

## **IMPORTANT NOTE**

### **Submission of e-tenders**

**Tenders must be submitted by registered Economic Operators.**

**EPPS users holding a sole trader account are kindly reminded that their account can only be used to submit tenders under their sole trader's name and not on behalf of any other organisation.**

**In case a tender needs to be submitted by any other type of Economic Operator (e.g. Company/Joint Venture/Consortium), an account needs to be created either through the ePPS or e-ID as per Terms of Use for Economic Operators and only this account must be used to submit the tender.**

**In the case where a person requires to submit a tender on behalf of an entity which may be an organisation or Joint Venture/Consortium, the submission must be performed through the account of the entity. The latter must assign the person an account to perform the submission on its behalf, if the person is not already assigned. The entity will be considered as the economic operator submitting the tender.**

**Economic Operators are reminded that ONLY in the case of New Account Registrations, irrespective of the type and form of the Economic Operators, they have a choice between registering either directly through the ePPS at [www.etenders.gov.mt](http://www.etenders.gov.mt) or through the e-ID Service via the MyGov website at [www.mygov.mt](http://www.mygov.mt). In the case of the latter, Economic Operators must qualify for e-ID as per the ePPS Terms of Use for Economic Operators.**

**Prospective Bidders are reminded that when submitting more than one option for a particular CFT, they should submit multiple tenders.**

**Prospective Bidders are reminded to follow the above instructions and other instructions in the Terms of Use of the e-procurement system (ePPS) and the Manual for Economic Operators available under the 'Help' tab of the epps homepage.**

**The Department of Contracts reserves the right to disqualify Economic Operators who do not abide by the above instructions.**

### **Submission of Financial Offer**

**Tenderers must quote all components of the price inclusive of taxes/charges, customs and import duties and any discounts BUT excluding VAT. VAT shall be paid in accordance with the current VAT regulations.**



REFERENCE NUMBER: MGA/04/2016

# TENDER FOR THE PROVISION OF CLEANING SERVICES AT THE MALTA GAMING AUTHORITY

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Date Published: 23<sup>rd</sup> December 2016

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Deadline for Submission: 16<sup>th</sup> January 2017 at 10:30am CET


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Tender Opening: 16<sup>th</sup> January 2017 At 11:00am CET

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## IMPORTANT

Clarifications shall be uploaded and will be available to view/download from [www.etenders.gov.mt](http://www.etenders.gov.mt)

 This e-tender does not require print-outs from this document. Please consider your environmental responsibility before printing.



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SmartCity Malta, Ricasoli,  
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# TENDER FOR THE PROVISION OF CLEANING SERVICES AT THE MALTA GAMING AUTHORITY

## Table of Contents

Table of Contents .....	3
SECTION 1 - INSTRUCTIONS TO TENDERERS .....	4
1. General Instructions .....	4
2. Timetable.....	5
3. Lots.....	5
4. Variant Solutions .....	5
5. Financing .....	5
6. Clarification Meeting/Site Visit/Workshop .....	5
7. Selection and Award Requirements.....	6
8. Tender Guarantee (Bid Bond) .....	6
9. Criteria for Award.....	7
SECTION 2 - EXTRACTS FROM THE PUBLIC PROCUREMENT REGULATIONS.....	10
SECTION 3 - SPECIAL CONDITIONS.....	12
SECTION 4 (Note 3) Terms Of Reference .....	15
1. Background Information .....	15
2. Contract Objectives and Expected Results .....	15
4. Scope of the Work .....	15
5. Logistics and Timing .....	15
6. Requirements .....	16
8. Monitoring and Evaluation.....	16
SECTION 5 - SUPPLEMENTARY DOCUMENTATION .....	18
5.1 - Draft Contract Form .....	18
5.2 - Glossary.....	18
5.3 - Specimen Performance Guarantee .....	18
5.4 - General Conditions of Contract .....	18

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## SECTION 1 - INSTRUCTIONS TO TENDERERS

### 1. General Instructions

- 1.1 In submitting a tender (unless otherwise indicated, a tender offer above 100MB will not be accepted by the system (ePPS), the tenderer accepts in full and in its entirety, the content of this tender document, including subsequent Clarifications issued by the Central Government Authority/Contracting Authority (CGA/CA), whatever the economic operator's own corresponding conditions may be, which through the submission of the tender is waived. Tenderers are expected to examine carefully and comply with all instructions, forms, contract provisions and specifications contained in this tender document. These Instructions to Tenderers complement the General Rules Governing Tenders Version 2.0, the Terms of Use and the Manual for Economic Operators applicable to Government's e-Procurement Platform (available from [www.etenders.gov.mt](http://www.etenders.gov.mt)).

No account can be taken of any reservation in the tender in respect of the procurement documents; any disagreement, contradiction, alteration or deviation shall lead to the tender offer not being considered any further.

Prospective tenderers must submit their response to this tender online, at [www.etenders.gov.mt](http://www.etenders.gov.mt), by completing the prescribed tender response format using the Tender Preparation Tool (TPT) provided by the System. Please note that the TPT was recently updated. This means that anyone who has downloaded the TPT in the past will need to download this tool again. If this is not done, the tender package, created using the old version of the tool, will not be accepted by the etenders portal. Therefore, to avoid the inconvenience of having the tender package rejected, please make sure that you fill in the tender structure using the latest version which can be downloaded from the <http://www.etenders.gov.mt> portal. In case of any discrepancy between the requirements contained in this document and those in the tender response format (xml tender structure), the latter shall prevail.

Prospective tenderers take full responsibility to submit their electronic tender response (offer) well before the tender submission deadline in order to avoid last minute upload restrictions. Tender offers must be fully uploaded / accepted by the ePPS prior to the deadline for submission of offers, that is, tenders in transit upon tender submission deadline will be rejected.

- 1.2 The subject of this tender is the Provision of Cleaning Services at the Malta Gaming Authority. Cleaning products shall be provided by the Authority.
- 1.3 The place of acceptance of the services shall be the Malta Gaming Authority, the time-limits for the execution of the contract shall be two weeks from signing of contract and the INCOTERM<sup>2010</sup> applicable shall be **Delivery Duty Paid (DDP)**.
- 1.4 This is a fee-based contract and contractor must quote an offer on a rate per hour basis for the required services.
- 1.5 This call for tenders is being issued under an open procedure.
- 1.6 This call for tenders is not a reserved contract.
- 1.7 The Contracting Authority for this tender is The Malta Gaming Authority.

## 2. Timetable

|                                                                                                                                                                                                                 | DATE                          | TIME  |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------|-------|
| Clarification Meeting/Site Visit (Refer to Clause 6.1)                                                                                                                                                          | 4 <sup>th</sup> January 2017  | 10.30 |
| Workshop (Refer to Clause 6.2)                                                                                                                                                                                  | Refer to 6.2                  | -     |
| Deadline for request for any additional information from the Contracting Authority<br>Clarifications by registered users to be sent online through <a href="http://www.etenders.gov.mt">www.etenders.gov.mt</a> | 7 <sup>th</sup> January 2017  | 23.00 |
| Last date on which additional information can be issued by the Contracting Authority                                                                                                                            | 11 <sup>th</sup> January 2017 | 16.00 |
| Deadline for submission of tenders<br>(unless otherwise modified in terms of Clause 10.1 of the General Rules Governing Tendering)                                                                              | 16 <sup>th</sup> January 2017 | 10.30 |
| Tender Opening Session<br>(unless otherwise modified in terms of Clause 10.1 of the General Rules Governing Tendering)                                                                                          | 16 <sup>th</sup> January 2017 | 11.00 |
| * All times Central European Time (CET) / Central European Summer Time (CEST) as applicable                                                                                                                     |                               |       |

## 3. Lots

- 3.1 This tender is not divided into lots, and tenders must be for the whole of quantities indicated. Tenders will not be accepted for incomplete quantities.

## 4. Variant Solutions

- 4.1 Variant solutions cannot be applied for departmental tenders.

## 5. Financing

- 5 The project is financed from local budget funds.

## 6. Clarification Meeting/Site Visit/Workshop

- 6.1 A clarification meeting/site visit will be held on the date and time indicated in Clause 2, at the Malta Gaming Authority, Building SCM02-03, Level 4, SmartCity Malta, Ricasoli, SCM100 to answer any questions on the tender document which have been forwarded in writing, or are raised during the same meeting. Minutes will be taken during the meeting, and these (together with any clarifications in response to written requests which are not addressed during the meeting) shall be posted online as a clarification (version 2.0).

Meetings between economic operators and the Contracting Authority, other than that provided in this clause during the tendering period are not permitted.

- 6.2 Economic operators may register to attend a workshop that will be organised in collaboration with the Centre for Development, Research and Training at San Salvatore Bastion, Sa Maison Road, Floriana FRN1610. During this workshop, economic operators will be given the opportunity to familiarise themselves with Government's e-Procurement platform.

Economic operators are to register to attend this workshop by sending an email on [etenders@gov.mt](mailto:etenders@gov.mt) with the name, surname, role within the organisation, and contact details (telephone and email address) of the nominated person.

## 7. Selection and Award Requirements

In order to be considered eligible for the award of the contract, economic operators must provide evidence that they meet or exceed certain minimum criteria described hereunder.

### (A) Eligibility Criteria

- (i) Declare agreement, conformity and compliance with the General Rules Governing Tendering Version dated November 2016 in the Tender Response Format (available from [www.etenders.gov.mt](http://www.etenders.gov.mt))
- (ii) Declare agreement, conformity and compliance with the provisions of the Tenderer's Declaration, the terms of use and the manual for Economic Operators in Tender Response Format.
- (iii) Declare agreement, conformity and compliance with the provisions of the Statement on Conditions of Employment in Tender Response Format. Please also attach the minimum hourly workers' costs involving the provision of the employees' services. (Note 2)
- (iv) Power of Attorney (if applicable) (Note 2)

(B) Exclusion (including Blacklisting) and Selection Criteria - information to be submitted through the tender response format (available from [www.etenders.gov.mt](http://www.etenders.gov.mt)) (Note 2)

- (i) Declaration concerning exclusion grounds (*as per tender structure*)
- (ii) Declaration concerning *Selection Criteria*

Provide data concerning subcontractors and the percentage to be subcontracted as per Form marked Sub-contracting to be submitted online through the prescribed Tender Response Format and by using the Tender Preparation Tool provided. (Note 2)

The maximum amount of sub-contracting must not exceed 20% of the total value of the contract.<sup>7</sup>

### (C) Technical Specifications

- (i) Tenderer's Technical Offer in response to specifications to be submitted online through the prescribed Tender Response Format and by using the Tender Preparation Tool provided (Note 3)

### (D) Financial Offer

- (i) A financial offer calculated on the basis of **Delivered Duty Paid (DDP)<sup>2010</sup> (Grand Total)** for the services tendered as per Tender Response Format. (Note 3)
- (ii) A filled-in Financial Bid Form (as per document available to download online from [www.etenders.gov.mt](http://www.etenders.gov.mt)) as per Tender Response Format. (Note 3)

#### Notes to Clause 7:

1. *Not applicable for departmental tenders.*
2. *Tenderers will be requested to either clarify/rectify any incorrect and/or incomplete documentation, and/or submit any missing documents within five working days from notification. Rectification is subject to a non-refundable administrative penalty of €50.*
3. *No rectification shall be allowed. Only clarifications on the submitted information may be requested.*

## 8. Tender Guarantee (Bid Bond)

8.1 No tender guarantee (bid bond) is required.

### **9. Criteria for Award**

9.1 The contract will be awarded to the tenderer submitting the offer with the best Price Quality Ratio (BPQR) in accordance with the below.

Each technical offer will be evaluated in accordance with the award criteria and the associated weighting as detailed in the evaluation grid of this tender document (Article 9.3). No other award criteria will be used. The award criteria will be examined in accordance with the requirements as indicated in the Technical Specifications.

The BPQR is established by weighing technical quality against price on a 60/40\* basis respectively. This is done by multiplying;

- the technical scores awarded to the offers by 0.60\*
- the financial scores awarded to the offers by 0.40\*

9.2 The evaluation process

At this step of the evaluation process, the Evaluation Committee will analyse the administratively-compliant tenders' technical conformity in relation to the published Terms of Reference/Technical Specifications (Section 4).

When evaluating technical offers, each evaluator awards for each criterion/sub-criterion a score out of a maximum of 100 in accordance with the technical criteria and any sub-criteria as outlined in the evaluation grid (Article 9.3). The score given to the criterion/ sub criterion (out of 100) will be multiplied by the weighting indicated against each criterion/ sub criterion.

If thresholds are set for each/any of the criteria/ sub criteria by setting a value out of 100. Those offers that do not obtain the set threshold for the individual criterion/ sub criterion will be eliminated\*

Tenderers must achieve an average technical score of 60%\*\*. The average technical score is arrived at by adding the individual weighted scores of each evaluator divided by the number of evaluators. Those tenderers that do not obtain the minimum set average technical score will be eliminated.

The offer achieving the highest technical score will be awarded 100% of the technical weight. The other offers will be awarded scores in proportion to the offer with the highest technical score as per below formula;

Technical score =  $\frac{\text{Average Technical Score of the Respective Offer}}{\text{Highest average Technical Score}} \times \text{Technical Weight}$

The financial offers for tenders which were not eliminated during the technical evaluation (i.e., those which have achieved an average technical score of (XX)%\*\* or more and/or those which have achieved the set threshold for individual criterion/ sub criterion) will be evaluated. The Evaluation Committee will also check that the financial offers contain no arithmetical errors.

The offer with the lowest price will be awarded 100% of the financial weight. The other offers will be awarded scores in proportion to the offer with the lowest price as per below formula;

Financial score =  $\frac{\text{Lowest Priced Offer}}{\text{Financial Offer of the Tender Being Considered}} \times \text{Financial Weight}$

The BPQR will be awarded to the offer that has obtained the highest score after adding the respective technical and financial scores as visualized below;

## Overall Best Price Quality Ratio (BPQR) evaluation

Conclusion of tender evaluation under BPQR:

$$\text{Score}_i = \left( \left( \frac{\text{Tech}_i}{\text{Tech}_{\max}} \times W_{\text{Tech}} \right) + \left( \frac{\text{Fin}_{\min}}{\text{Fin}_i} \times W_{\text{Fin}} \right) \right)$$

Where:

- ◆  $\text{Tech}_i$  is the technical score of the supplier
- ◆  $\text{Tech}_{\max}$  is the maximum technical score achieved amongst all suppliers
- ◆  $\text{Fin}_{\min}$  is the minimum financial price offered amongst all suppliers
- ◆  $\text{Fin}_i$  is the financial price of the supplier
- ◆  $W_{\text{Tech}}$  is the weight of the technical envelope
- ◆  $W_{\text{Fin}}$  is the weight of the financial envelope

### 9.3 Evaluation Grid

| Criteria/ Sub Criteria                          |                                                                                                              | Weighting (%) |
|-------------------------------------------------|--------------------------------------------------------------------------------------------------------------|---------------|
| Proposed Personnel -                            | Criteria A                                                                                                   | 10 points     |
| Skill and Capabilities                          | Proof of regular basic training provided                                                                     | 5 points      |
|                                                 | Ability to communicate in Maltese and English                                                                | 5 points      |
| Contract Management and Operations - Criteria B |                                                                                                              | 25 points     |
| The on-site contract manager/supervisor         | Measures to ensure:<br>Time Keeping                                                                          | 5 points      |
| Contingency Plan/Incident Report                | Substitution of personnel in case of unexpected absence                                                      | 5 points      |
| Uniforms                                        | Uniforms of cleaning personnel                                                                               | 5 points      |
| Safety                                          | Safety Personal Equipment and Accessories.<br>(2 points for each proposed accessory up to a max of 10 point) | 10 points     |



|                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |            |
|-------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|
| Social Aspects - Criteria C   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | 35 points  |
| Employment Conditions         | Evidence that contractor is an Equal Opportunities employer in line with the Equality Mark or equivalent                                                                                                                                                                                                                                                                                                                                                             | 5 points   |
|                               | Proof that the contractor meets the legal requirements for the employment of disabled people                                                                                                                                                                                                                                                                                                                                                                         | 5 points   |
|                               | Direct debit of wages & salaries of personnel.                                                                                                                                                                                                                                                                                                                                                                                                                       | 3 points   |
|                               | Personnel provided with wage slip                                                                                                                                                                                                                                                                                                                                                                                                                                    | 2 points   |
|                               | Personnel have written contracts                                                                                                                                                                                                                                                                                                                                                                                                                                     | 5 points   |
|                               | Additional proposals of good working conditions. (5 Points for each proposal up to a max of 15 points)                                                                                                                                                                                                                                                                                                                                                               | 15 points  |
| Support Services - Criteria D |                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | 30 points  |
| Methodology                   | Proposed methodology demonstrating how the economic operator will ensure that the employees on site provide the expected level of service by indicating how thorough inspections are going to be (5 marks),<br><br>the frequency of inspections if more than one per month (5 marks),<br><br>documentation that will be drawn up of the outcome of the inspection (5 marks),<br><br>documentation relating to remedial actions taken following inspections (5 marks) | 20         |
|                               | Procedures in place to ensure personnel is of good conduct                                                                                                                                                                                                                                                                                                                                                                                                           | 10         |
| <b>Total Criteria Weight</b>  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | <b>100</b> |

## SECTION 2 - EXTRACTS FROM THE PUBLIC PROCUREMENT REGULATIONS

### *Part IX of the Public Procurement Regulations*

Appeals from decisions taken after the closing date for the submissions of an offer

**270.** Where the estimated value of the public contract meets or exceeds five thousand euro (€5,000) any tenderer or candidate concerned, or any person, having or having had an interest or who has been harmed or risks being harmed by an alleged infringement or by any decision taken including a proposed award in obtaining a contract, a rejection of a tender or a cancellation of a call for tender after the lapse of the publication period, may file an appeal by means of an objection before the Public Contracts Review Board, which shall contain in a very clear manner the reasons for their complaints.

**271.** The objection shall be filed within ten calendar days following the date on which the contracting authority or the authority responsible for the tendering process has by fax or other electronic means sent its proposed award decision or the rejection of a tender or the cancellation of the call for tenders after the lapse of the publication period.

**272.** The communication to each tenderer or candidate concerned of the proposed award or of the cancellation of the call for tenders shall be accompanied by a summary of the relevant reasons relating to the rejection of the tender as set out in regulation 242 or the reasons why the call for tenders is being cancelled after the lapse of the publication period, and by a precise statement of the exact standstill period.

**273.** The objection shall only be valid if accompanied by a deposit equivalent to 0.50 per cent of the estimated value set by the contracting authority of the whole tender or if the tender is divided into lots according to the estimated value of the tender set by the contracting authority for each lot submitted by the tenderer, provided that in no case shall the deposit be less than four hundred euro (€400) or more than fifty thousand euro (€50,000) which may be refunded as the Public Contracts Review Board may decide in its decision.

**274.** The Secretary of the Public Contracts Review Board shall immediately notify the Director, the Ministerial Procurement Unit and, or the contracting authority, as the case may be, that an objection had been filed with his authority thereby immediately suspending the award procedure.

**275.** The Department of Contracts, the Ministerial Procurement Unit or the contracting authority involved, as the case may be, shall be precluded from concluding the contract during the period of ten calendar days allowed for the submission of appeals. The award process shall be completely suspended if an appeal is eventually submitted.

**276.** The procedure to be followed in submitting and determining appeals as well as the conditions under which such appeals may be filed shall be the following:

(a) any decision by the General Contracts Committee, the Ministerial Procurement Unit or the Special Contracts Committee or by the contracting authority, shall be made public by affixing it to the notice-board of the Department of Contracts, the Ministerial Procurement Unit or of the office of the contracting authority, as the case may be, or by uploading it on government's e-procurement platform prior to the award of the contract if the call for tenders is administered by the Department of Contracts;

## Version 1.0 Departmental e-procurement document

(b) the appeal of the complainant shall also be affixed to the notice-board of the Public Contracts Review Board and shall be communicated by fax or by other electronic means to all participating tenderers;

(c) the contracting authority and any interested party may, within ten calendar days from the day on which the appeal is affixed to the notice board of the Review Board and uploaded where applicable on the government's e-procurement platform, file a written reply to the appeal. These replies shall also be affixed to the notice board of the Review Board and where applicable they shall also be uploaded on the government's eProcurement platform;

(d) the authority responsible for the tendering process shall within ten days forward to the chairman of the Public Contracts Review Board all documentation pertaining to the call for tenders in question including files and tenders submitted;

(e) the secretary of the Review Board shall inform all the participants of the call for tenders, the Department of Contracts, the Ministerial Procurement Unit and the contracting authority of the date or dates, as the case may be, when the appeal will be heard;

(f) when the oral hearing is concluded, the Public Contracts Review Board, if it does not deliver the decision on the same day, shall reserve decision for the earliest possible date to be fixed for the purpose, but not later than six weeks from the day of the oral hearing:

Provided that for serious and justified reasons expressed in writing by means of an order notified to all the parties, the Public Contracts Review Board may postpone the judgment for a later period;

(g) the secretary of the Review Board shall keep a record of the grounds of each adjournment and of everything done in each sitting;

(h) after evaluating all the evidence and after considering all submissions put forward by the parties, the Public Contracts Review Board shall decide whether to accede or reject the appeal or even cancel the call if it appears to it that this is best in the circumstances of the case.

## SECTION 3 - SPECIAL CONDITIONS

These conditions amplify and supplement, if necessary, the General Conditions governing the contract. Unless the Special Conditions provide otherwise, those General Conditions remain fully applicable. The numbering of the Articles of the Special Conditions is not consecutive but follows the numbering of the Articles of the General Conditions. Other Special Conditions should be indicated afterwards.

### Article 2: Notices and Written Communications

- 2.2 The formal contact person for the Malta Gaming Authority shall be Ms. Ismay Gambin. The Contractor shall at all times respect the Malta Gaming Authority's preferred and/or established lines of communications.

Malta Gaming Authority  
Building SCM02-03, Level 4,  
SmartCity Malta,  
Ricasoli SCM1001

Email: [ismay.gambin@mga.org.mt](mailto:ismay.gambin@mga.org.mt)

### Article 5: Supply of Information

- 5.1 As per General Conditions.

### Article 6: Assistance with Local Regulations

- 6.1 As per General Conditions.

### Article 7: Obligations of the Contractor

- 7.8 The Contractor shall, within 15 calendar days of receipt of the contract, sign and date the contract and return it together with a copy of the Performance Guarantee. The Contractor is further obliged to forward the original performance guarantee to the Contracting Authority. The Contracting Authority will not affect any payment to the contractor until the performance guarantee is submitted. The amount of the guarantee shall not exceed 4% where the amount of the total contract value is between €10,000 and €500,000 ex VAT.

Further to the provisions of the General Conditions the following obligations shall also apply;

- i. Employees of the Contractor performing duties at the Malta Gaming Authority, are responsible to both their employers and the Malta Gaming Authority. The Authority reserves the right to give direct instructions to the Contractor's employees.
- ii. The Contractor is responsible for any shortcomings of its employees towards the Malta Gaming Authority or third parties. In this respect, the Malta Gaming Authority reserves the right to seek compensation for any damages sustained, due to negligence and/or errors made by employees of the Contractor.
- iii. Cleaning personnel on duty at the Malta Gaming Authority are obliged to strictly adhere to all the clauses and responsibilities, stipulated in the agreement entered into between the Malta Gaming Authority and the Contractor.

- iv. The Contractor's employees should be smart and have a pleasant personality and shall wear the Contractor's uniform and carry an identification tag at all times during their working hours at the Authority's premises.
- v. The Authority reserves the right to demand the substitution of any of the Contractor's employees if he or she is deemed by the Authority as being unsatisfactory at the Authority's sole discretion.

### **Article 13: Medical, Insurance and Security Arrangements**

13.3 As per General Conditions.

### **Article 15: Scope of the Services**

15.1 The scope of the services is defined in Section 4 (Terms of Reference)

### **Article 16: Personnel and Equipment**

16.3 Further to the provisions of the General Conditions, the Contractor shall also ensure that during the execution of this contract, the services required to be done shall be to the full satisfaction of the Malta Gaming Authority. For this purpose, the contractor is expected to detail a minimum of (2) two cleaners per shift. Cleaning products shall be provided by the Authority and prospective bidder should bid for the services only.

16.4 Within (14) fourteen days from signing of contract, the Contractor shall provide the Authority with the names, copies of ID Cards and a recent police conduct of its employees.

### **Article 18: Execution of the Contract**

18.1 The performance of the contract is to commence within (2) two week from signing of contract.

18.2 The Contract shall be operative for a period of one (1) year. The Contracting Authority reserves the right to extend the validity of the contract for a further period of one year with same rates and conditions of the initial contract.

### **Article 19: Delays in Execution**

19.2 Should the Contractor fail to commence service as stipulated in the tender, the contractor shall be liable to a penalty of €50 (fifty) daily per employee up to a limit of €3,000.

### **Article 20: Amendment of the Contract**

20.2 Amendments to the Contract may only be made in such manner specified in the Contract. Any breach of the Conditions of Employment which is not immediately rectified shall result in termination of contract.

### **Article 26: Payments and Interest on Late Payment**

26.1 This is a fee-based contract and bidder shall quote for an hourly rate per employee.

26.2 As per General Conditions.

**Article 39: Further Additional Clauses**

The Malta Gaming Authority reserves the right to request the services at times different from those stipulated in the contract.

## SECTION 4 <sup>(Note 3)</sup> Terms Of Reference

**Note:**

Where in this tender document a standard is quoted, it is to be understood that the Contracting Authority will accept equivalent standards. However, it will be the responsibility of the respective bidders to prove that the standards they quoted are equivalent to the standards requested by the Contracting Authority.

### 1. Background Information

#### 1.1 - Beneficiary Country

Malta

#### 1.2 - Central Government Authority

Department of Contracts

#### 1.3 - Contracting Authority

Malta Gaming Authority

### 2. Contract Objectives and Expected Results

#### 2.1 - Overall Objectives

The overall objectives of the project of which this contract will be a part are as follows:

- Provision of cleaning services at the Malta Gaming Authority

### 4. Scope of the Work

#### 4.2 - Specific Activities

The Contractor shall be responsible to provide a minimum of (2) two cleaner for every shift to work every day between Monday to Friday from 18.00 hrs to 22.00 hrs. The Contractor shall be responsible for the cleaning of floors, toilets, kitchen, reception areas and emptying of rubbish bins or any other similar work as may be assigned by the Authority.

The premises, which cover an area of 2000 square metres are situated at SmartCity Malta, Ricasoli.

#### 4.3 - Project Management

##### 4.3.1 Responsible Body

The Malta Gaming Authority

### 5. Logistics and Timing

#### 5.1 - Location

Malta Gaming Authority

### **5.2 - Commencement Date & Period of Execution**

The intended commencement date is two weeks from signing of contract and the period of execution of the contract will be 12 months from this date. Article 19.1 of the Special Conditions will determine the actual commencement date and period of execution.

## **6. Requirements**

### **6.1 Personnel**

#### **6.1.2 Support Staff and Backstopping**

It shall be the Contractor's responsibility to ensure to replace on time any cleaning personnel reporting sick or are absent on the day/s they are assigned at the Authority.

6.1.3 Personnel must wear the contractor's uniforms and tags all the time whilst on the premises of the contracting Authority.

### **6.4 - Equipment**

No equipment is to be purchased on behalf of the Contracting Authority / beneficiary country as part of this service contract or transferred to the Contracting Authority / beneficiary country at the end of this contract. Any equipment related to this contract which is to be acquired by the beneficiary country must be purchased by means of a separate supply tender procedure.

6.4.1 The Contractor shall provide personal safety equipment to its personnel on duty at the Authority.

## **8. Monitoring and Evaluation**

### **8.1 - Definition of Indicators**

The Malta Gaming Authority shall monitor the performance of the Contractor for:

- attendance and punctuality of the Contractor's employees
- adherence of the Contractor to Labour Law
- adherence to procedures
- timetables, rosters and submission of monthly reports
- failure of any employee to report for work
- failure to substitute unexpected absence of any cleaning personnel
- attitude, aptitude and efficiency of the contractor's employees
- adherence to the Contract's policies, rules and regulations.



## **TENDERER'S TECHNICAL OFFER (ORGANIZATION & METHODOLOGY)**

To be completed by the tenderer

### **1. Proposed Personnel - Criteria A**

- Certification of participation to regular basic training related to cleaning services,
- A declaration by the tenderer that all employees are able to communicate in Maltese and/or English.

### **2. Contract Management and Operations - Criteria B**

- Presentation of timekeeping templates and certification by Supervisor that the adequate level of services will be achieved. Templates should include the below fields as minimum: ID, Name and Surname, Date, Time in, Time Out, Total Hours Worked, Break, show how the use of resources will ensure the timely delivery of the tasks as per the Terms of Reference of the Tender Document,
- Provide a contingency plan including response time in the event of emergencies such as sick personnel, industrial actions and breakdown of public transportation.
- Provide a draft monthly report; This report shall as minimum include the hours worked by each employee on a daily basis,
- Provide a visual of the employees' uniforms. Basic information on the uniform shall include Type and colour of top and bottom wear and shall include a tabard or tunic on top. The uniform must be supplied by the contractor, and must carry an identification tag or badge,
- Provide list of personal safety equipment supplied to personnel (e.g. gloves, goggles etc). 2 points will be given to each proposed equipment up to a total of 10 points.

### **3. Social Aspects - Criteria C**

- Provide Equality Mark Certification of the company/organization. This is not mandatory and therefore an economic operator will be given marks as part of the award criteria if this is presented,
- Proof that the economic operator meets the Legal requirements for the employment of disabled persons. This is not mandatory and therefore an economic operator will get marks as part of the award criteria if this is presented,
- Proof of good working conditions, (economic operator to include measures taken in favour of the employees. Points will be given to each proposed measure up to a maximum of 30 points).

### **4. Support Services - Criteria D**

- A proposal of the methodology demonstrating how the economic operator shall ensure that the employee/s on site provide/s the expected level of service, indicating the inspections to be carried out on a regular basis by the supervisor of the economic operator. The tenderer shall also include a draft of the report issued on such inspections. The report shall as minimum include the Date of Inspection by supervisor, comments of the supervisor the outcome of the inspection and any remedial actions taken,
- Monitor its employees with regards to attendance and level of service,
- Contractor is expected to provide a declaration that all personnel are of good conduct. Contractors are requested to propose procedures to this effect. Furthermore, the police conduct/criminal record of all its proposed personnel is to be submitted, when requested, during the adjudication as part of the Literature.

## SECTION 5 - SUPPLEMENTARY DOCUMENTATION

### ***5.1 - Draft Contract Form***

### ***5.2 - Glossary***

### ***5.3 - Specimen Performance Guarantee***

These are available to view and download from the 'Resources Section' at:

[www.etenders.gov.mt](http://www.etenders.gov.mt)

### ***5.4 - General Conditions of Contract***

The full set of General Conditions for Works Contracts (Version 2.0), for Supplies Contracts (Version 2.0) and for Services Contracts (Version 2.0) can be viewed/downloaded from the 'Resources Section' at:

[www.etenders.gov.mt](http://www.etenders.gov.mt)

It is hereby construed that the tenderers have availed themselves of these general conditions, and have read and accepted in full and without reservation the conditions outlined therein, and are therefore waiving any standard terms and conditions which they may have.

These general conditions will form an integral part of the contract that will be signed with the successful tenderer/s.

|                                                                          |                                                                                                             |                                  |                                                               |                                                       |
|--------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------|----------------------------------|---------------------------------------------------------------|-------------------------------------------------------|
| <b>FINANCIAL OFFER</b>                                                   |                                                                                                             |                                  |                                                               |                                                       |
| Fee for the provision of cleaning services at the Malta Gaming Authority |                                                                                                             |                                  |                                                               |                                                       |
| Advert Number ...../.....:                                               |                                                                                                             |                                  |                                                               |                                                       |
| <b>FINANCIAL BID BREAKDOWN</b>                                           |                                                                                                             |                                  |                                                               |                                                       |
|                                                                          |                                                                                                             |                                  |                                                               |                                                       |
| <b>Item</b>                                                              | <b>Description</b>                                                                                          | <b>No. of Hours for one year</b> | <b>Rate per Hour Inclusive of all Taxes but Excluding VAT</b> | <b>Total Inclusive of all Taxes but Excluding VAT</b> |
|                                                                          |                                                                                                             |                                  | €                                                             | €                                                     |
| 1                                                                        | Not less than €6.44 per hour plus COLA increase excluding VAT for Cleaners (offices) for the year 2017      | 2080 hours                       |                                                               |                                                       |
|                                                                          |                                                                                                             |                                  |                                                               |                                                       |
|                                                                          | GRAND TOTAL INCLUDING TAXES AS APPLICABLE BUT EXCLUDING VAT TO BE CARRIED FORWARD TO TENDER RESPONSE FORMAT |                                  |                                                               |                                                       |
|                                                                          |                                                                                                             |                                  |                                                               |                                                       |

|               |                                                                                                                                                                                                 |
|---------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Notes:</b> | (a) Tenderers are reminded that the Contracting Authority is entitled to reject any offer which is considered to be abnormally low according to the Regulation 29 (1) (2) & (3) of LN 296/2010. |
|               | (b) To be carried forward to the Tender Response Format.                                                                                                                                        |
|               | (c) Three decimal points do not exist as currency; therefore, such offers cannot be accepted. Offers are to be submitted up to two decimal points.                                              |