized Signatory of the Bidder, who is authorized to commit the Bidder to contractual obligations. All obligations committed by such signatories are liable to be fulfilled by the Bidders who would be selected to carry out the project as per the terms of this RFP.

All the commitments, obligations and responses (all the pages) against this RFP must be signed by the signatory of the Bidder and are enforceable through cleaning service provider which may be signed at the end of the bidding process.

4.3 RFP Submission

- a. An authorized signatory of the Bidder shall initial all the pages of the original Bid. The authorization shall be in the form of a written Power of Attorney accompanying the Bid or in any other form demonstrating that the signatory has been duly authorized to sign.
- b. The Bidders are required to submit soft copies of their Bids electronically.
- c. The Bidders should send the scanned copies of all relevant certificates, documents etc. in support of their RFP. The Bidder should sign on all statements, documents etc. uploaded by them owning responsibility for their authenticity. Bids must be submitted through email by the last date and time indicated in the "Invitation to RFP".
- d. Bidders are strongly advised not to wait till the last day for emailing and submitting their bids.

The following official shall be available for any assistance.

- 1) Mr. Ishrat Bin Mahbub, Head of Procurement, mohammed.mahbub@auw.edu.bd +880 1926 673 027

The bids shall be submitted with technical and commercial details.

All the pages of the proposal including annexures and documentary proofs should be numbered and signed by the authorized signatory.

The proposal should be prepared in English in PDF format.

4.4 Documents to be submitted

- 4.4.1 Technical Bid
- 4.4.2 Commercial Bid – Exhibit 10.1.

5. Bid Evaluation

5.1 Opening of RFP

For bids received within the prescribed closing date and time will be evaluated.

5.2 Commercial Bid Evaluation

The Commercial bids will be evaluated on the basis of the quotes.

6. Terms and Conditions

6.1 Period of validity of bids

The process of bid evaluation, approval and subsequent activities may be assumed to take a reasonable amount of time. Please mention bids validity of time not less than a month.

6.2 Modifications and withdrawal of bids

No bid can be modified by the bidder, subsequent to the closing date and time for submission of bids.

6.3 Clarification of bids

A bidder requiring any clarification on this document may notify through e-mail at the email address provided in the "RFP Summary Sheet".

6.4 Erasures or alterations

The offers containing erasures or alterations will not be considered. There should be no handwritten material, corrections or alterations in the offer.

6.5 Revised bids

If necessary, AUW reserves the right to call for revised technical or commercial bid from all the eligible bidders.

6.6 Confidentiality

The information given in this document is confidential and is for use by the bidder to whom it has been issued. Each party, i.e. AUW and the bidder, shall treat the other party's information as confidential and will take necessary steps to prevent the disclosure of the other's confidential information to third parties. Both the parties will keep the contents of order/ Agreement confidential, including the price information.

6.7 Cost and Currency

The offer must be made **in BDT only.**

The total price quoted should be inclusive of applicable duties, levies and charges, etc. All costs should be given in Figures and Words. No cost variation will be permitted other than statutory dues (Upward revision of service taxes will be borne by the bidder and benefit of downward revision of taxes shall be passed by the bidder to the AUW).

6.8 Compliance to Terms and Conditions

It is essential that all the bidders should agree to all the above-mentioned terms and conditions.

7. Services

The following periodical cleaning will be carried out apart from routine job:

- All Reachable glasses will be clean 3 times weekly
- Cleaning of all the stair cases once a day or as and when required
- Outside of all fire extinguishers and Hydrants body will be kept cleaned
- Mezzanine floor of the canteen area to be cleaned twice in each shift or as & when required
- Drainage will be cleaned once a week or as & when required.
- Academic Building will be kept neat and clean by continuous sweeping
- Ceiling and wall with all attachments like lights, fans etc.
- Inner windows with grills
- Dry and damp dusting of all fittings around
- Floor Deep Cleaning
- Washing of floors daily section wise, one followed by the other
- Cleaning of all toilets at a frequency of 1 hour or as and when required.
- Clearing dustbins of all floors, dumping at a place designated
- Washing of the huge wash basin of the canteen
- Inner part of Lift Cleaning

Apart from routine cleaning daily, periodically cleaning like weekly, fortnightly and monthly cleaning of certain areas will be carried out and thus maintaining the cleanliness and tidiness of highest possible standard of your premises.

Routine cleaning includes:

- Swapping and moping of all floors of the office area 3 to 4 times a day
- Cleaning all the toilets 3 to 4 times a day or as and when instructed/required
- Sweeping and moping of all floors of the Dormitory area 1 to 2 times a day.

Periodical Cleaning:

- Thorough cleaning toilet fittings-weekly
- Out of normal reach windows-fortnightly
- The ceiling with attachments like lights, fans, air conditions etc.-monthly
- Washing of stairs cases-fortnightly
- Scrubbing the floors-Daily once area wise
- Floor Deep Cleaning

8. Additional Terms and Conditions Bidders:

- 8.1 Provide supervised labor, materials, cleaning kit gloves and necessary access equipment to carry out specified work, To Provide comfortable uniform twice in a year for employees with adequate identification, shoes (comfortable), PPE's acceptable to AUW
- 8.2 Provide branded chemical and required access equipment. (List of chemicals should be provided and approved by AUW)
- 8.3 Provide competent and trained workers to perform the work. Supervisors should have sufficient supervising capability for the job.
- 8.4 Provide the necessary cleaning equipment and materials for use in carrying out cleaning. Cleaning machine, method, and equipment usage shall be offered through profile.
- 8.5 In case event of loss, damage caused to AUW due to theft or burglary, a joint investigation team will be formed from members of both AUW & bidder to apportion the

blame and in case if it found undoubtedly proved that cleaners of bidder is directly responsible for the theft, lost or damaged articles, the bidder shall compensate to AUW a maximum amount of the lost or theft item or if both parties agrees they may ask for assistance from the police for apprehending the offender

- 8.6 Duty timing will be covered for morning 7:00 am to 11:00 pm = 16 hrs. following labor law 2006. (Two Shift)
- 8.7 Strictly maintain the minimum requirements for manpower. Bidder will maintain sufficient number of cleaners in the payroll to cover for absenteeism.
- 8.8 Limit the manpower turnover below 30% every year.
- 8.9 Usable chemical (100% hygienic and environment friendly)
 - All purpose furniture and fixtures top
 - Glass Cleaning
 - All type of Basin & Commode stain removes
 - Carpet Cleaning
 - Floor cleaning
 - Curtain/ Grill/ Doors/ Windows
- 8.10 Bidder shall manage the cleaning operation with their own administration
- 8.11 Bidder shall provide required number of uniforms and other necessary materials and equipment's to all cleaners and supervisors.

9 TERMINITION

- (a) Termination/or suspension of evaluation process– AUW reserves the right to suspend or terminate the Bidder evaluation process (in whole or in part) at any time in its absolute discretion and without liability to the Bidder. Bidders will be notified if any suspension or termination occurs but AUW is not obliged to provide any reasons.
- (b) Incorporation of Responses into agreement - The successful bidder as concluded by AUW shall sign a service level agreement. AUW may, at its sole discretion, incorporate any portion of any successful Response of a successful Bidder in to the final service level agreement.
- (c) Governing Laws & Dispute Resolution-The RFP and selection process shall be governed by and construed in accordance with the laws of Bangladesh.

10. Work and Service charge schedule

Exhibit 10.1

Spec	Personnel	Charges per head 08 hourly shifting duty	Material/chemical, tools/equipment's	Amount	VAT	Total Amount
Cleaner	30					
Supervisor	2					
Total	32					

Also attach the material list that will be given every month (with brand):

Example Given:

Cleaning Equipment List					
SL.	Item Name	Brand Name	Required Qty	Unit	Duration of Distribution
1.	Wringer mop trolley	RFL/GAZI	14	PCS	If Required
2.	Wet Mop Stand	RFL	15	PCS	If required
3.	Wet Mop Refill		45	PCS	Monthly
4.	Floor Weeper	RFL/GAZI	10	PCS	Monthly
5.	Stand Dust Pan	RFL/GAZI	14	PCS	If required
6.	Stand Brush		
7.	Hand Brush		
8.					
9.					

Minimum Requirement and not limited to.

Cleaning chemical list					
SL.	Item Name	Brand Name	Required Qty	Unit	Duration of Distribution
1.	Savlon		5	Ltr	Monthly
2.	Lime Blossom		5	Ltr	Monthly
3.	Napholin		8	PKT	Monthly
4.	Heavy Duty floor cleaning		5	Ltr	Monthly
5.	Bleaching Powder		4	Kg	Monthly
6.	Harpick Powder		75	Pcs	Monthly
7.	Trixol		12	Pcs	Monthly
8.	Wheel Powder		40	Kg	Monthly
9.	Floor Cleaner	Jonson	20	Ltr	Monthly
10.	Furniture Cleaner	Jonson	12	Pcs	Monthly
11.	Glass Cleaner	Jonson	15	Ltr	Monthly
12.	Dish Wash	Jonson/Fan	50	Ltr	Monthly
13.	Harpick		36	Ltr	Monthly

Evaluation Committee may decide to take security amount in the name of AUW after selection.