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| ***TENDER NO:*** | ***SCCC/EST/2022/003*** |



**UEN Registration No.: 201309577Z**

INVITATION TO TENDER FOR PROVISION OF CLEANING SERVICES FOR A PERIOD OF TWENTY-FOUR (24) MONTHS WITH AN OPTION TO EXTEND FOR TWELVE (12) MONTHS AT THE SINGAPORE CHINESE CULTURAL CENTRE

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| **INVITATION TO TENDER** |

1. Singapore Chinese Cultural Centre invites your tender to offers for the provision of security services and the supply of security officers at the Singapore Chinese Cultural Centre (SCCC).

2. The following documents that form part of this Tender Document have been prepared to enable prospective vendors to tender for the above mentioned works that would meet the SCCC’s requirements and specifications. These forms may be obtained from **https://singaporeccc.org.sg/tenders-quotations/.**

* Tender Guidelines
* Conditions of Contract
* Draft Banker’s Guarantee
* Technical Specification
* Tenderer’s Offer (FORM A)
* Tenderer’s Profile (FORM B)
* Price Schedule of Tenderer’s Offer (FORM C)
* Tenderer’s Proposal – Equipment Specifications (FORM D)
* Tenderer’s Proposal – Equipment Support and Maintenance (FORM E)
* Tenderer’s Proposal – Software Support (FORM F)
* Tenderer’s Proposal – Training (FORM G)
* Major Projects completed by Tenderer’s Company within the 3 years (FORM H)
* Current Projects undertaken by Tenderer’s Company (FORM I)
* Profile of Tenderer’s Project Team (FORM J)
* Tenderer Compliance List (FORM K)

1. The Tenderer is required to complete and submit the following documents in sealed envelope, together with all technical data on the equipment and any other supporting data or relevant information in a ring bound A4 folder, in duplicate, to SCCC before the closing date of tender:

* Tenderer’s Offer (FORM A)
* Tenderer’s Profile (FORM B)
* Price Schedule of Tenderer’s Offer (FORM C)
* Tenderer’s Proposal – Equipment Specifications (FORM D)
* Tenderer’s Proposal – Equipment Support and Maintenance (FORM E)
* Tenderer’s Proposal – Software Support (FORM F)
* Tenderer’s Proposal – Training (FORM G)
* Major Projects completed by Tenderer’s Company within the 3 years (FORM H)
* Current Projects undertaken by Tenderer’s Company (FORM I)
* Profile of Tenderer’s Project Team (FORM J)
* Tenderer Compliance List (Form K)

1. The closing date for submission of tender is **07 October 2022, 2.00 pm.** Incomplete or late submission of the required documents will render the Tender Offer liable to be disqualified.

1. **A compulsory site briefing will be conducted on 21 September 2022 at 2.30 pm at 1 Straits Boulevard, Singapore 018906. You are required to register for the briefing at the following email estates@singaporeccc.org.sg by 20 September 2022, 12pm.**
2. The Tender will be evaluated based on the Eligibility and Evaluation Criteria in the Technical Specifications.
3. Schedule of payments is thirty (30) days after the successful completion of the Project Handover.
4. Liquidated damages will be charged at **10%** of tender award per week for each week’s delay (and a proportionate part of this amount for delay for any period of less than a week).

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| **tender GUIDELINES** |

1. **DEFINITIONS**

1.1 All terms used in the Tender Guidelines, which are defined under clause 1 of the Conditions of Contract, shall have the meanings so described to them.

1. **SUBMISSION OF TENDER**
   1. The tenderer shall complete and sign the Tender’s Offer and complete all parts of this Tender Document required to be completed by a tenderer.
   2. The Tenderer shall submit this Tender Document in a seal envelope deposit by hand into the Tender Box located at SCCC by the stipulated date and time. The tenderer shall mark the top left hand corner of the envelope with:

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| ***SCCC/EST/2022/003***  ***07 October 2022, 2.00pm***  ***Tenders in sealed envelopes are to be deposited into the Tender Box located at 1 Straits Boulevard, L1 Lift lobby.***  ***Singapore Chinese Cultural Centre*** |

* 1. Tenders submitted after the stipulated date and time will not be accepted.
  2. Incomplete submission of the required documents will render the Tender Offer liable to be disqualified.
  3. The Tenderer shall also submit samples of the goods and/or packages if SCCC so requests.
* Such samples shall be delivered at the site and by the time stipulated in the Invitation to Tender and should be marked clearly with the Tender number, item number and the name of the tenderer. Failure to provide the required samples at the stipulated time may render the tender liable to be disqualified.
* The tenderer shall indicate whether he wishes the samples to be returned. If no indication is given, SCCC shall not be obliged to return any samples to the tenderer.
* All cost, including but not limited to all shipping and transportation duties incurred in providing and delivering such samples to SCCC shall be borne by the Tenderer.

#### Tenderers shall submit the tender and supporting brochures/handbooks in the number of sets as specified in the Invitation to Tender. One set is to be marked “original” and the other set is to be marked “copy”.

#### All expenses incurred in the preparation of this tender shall be borne by the Tenderer.

1. **GOODS AND SERVICES TAX (GST)**
   1. The tenderer shall not include any Goods and Services Tax (GST) in the Price Schedule of Tender’s Offer.

3.2 The tenderer shall declare his GST status in his tender. He shall clearly indicate whether he is, or whether he will be a taxable person under the GST Act. He shall, if available, furnish the GST registration number to SCCC.

##### 3.3 If the Tenderer is a taxable person under the Singapore GST Act, SCCC will pay the Tenderer, in addition to the rates and prices proposed, the GST chargeable on the supply of Goods and Services provided pursuant to this tender.

3.4 A Tenderer who declares himself to be a non-taxable person under the GST Act but who becomes a taxable person after the award of the tender shall forthwith inform SCCC of his change in GST status. He shall be entitled to claim from SCCC any GST charged on the supply of the Goods or Services made by him after his change in GST status.

1. **QUERIES**
   1. Any queries in respect of this Tender Document or any matter related thereto may be submitted in writing to Mr Alvin Thong (email: [estates@singaporeccc.org.sg](mailto:estates@singaporeccc.org.sg)) before **03 October 2022, 2pm.**
   2. SCCC reserves the absolute right not to entertain or respond to any query, which, in the SCCC’s opinion, is inappropriate or improper.
   3. On submitting his tender, the Tenderer shall be deemed to have examined this Tender Document and site conditions and satisfied himself with regard to any query on this Tender Document.
2. **PRESENTATION**

5.1 The Tenderer shall, on the request of SCCC, make a presentation on such aspects of his tender as may be required by SCCC.

## **Validity period**

6.1 Tenders submitted shall remain valid for acceptance for a period of **180 days** commencing on the closing date. This validity period may be extended by mutual consent in writing of SCCC and the Tenderer.

1. **AWARD**
   1. SCCC shall be under no obligation to accept the lowest or any tender.

7.2 SCCC shall normally not enter into correspondence with any tenderer regarding the reasons for non-acceptance of a tender.

7.3 SCCC reserves the right to accept the whole or any part(s) of the Tender Offer as it may decide, unless the Tenderer expressly stipulates in its Tender Offer that certain parts of the Tender Offer are to be treated as indivisible. The prices shall be adjusted in accordance with the schedules of prices set out in the Tender Offer.

7.4 The Letter of Acceptance issued by SCCC shall create a binding contract on the part of the tenderer to supply to SCCC the goods and/or services offered in the tender.

7.5 The Contract shall be governed by the Conditions of Contract.

7.6 SCCC shall notify a successful tenderer of its acceptance of his tender, whether in whole or in part, by sending a purchase order or letter of acceptance by post to that tenderer and the posting of the purchase order or the letter of acceptance shall be deemed good service of such notice.

* 1. SCCC may at its discretion require the tenderer to sign a written agreement.
  2. SCCC may make awards to more than one tenderer.
  3. Tenderer may submit alternative offer to the tender specifications, however SCCC reserved the rights not to accept the alternative offer

**8. VARIATIONS**

8.1 SCCC reserves the right to negotiate with the tenderer, where exceptional circumstances so necessitate, to vary any provision or part of this Tender Document without reference to any other party. Any such variation shall be subject to the mutual consent in writing of SCCC and the Tenderer.

**9. SECURITY DEPOSIT**

Within ten (10) days of the Date of Contract, the tenderer shall deposit with SCCC, if so requested by SCCC, the Security Deposit or the Banker’s Guarantee, as the case may be, required under the Conditions of Contract

**10. INSURANCE**

Within ten (10) days of the Date of Contract, the tenderer shall deposit with SCCC copies of the insurance policies and premium receipts therefore required under the Conditions of Contract.

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| **Conditions of contract** |

**1. DEFINITIONS**

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| SCCC: | Singapore Chinese Cultural Centre |
| Tenderer: | The company who submits this Tender Document |
| Contractor: | The Tenderer whose tender has been accepted in whole or in part |
| Contract Price: | The sum stated in the Form of Tender by the contractor as the price for carrying out and completion of the works |
| Works: | The supply, delivery to and installation at the Site of the equipment and /or services in conformance and accordance with the Technical Specifications and drawings |
| Site: | The premises on SCCC, (Shenton way) or any other site designated by SCCC |
| System Completion Date: | The date which all equipment and/or services shall be functional / ready as specified in the Technical Specifications |
| Warranty Period: | The period during which the contractor, at his own expense, shall make good to the satisfaction of SCCC and shall promptly attend to any defects whatsoever in the works as per clause 5 of the Condition of Contract |
| Acceptance Test: | Any applicable functional and/or compliance testing carried out as per clause 6 of the Condition of Contract |
| Performance Requirements: | The acceptance standards of the Acceptance Test as per clause 7 of the Condition of Contract |
| Security Deposit: | A refundable sum that placed with SCCC by the Contractor as security for the due performance and observance of the Contractor’s obligation to this Contract as per clause 19 of the Condition of Contract |
| Banker’s Guarantee: | A letter issued from a bank undertaking the guarantee payment of Security Deposit upon demand by SCCC for the purpose stated in clause 19 of the Condition of Contract |

**2. Scope of Contract**

2.1 The contractor shall carry out and complete the supply of all items of goods and /or services in accordance with the contract in every respect and to the directions and satisfaction of SCCC. Unless otherwise stated in the contract, all goods shall be newly manufactured goods.

2.2 The contractor shall do or supply all things, free of charge, which are not expressly specified in this Tender Document but which may be necessary for the proper completion of the Works, or obviously required to be done or supplied in the context of this Tender Document and/or in view of the conditions on the Site.

**3. DOCUMENTATION**

3.1 The contractor shall undertake to supply SCCC with one (1) complete set of comprehensive documentation on all aspects of the equipment/services including documentation to be used for planning, design, installation, operation, maintenance, administration and training purposes. All sets of such documentation shall be of the latest version.

3.2 In the event of any conflict between the provisions of any documentation or information or data supplied by the contractor including the supporting data, and the provisions of this tender document exclusive of the supporting data, the provisions of this Tender Document shall prevail unless SCCC agrees otherwise in writing.

**4. SYSTEM COMPLETION DATE**

* 1. The contractor undertakes that the equipment/services shall be delivered, fully installed and operational within the specified period. The contractor shall be entitled to a reasonable extension of time for delays caused by the following:
* force majeure; or
* damage or delay not caused by or due to the wilful act or default or negligence of the contractor or his employees, agents or any person for whom the contractor is responsible.

provided that:

* in respect of all the above events, the contractor has not himself been at fault in failing to guard against or prevent or minimise such delays or damage; and
* the contractor shall make his claim in writing to SCCC for any extension of time within seven (7) days of the date he claims such event took place failing which he shall be deemed to have waived any right he may have hand to such extension.

##### 4.2 In the event of failure by the contractor to deliver any item of goods or complete the performance of services by the date specified in the contract other than due to the circumstances provided above, SCCC shall have the right

* to cancel all or any items of goods or services from the contract without compensation and obtain them from other sources and all increased costs thereby incurred shall be deducted from any moneys due or to become due to the contractor or shall be recoverable as damages; or,
* to require the contractor to pay or allow SCCC to deduct from any moneys due or become due to the contractor’s sum, calculated at the rate as specified in the Invitation To Tender as liquidated damages until the goods are delivered and the services are performed.

**5. WARRANTY PERIOD**

5.1 There shall be a warranty period during which the contractor, at his own expense, shall make good to the satisfaction of SCCC and shall promptly attend to any defects whatsoever in the works.

5.2 The duration of the warranty period shall be the period specified in the “Tenderer’s Proposal – Equipment Support and Maintenance” and “”Tenderer’s Proposal - Software Support” commencing the day following the date of the successful completion of the Acceptance Test or the last test to be conducted. When SCCC does not require any test to be conducted, the warranty period shall commence the day following the date on which the equipment is fully installed and operational. Provided always that the duration of the warranty period shall not be less than one (1) year.

5.3 Where SCCC considers appropriate, it may in its absolute discretion require a separate warranty period in respect of each or any item or part of the equipment delivered. The duration of any such warranty period shall be the specified period, commencing the day following the date of the successful completion of the last test conducted on the said item or part of the Equipment or if SCCC so agrees from the date such item or part of the equipment is installed and operational. Provided always that the duration of any such warranty period shall not be less than one (1) year.

**6. ACCEPTANCE TEST**

* 1. If SCCC so required, the equipment and/or service will be subject to an acceptance test conducted by SCCC in accordance with such procedure(s) and method(s) as SCCC may in its absolute discretion deem fit for the purpose of confirming and verifying that the functions, features and performance of the Equipment meet the requirements and standards stipulated in the Technical Specifications.
  2. The Acceptance Test shall be conducted and completed within a period of thirty (30) days from the date of completion of the installation of the equipment. This period may be extended upon mutual agreement to ninety (90) days.
  3. SCCC may conduct such other tests on each item or part of the equipment in accordance with such procedure(s) and method(s) as SCCC may in its absolute discretion deem fit for the purpose of confirming and verifying that the functions, features and performance of such item or part meet with the requirements and standards stipulated in the Technical Specifications which are applicable to such item or part. Such tests may be conducted, at the discretion of SCCC, in addition to or substitution of the Acceptance test and shall be completed before the expiry of the period stipulated.

**7. PERFORMANCE REQUIREMENTS**

7.1 The equipment when installed must comply with such performance requirements as may be mutually agreed to in writing between SCCC and the Contractor in order to be acceptable to SCCC.

**8. WARRANTIES**

8.1 The contractor warrants to SCCC that the equipment is suitable for and shall meet the requirements set out in the Technical Specifications.

8.2 The contractor warrants that the equipment when operational shall meet the standards of the Acceptance Test and such other test(s) conducted and the Performance Requirements.

8.3 The Contractor warrants that all information and data given in the tender submission documents are accurate.

8.4 All equipment and materials and supporting documentation not mentioned or included in this Tender Document but which may be necessary for the proper operation and functioning of equipment to the standards of the Acceptance Test and such other test(s) conducted and the Performance Requirements shall be provided by the Contractor to SCCC free of charge.

8.5 The contractor warrants that the performance of this contract and the use of the equipment by SCCC shall not infringe any patent, copyright, trade secret or other property right of any third party and the contractor shall obtain without charge to SCCC any licences as are necessary for the purposes of this contract from any third parties in respect of such rights.

**9. SUPPORT AND MAINTENANCE SERVICES**

9.1 The contractor shall provide the support and maintenance services as set out in “Tenderer’s Proposal – Equipment Support and Maintenance” and “”Tenderer’s Proposal - Software Support” documents.

**10. TRAINING**

10.1 The contractor shall carry out the training as set out in the “Tenderer’s Proposal – Training” document.

**11. FUTURE PURCHASES**

11.1 At any time up to the end of the Warranty Period or, where there are more than one warranty period under this contract, the last warranty period, SCCC shall be entitled to purchase from the contractor any additional quantity of the equipment and materials set out in the Price Schedule of Tenderer’s Offer which are marketed by the Contractor at a price not exceeding the price for the same set out therein.

**12. COMPLIANCE WITH LAW**

12.1 The contractor shall comply with and satisfy all requirements under all laws and regulations relevant or applicable to the performance of his obligations under this Contract and shall indemnify SCCC in respect of all costs and expenses and any liabilities whatsoever which may be incurred under or in connection with such laws and regulations.

**13. PROPERTY & RISK**

13.1 The property in any items or part of the Equipment shall pass to SCCC on delivery to the site and the risk therein shall pass on the expiry of the warranty period that relate to the item or part of the Equipment so delivered.

**14. VARIATIONS**

14.1 Any variation of the provisions of this contract shall be subject to the mutual consent on writing of SCCC and the Contractor.

**15. ASSIGNMENT**

15.1 The contractor shall not transfer or assign the contract or any part, share or interests therein.

**16. EQUIPMENT AND MATERIALS**

16.1 All equipment and materials supplied shall be new and in strict conformance with the Technical Specifications and shall be of good quality and suitable for their required purpose.

**17. PROCEDURE ON SITE**

17.1 The contractor shall keep upon the site a competent supervisor who shall attend to the Works at all time. Any instructions given to the supervisor by SCCC shall be deemed to be given to the contractor.

17.2 The contractor shall, if required by SCCC, furnish to him a list of the names, nationalities and other particulars of the employees and workmen engaged for or by him for the purpose of the Works.

17.3 The Contractor shall be responsible for the proper behaviour of employees and workmen engaged for or by him and shall remove any such employee or workmen who is not acceptable to SCCC and the contractor shall indemnify SCCC against any claims by such employee or workmen arising from such removal.

17.4 Unless prior arrangements are made with and agreed to in writing by SCCC, the Contractor shall carry out all works on the site under his contract during SCCC’s official working hours, i.e. Monday to Friday, from 8.00am to 12.00pm and 1.00pm to 6.00pm.

17.5 The contractor shall during the execution of the works take all necessary precautions to prevent damage to furniture, fittings and other properties on the site.

17.6 Where necessary, the contractor shall supply and place at appropriate places on the Site signs to give warning of work in progress.

17.7 The Contractor shall keep the Site clean and shall remove speedily from the site debris and rubbish generated by the works and properly disposes of the same.

17.8 SCCC shall not be liable for loss or damage to the Contractor’s property placed or left on the Site or elsewhere on SCCC property.

**18. PAYMENTS**

18.1 Payment for the equipment shall be made by SCCC within **thirty (30) days** of the successful completion of the Acceptance Test or the last test to be conducted. Where SCCC does not require any test to be conducted, payment shall be made within **thirty (30) days** of the date on which the equipment is fully installed and operational.

**19. SECURITY DEPOSIT**

19.1 The Contractor shall place with SCCC by way of a cheque or banker’s draft a security deposit for a sum equal to **10%** of the Contract Price as security for the due performance and observance of the Contractor’s obligation to this Contract.

19.2 SCCC may accept a banker’s guarantee for the purpose stated in lieu of Security Deposit to be furnished in the form of the Draft Banker’s Guarantee or such other form as may be acceptable to SCCC.

19.3 The Security Deposit shall be refundable after the expiry of the Warranty Period or, where there is more than one warranty period under this Contract, the last such warranty period subject to the Contractor having rectified any defects in the Works to the satisfaction of SCCC and/or any claims that SCCC may have under this Contract.

19.4 SCCC may retain **Ten percent (10%)** of the Contract Price if the security deposit is not made upfront. Such monies retained shall be payable to the Contractor after the expiry of the Warranty Period or, where there are more than one warranty period under this Contract, the last warranty period subject to the Contractor having rectified any defects in the Works to the satisfaction of SCCC and any claims which SCCC may have under this contract.

**20. LATE COMPLETION**

20.1 If the proposed Contractor fails to complete the installation of the equipment/or service or the Equipment is not fully operational by the System Completion Date, the Contractor shall be liable to pay liquidated damages at the rate specified in the Invitation to Tender.

**21. TERMINATION**

21.1 SCCC may terminate this Contract with immediate effect by giving notice in writing to the Contractor on any one of the following grounds:

* + 1. If the Contractor has wholly suspended work without justification or is failing to proceed with due diligence and due expedition and following expiry of two weeks’ written notice from SCCC to that effect has failed to take effective steps to recommence work or is continuing to proceed without due diligence or expedition, as the case may be;
    2. If the Contractor refuses or persistently fails or neglects to comply with the instructions of SCCC issued under the provisions of this Contract and following expiry of two weeks written notice from SCCC to that effect has failed to take effective steps to comply with the said instructions; and
    3. If the Contractor becomes bankrupt or insolvent or makes a composition with creditors or if, being a company, a winding-up order of any kind is made in respect of the Contractor, or if a receiver or manager is appointed over the Contractor’s undertaking or assets or possession of or execution on any part of such undertaking or assets is taken or levied by creditors.
  1. Upon termination under sub-clause 21.1
     1. SCCC may engage other contractors to complete those parts of the Works uncompleted by the Contractor and the Contractor shall be liable to SCCC for all additional costs incurred thereby. The Contractor shall also pay liquidated damages for delay calculated in accordance with Clause 20 as if he had himself completed the Works on the date of actual completion by those other contractors engaged by SCCC;
     2. SCCC may withhold payment of any monies payable to the Contractor until the Works are completed and the damages payable to SCCC arising from such termination are quantified and ascertained by SCCC (such quantification and ascertainment to be made within a reasonable time) and if the aggregate amount of such damages and all monies paid to the Contractor under this Contract exceeds the Contract Price, such excess amount shall constitute a debt payable to SCCC by the Contractor; and
     3. the Contractor shall remove from the Site, if required by SCCC any temporary structures, plants, tools, goods, materials and equipment brought thereon by or for the Contractor and if the Contractor fails to do so within the time stipulated in the said notice for such removal, SCCC shall be entitled to store, remove, sell or otherwise deal with or dispose of the same and the Contractor shall be liable to and shall indemnify SCCC for or against any costs, expenses and liabilities whatsoever incurred by SCCC in so dealing with or disposing the same. In the event that the said temporary structures, plants, tools, goods, materials and equipment are sold, the proceeds after the deduction therefrom of such monies as are due to SCCC from the Contractor shall be held for the Contractor for a period of not less than one month from the date of posting of a notice to the Contractor to collect the said proceeds from SCCC and if the said Contractor fails to collect the same from SCCC within the said period, he shall be deemed to have disclaimed any rights to or interests in the said proceeds. The Contractor shall not be entitled to make any claims whatsoever against SCCC or its employees or agents for any action taken by SCCC in accordance with the provisions of this sub-clause.

21.3 The rights of SCCC specified under clause 21 shall be in addition to such other rights and remedies as SCCC may have or be entitled to against the Contractor for breach of contract or otherwise.

**22. NON-DISCLOSURE**

22.1 The tenderer agrees not to disclose, reveal or divulge to any person or entity any information concerning the organisation, business, finances, transactions or other affairs of SCCC which may come to the tenderer’s knowledge at any time during or after the agreement term, unless SCCC grants written consent of such a disclosure. If need to be, all tenderers are required to enter into a non-disclosure agreement with SCCC.

**23. INDEMNITIES**

23.1 The Contractor shall indemnify and keep SCCC indemnified against all claims, demands, actions, judgements, damages, costs and expenses for personal injury or death arising directly or indirectly from the Works or the performance of this Contract unless the same are due to the act or neglect of SCCC or its employees or agents.

23.2 The Contractor shall indemnify and keep SCCC indemnified against all claims, demands, actions, judgements, damages, costs and expenses for damage to property which are caused directly or indirectly by any act or omission or negligence of the Contractor, his employees or agents or any person for whom the Contractor is responsible or due to any circumstances within the Contractor’s control.

23.3 The Contractor shall indemnify and keep SCCC indemnified against all claims, demands, actions, judgements, damages, costs and expenses in respect of any infringement or alleged infringement of any patent, copyright, trade secret or other property right which infringement or alleged infringement arise directly or indirectly from the performance of this Contract or use of the Equipment or any matter relating thereto unless such infringement or alleged infringement is due solely to the use of any specifications or drawings provided by SCCC.

23.4 None of the indemnities shall be defeated or reduced by reason of the fact that SCCC may have neglected or omitted to exercise any powers of supervision or control whatsoever that is may have under this contract.

**24. THIRD PARTY INSURANCE**

* 1. As a condition precedent to the commencement of the Works, the Contractor shall insure:-
     1. Against his and SCCC’s liabilities and that of SCCC’s employees in respect of or in connection with personal injuries or death arising directly or indirectly from the Works or the performance of this Contract.
     2. Against his and SCCC’s liabilities and that of SCCC’s employees in respect of or in connection with any damage to property (other than the Works) arising directly or indirectly from the Works or the performance of this contract; and
     3. Against his and SCCC’s liabilities and that of SCCC’s employees in respect of any liability to the Contractor’s employees or workmen or such persons engaged for the purposes of the Works under the Workmen’s Compensation Act with any amendments, modifications thereto or re-enactment thereof or any law.
     4. Such insurance shall be taken out with an insurer approved by SCCC for such period(s) and on such terms as SCCC may require and in default of production of a satisfactory relevant policy or premium receipt or current certificate of insurance from such insurer SCCC may itself insure against the risks described in sub-clause23.1 and recover the costs thereof from the Contractor and/or deduct such cost from any sums due to the contractor.

**25. WAIVER**

25.1 The failure by SCCC to enforce at any time or any period any one or more of the terms or conditions of this contract shall not be a waiver of them or of the right at any time subsequently to enforce all terms or conditions of this Contract.

**26. NOTICE**

26.1 Any notice to be served on the Contractor under this contract may be sent by post in an envelope addressed to the Contractor at his place of business or residence last known to SCCC or at the Contractor’s registered office, as the case may be, and any notice so posted shall be deemed to have been given at the time when the same would normally be delivered in the ordinary course of post.

**27. ARBITRATION**

27.1 Any dispute or difference between the parties in connection with this Tender Document or this Contract or any matter related thereto shall be referred to arbitration in Singapore in accordance with the Arbitration Act with any amendments, modifications thereto or re-enactments thereof.

**28. APPLICABLE LAW**

## This Tender Document and this Contract shall be construed in accordance with and governed by the Laws of Singapore.

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| **DRAFT BANKER’S GUARANTEE** |

## To : Singapore Chinese Cultural Centre

1 Straits Boulevard, #11-01

S(018906)

**RE : << WORKS>>**

WHEREAS << Name and Address of Contractor>> (“the contractor”) has entered into a contract (“the Contract”) with you on the terms of the Form of Tender dated the \_\_\_\_\_ day of \_\_\_\_\_\_ in a Tender Document(“the Tender Document”) submitted by the Contractor to you for the above Works which are more particularly described in the Tender Document;

AND WHEREAS by the provisions of the Conditions of Contract (“the Conditions of Contract”) in the Tender Document the Contractor is required to make a deposit with you in cash in the amount S$ \_\_\_\_\_\_ (“the Security Deposit”) as a security deposit for the due performance and observance of the Contractor’s obligations under the Contract;

AND WHEREAS we [name and address of banker] …… have requested you to accept an unconditional guarantee in lieu of the security deposit and you have agreed to accept the same.

NOW IN CONSIDERATION OF THE PREMISES :

1. We guarantee to pay to you forthwith upon demand made to us in writing a sum or sums not exceeding in the aggregate the sum of Singapore Dollars (S$……) (“the Guaranteed Sum”). We will pay you the Guaranteed Sum or part thereof as may be requested by you without any proof that you are entitled to reimburse yourself with or utilise such sum or that the Contractor is in default or is in breach of any agreement with you. We will however accept for the account of the guarantee any sum returned by you to us.
2. We expressly agree and declare that this guarantee shall not be prejudiced diminished or affected in any way nor shall we be released or otherwise exonerated by any act omission fact circumstance matter or thing which but for this provision might operate too or otherwise exonerate us including without limitation any arrangement whatsoever made between yourself and the Contractor with or without our consent or knowledge including any alteration in the obligations undertaken by the Contractor or any forbearance by you in respect of those obligations.
3. The Guarantee shall take effect immediately and shall continue until (expiry date of warranty period) and thereafter shall be extended from year to year without request until the Contractor shall have discharged all his obligations under the Contract or the Contract is terminated by SCCC, whichever shall first occur.
4. You may make more than one claim under this Guarantee provided that the claims in aggregate do not exceed the Guaranteed Sum.
5. All claims made by you under this Guarantee must be in writing to us not later than six months from the expiry of this Guarantee or any extension thereof.

Dated the \_\_\_\_\_day of \_\_\_\_\_ 20\_\_\_\_\_

SIGNED BY

[NAME]

AS

[DESIGNATION]

FOR AND ON BEHALF OF

[NAME OF GUARANTOR]

in the presence of

[NAME]

[DESIGNATION]

SIGNATURE

ADDRESS

|  |
| --- |
| **REQUIREMENT SPECIFICATIONS** |

1. **INTRODUCTION**
   1. Tenders are invited to tender for the provision of cleaning services for a period of **twenty-four (24) months** from **15 December 2022 to 14 Dec 2024**, with an **option** to extend for **twelve (12) months** at the Singapore Chinese Cultural Centre (SCCC).
   2. Singapore Chinese Cultural Centre is a hub which collaborates with arts and cultural groups and community partners to promote and develop local Chinese culture. Through engaging and accessible content, we hope to nurture greater appreciation of our multi-cultural identity and a stronger sense of belonging. Opened by our Patron, Prime Minister Lee Hsien Loong on 19 May 2017, our centre in the heart of city welcomes everyone to enjoy exhibitions, fairs, performances, seminars, talks, workshops and other cultural activities throughout the year.
   3. With a Gross Floor Area (GFA) of 15,122 square meters, SCCC have various event venues catered to all kind of programmes and activities.
2. **GENERAL SPECIFICATION**

These specifications describe in general form the materials and workmanship required in contracts for the regular cleaning at Singapore Chinese Cultural Centre.

**2.1 Materials and Workmanship**

The whole of the materials (except where otherwise described) and workmanship to be provided by the Contractor to be the best of their respective kinds available and the Contractor is to be held responsible for the proper and efficient carrying out of the whole work. The works shall be carried out in the most workmanship like manner. The Contractor shall furnish the Estates Department or his representatives with manufacturer’s specification to prove that the materials are as specified. Samples of all materials to be used must be submitted to the Estates Department or his representatives before use.

**2.2 Safety Regulations**

The Contractor shall comply with the Ministry of Manpower regulations and are to provide the necessary safety requirement during the course of the Works.

It shall be the duty of the Contractor to comply with the requirements of the above Regulations which affect him or any person or persons employed by him with such Regulations as relate to any work, act or operations performed or about to be performed by the Contractor and with such Regulations as related to the performance of or the refraining from an act by the Contractor to co-operate in complying with the Regulations.

No Contractor shall suffer or permit an employee to work under conditions which are not in compliance with the Regulation.

* 1. **Warning Signboards and Barriers**

Proper warning signboards and barriers are to be erected and maintained during the progress of the work which may endanger the safety of the member of public or others.

The warning signboards and barriers shall be sufficiently large to attract attention and shall include words such as ‘Danger’, ‘Keep Out’ etc, or such words as may be appropriate. All signboards and barriers are to be approved but the Superintending Officer’s approval of such signboards and barriers shall in no way render Singapore Chinese Cultural Centre liable to the Contractor or third parties.

**2.4 Scope of Work**

The Contractor shall be permitted to carry out the cleaning operation as detailed in these SPECIFICATIONS, which includes any written directions in relation to the works issued to the Contractor by the Estates Department.

|  |  |  |
| --- | --- | --- |
| **S/No.** | **Type of Area** | **Description of Works** |
| 1. | Vinyl/ Marble Flooring | 1. Daily dry sweep to remove litter, dust etc. 2. Daily spot damp clean to remove all dirt, steak marks, and embedded grime etc. 3. Weekly damp mop floor with water and approved detergent 4. Bi-monthly spray burnish over all tiled areas using a high speed burnishing machine with a approved detergent and disinfectant to remove all scuff marks, stains and embedded grime. Touch up heavily trafficked areas with one coat of approved emulsion polish to blend with the rest of the floor, and burnish over the entire area to a gloss finish 5. Quarterly apply wax-stripping solution and thoroughly scrub all tiled surfaces with a heavy duty scrubbing machine, rinse with clean water and collect waste water with suction machine. Allow surfaces to dry thoroughly, apply to coats of approved emulsion polish and burnish to a high gloss finish |
| 2. | Carpet Flooring | 1. Daily vacuum clean and spot shampoo stained areas when necessary 2. Quarterly steam shampooing of carpet |
| 3. | Cement Flooring | 1. Daily dry sweep to remove dirt, dust and spot clean to remove oil stains 2. Monthly damp mop floor with water and approved detergent |
| 4. | Granite/Quarry/Ceramic/ Mosaic and other tiled flooring (including lift car interior flooring) | 1. Daily dry sweep to remove dirt, dust and spot clean 2. Weekly damp mop floor with water 3. Monthly scrubbing/polishing 4. Quarterly outdoor pavement high pressure jet |
| 5. | Parquet and Timber Flooring (Dance Floor, Theatre Stage) | 1. Daily dry sweep to remove all loose, dirt, dust, etc. with dust control mop 2. Weekly damp mop floor with water and approved detergent |
| 6. | Painted wall/ partition/ tiled wall | 1. Daily spot clean to remove all stains 2. Damp clean with water and solution as and when required |
| 7. | Ceiling | 1. Quarterly cleaning to remove all stains, dirt and embedded grime from metal ceiling strips/ panels, aircon ducts, AC & light diffuser |
| 8. | Glass, Timber and metal doors/ balustrade/ Glass curtain wall (up to 3 meters) (including lift car interior flooring) | 1. Daily spot clean to remove all stain 2. Daily cleaning of all glass door/ Balustrade 3. Monthly thoroughly clean door panels and door frame 4. Monthly cleaning and polishing to stainless steel accessories |
| 9. | Staircases | 1. Daily sweep to remove loose litter, dirt and spot clean to remove all stains and embedded grime to the floor, wall and hand railing |
| 10. | Lifts/ lift Lobby/ Escalator/ Escalator Landing | 1. Daily sweep to remove loose litter, dirt and spot clean to remove all stains at the floor 2. Daily cleaning to remove stains, stickers on the wall paneling, door, control panel and button, light fitting etc. 3. Daily mopping of floor 4. Daily cleaning of all escalator glass Balustrade 5. Weekly polishing of stainless steel fitting to remove stains with 3M stainless steel polish or equilibrium 6. Weekly cleaning of Timber Lattice 7. Monthly vacuuming of lift protection pad |
| 11. | Toilets/ Dressing Room | 1. Daily washing and cleaning of toilets to continuously maintain a high standard of cleanliness and hygiene. To clear all chokages of WC pans, urinals, wash basins immediately. 2. Daily replenishing of toiletries (jumbo rolls and hand soap) 3. Cleaning timings are 8 am, 11 am, 1 pm, 4 pm, 7 pm and 9 pm |
| 12. | Bin centre | 1. Daily thorough cleaning with approved disinfectant and ensure that the floor is dry at all times and free of loose litters, refuse soil drippings from the containers. To clear and clean floor immediately after disposing of refuse done by the refuse collection contractor |
| 13. | Office area/ equipment | 1. Thrice a week vacuuming of carpet 2. Daily sweeping and mopping (if application) 3. Daily waste paper removal 4. Daily washing of cup to the manager 5. Daily wiping of office furniture 6. Weekly wiping of telephone 7. Weekly cleaning of office chair 8. Spot cleaning of office computer, printer, photocopying machines and other equipment 9. Quarterly carpet shampooing. 10. Monthly polishing of leather chairs and sofa |
| 14. | Server room, FCC and LAN Room | 1. Daily sweep floor and mop the floor 2. Daily wastepaper removal 3. Weekly feather dust furniture, screen and clean white board and other teaching equipment with soft cloth 4. Weekly cleaning of furniture 5. Quarterly cleaning of light diffuser, aircon duct, wiping of fan and high dusting |
| 15. | MPH, Creative Box, Auditorium, Gallery, Practice room, Recital Studio, Pre function area/ Ancillary area such as dressing room store etc. | 1. Daily wipe clean furniture 2. Daily Cleaning of the glass balustrade/ glass door/ curtainwall (up to 3 meter) 3. Daily wastepaper removal 4. Daily sweep and damp mop the floor 5. Twice a week vacuuming of carpet 6. Weekly cleaning of Timber Lattice 7. Monthly vacuuming of theatre chairs 8. Quarterly high dusting 9. Quarterly carpet shampooing |
| 16. | Signages / Notice Board/ Information Board/ Fire Extinguishers & Hose reel (incl glass cabinet/ room)/ Fire Panels | 1. Daily damp clean to remove stains, dirt, dust, cobweb and embedded grime 2. Weekly polish all stainless steel signage to maintain a shining surface 3. Daily wipe clean glass surface to remove dirt, dust and fingerprint marks 4. Fortnightly clean external signages, including directory signs (below 3m) |
| 17. | M&E Room/ Plant rooms/ Service Ducts/ Store room | 1. Fortnightly sweep and mop floor 2. Fortnightly clearing of rubbish |
| 18. | Car parks, driveway and drains | 1. Daily sweeping 2. Daily clearing of rubbish 3. Quarterly high pressure jet 4. Quarterly high dusting |
| 19. | Service road | 1. Daily sweeping 2. Daily clearing of rubbish |
| 20. | Rooftop/ green scape area | 1. Daily sweeping of leaves 2. Monthly clearing of gutter drain 3. Quarterly clearing of plant 4. Quarterly high pressure jet |
| 21. | Sofa chair/ theater seats | 1. Monthly vacuum clean and spot shampoo stained areas when necessary 2. Quarterly steam shampooing 3. Monthly polishing of leather chairs and sofa |
| 22. | Disinfection | 1. Daily disinfection cleaning using the approved disinfectant agent at all common facilities, or high touch surfaces on a regular interval. 2. To carry out disinfection cleaning using the approved disinfectant agent at all performance venues after each event. 3. Fortnightly disinfection misting cleaning at all offices, meeting rooms and boardroom. 4. Fortnightly UV machine disinfection at all offices, meeting rooms, boardroom, and Gallery. 5. Monthly UV machine disinfection at all other performance venues or as and when required by the Client. |
| 23 | Others | 1. Weekly cleaning and polishing of plaques 2. Daily sweeping of floor mats at all main entrances 3. Daily sweeping and clearing of rubbish at common area 4. Assist in shifting of directional sign, que post from room to room 5. required to shift furniture, chairs or any other items from time to time as and when required for simple event setup |

* The lunch and dinner breaks are from noon to 1 pm and from 530 pm to 630 pm respectively. The tea breaks are from 9:45 am to 10 am and 2:45 pm to 3 pm.
* The Estates Department reserves the right to have any work required to be carried out urgently and at any specific time of the day and week. The discretion of the Estates Department as regards interpretation of whether the work is urgent is final. In addition, the Estates Department reserves the absolute right to increase the frequency of cleaning of any general or specific areas as and when deemed necessary and the Contractor shall comply at no extra cost.
* The Contractor’s Operations/Area Manager shall attend the monthly joint inspection with the Estates Department/Representative. The Estates Department shall increase the frequency of the regular inspection and shall call for ad-hoc inspection if need arises.

**2.4.1 Main Office**

Cleaner shall ensure that the office is kept in a clean state and ready before the staff starts working. In addition, the cleaner is expected to carry out ‘tea-lady’ functions, such as collection and cleaning of teacups (Meeting rooms/board rooms/CEO and Directors’ room) etc. It is expected that some SCCC staff may stay beyond the normal office working hours. Hence, the Night Cleaning Supervisor is expected to check the office meeting rooms by 10pm and ensure that waste which attracts pests are removed immediately. For office cleaning matters, the cleaner shall report to The SCCC’s Office Manager for instructions

**2.4.2 Restrooms**

The Vendor shall deploy sufficient cleaners to clean and maintain all the toilets in SCCC at a high standard at all times. This shall include the VIP toilets, restrooms and dressing-room. The Supervisor shall conduct regular checks to ensure that the restrooms are cleaned according to the established standards and timings. In addition, the Supervisor shall ensure that the cleaners top-up the necessary material, such as hand-towels, toilet paper, deoborant tablets or discs and liquid hand soup to prevent any service disruption to the staff and general public at all times or directed by the Estates Department. During events, the supervisor are to deployed male cleaners for the gent’s washroom and female cleaners for the ladies’ washroom at the event floors at all times.

The Vendor shall note that the cleaners should not be seen washing clothes, mops etc in public facing toilets where visitor flow is expected to be high. They shall only wash their equipment and tools etc at the designated places and times.

The Vendor shall note that as the restrooms are places where people will most likely go when they are not feeling well, he shall ensure that the cleaners pay attention and understand the procedure on how to handle people who are unwell, such as whom to contact and the number to call. The cleaners shall respond quickly to situations and cordon off the areas to carry out works which would affect the general public and staff, such as vomit on the ground.

**2.4.3 SCCC Common Spaces**

The Vendor shall deploy sufficient manpower to carry out routine and periodic cleaning throughout the day and night, with sufficient rest time and meal time as required by MOM. The Vendor shall note that SCCC may revise the performance specifications and cleaning frequencies from time to time to reflect contemporary situations. In general, cleaning for SCCC spaces shall only be carried out before the SCCC opening/closing hours.

For cleaning that involves work-at-height cleaning, the Vendor shall ensure that the workers deployed are sufficiently trained and competent in carrying out the works. In the event that the Vendor is required to use machineries such as boom lifts to carry out works, he/she shall ensure that the floor loading for the respective level is able to support the weight of the machineries. At the same time the Vendor are required to submit all the relevant RA and Certification of Operation. The Vendor shall be responsible for ensuring that the cleaners use the appropriate tools and equipment for the job and don the appropriate PPE.

The Vendor shall ensure that the cleaners respond quickly to situations which would affect the general public and staff, such as vomit on the ground. The area shall be cordoned off properly to carry out works. The Vendor shall ensure that the cleaner understands the procedure of handling situations which warrant immediate 3rd party attention and alert the necessary personnel accordingly.

**2.4.4 Event space**

The Vendor shall ensure that the event spaces are kept clean even when the venues are not in use. An hour before the first event commences, the Supervisor shall carry out inspection checks to ensure that the venues are fit for use.

The Vendor shall ensure that the cleaners respond quickly to situations which would affect the general public and staff, such as vomit on the ground. The area shall be cordoned off properly to carry out works. The Vendor shall ensure that the cleaner understands the procedure of handling situations which warrant immediate 3rd party attention and alert the necessary personnel accordingly.

**2.5 Manpower Deployment**

**1st Shift (7:30am to 4:30pm)**

|  |  |  |  |
| --- | --- | --- | --- |
| **Monday to Sunday includes public holiday** | | | |
| **S/N** | **Staff** | **Qty** | **Remarks** |
| 1 | Supervisor | 1 |  |
| 2 | Cleaners | 6 |  |
| 3 | Tea Lady cum cleaner | 1 | 11th floor Offices |

**2nd Shift (4:30pm to 10:00pm)**

|  |  |  |  |
| --- | --- | --- | --- |
| **Monday to Sunday includes public holiday** | | | |
| **S/N** | **Staff** | **Qty** | **Remarks** |
| 1 | Supervisor | 1 |  |
| 2 | Cleaners | 5 |  |

* 1. **Switching Off of Lights**

The Contractor shall be responsible for all lights to be switched off immediately after his workmen have fulfilled their daily duties, unless otherwise directed by the Estates Department.

* 1. **No Exclusive Use of Lifts**

The Contractor shall ensure that his workmen do not hog and have exclusive use of the lift while carrying out cleaning or / and other works inside the lifts at all times, especially so during peak hours.

* 1. **No Wastage of Water**

The Contractor shall ensure that his workmen use only pressure jet washing or any other method approved by the Estates Department during washing of concrete drains. No hosing of water is allowed to prevent wastage of water.

**2.9 Uniform and name tags of the Vendor**

The Vendor is required to provide all his staff and sub-contractors who are working within the Property with adequate uniforms, name tags and proper foot wear and the designs shall befit the image of the property. The Vendor shall ensure that the cleaners’ uniforms are clean and tidy, i.e. uniforms shall be washed and changed regularly.

The designs of the uniform and name tags shall be approved by The SCCC. The Vendor shall ensure that his staff and sub-contractors are in proper attire and smartly dressed at all times.

* 1. **Equipment, Tools, Machines, Plants, Instrument and Materials**
     1. The Vendor shall supply all necessary equipment, tools, machines, plants, instruments and materials for the satisfactory cleaning and maintenance of the premises. These shall also include a utility/tool belt for the cleaners for their cleaning tools, detergents etc. which they are expected to put on with them during working hours.
     2. The Vendor shall fill in and submit the list of equipment, tools and machines etc to be supplied under this Contract, including work at height equipment. The submission shall be complete with proposed models and brands and a colour photograph of the equipment, tools and machines. The SO’s endorsement and approval shall be sought for the deployment of the equipment, tools and machines.
     3. Notwithstanding sub-clause (ii), the SO’s approval of the equipment, tools and machines does not relieve the Vendor of its obligations to ensure the performance specifications and standards provided to SCCC. The SO may request the Vendor to substitute or remove the equipment, tools and/or machines etc and the Vendor must comply with the instruction. Failure to comply with the instruction shall render the Vendor to be liable for liquidated damages.
     4. The Vendor shall supply additional equipment, tools and machines etc to clean and maintain the premises at no cost to SCCC if the cleaning standard is determined to be poor by the SO.
     5. Subject to SCCC’s absolute discretion and approval, all equipment used in SCCC shall not be more than 2 years old when the contract commenced. If any of these machines, equipment and tools are sent for repair or servicing, the Vendor must ensure that immediate replacement are made. It shall be noted that SCCC reserves the right to insist for brand new equipment and the Vendor shall replace such equipment at no additional cost.
     6. Abrasive materials, such as steel wool, abrasive brushes etc and acid- based/aggressive chemical shall not be used on site without SCCC’s approval.
     7. All equipment, tools, machines etc shall be kept at the designated places, such as the Janitor Closets. The designated places shall be properly upkeep at all times.

The Contractor shall ensure the following basic equipment (but not limited to) is to be deployed on site and maintained operational at all times.

|  |  |  |  |
| --- | --- | --- | --- |
| **S/No.** | **Description** | **Qty** | **No. of Trained Operator** |
| 1. | Freedom GT 50 Autoscrubber machine | 1 | 4 (inclusive of supervisor) |
| 2 | Fimap MMG 75B Scrubbing machine | 1 | 4 (inclusive of supervisor) |
| 3. | Lindhau LS 50 Vacuum Cleaner | 1 | 4 (inclusive of supervisor) |
| 4. | Hi-jet machine | 2 | 4 (inclusive of supervisor) |
| 5. | Wet and Dry vacuum machine | 2 | All cleaners |
| 6. | Carpet vacuum machine | 10 | All cleaners |
| 7. | Air Blower | 4 | All cleaners |
|  | Leaves Blower | 1 | All cleaners |
|  | Fimap FS 700 Medium Ride on Sweeper | 1 | 4 (inclusive of supervisor) |
|  | Fimap Fimop | 2 | All cleaners |
|  | Single Disc Scrubber | 2 | 4 (inclusive of supervisor) |
|  | Fimap Genie XS with Brush | 1 | 4 (inclusive of supervisor) |
|  | Minuteman X17 Carpet Extractor | 1 | 4 (inclusive of supervisor) |
|  | Rotowash – Escalator | 1 | 4 (inclusive of supervisor) |
|  | Vacuum Cleaning Robot  (Vacuum tank capacity: 6.5L) | 3 | 4 (inclusive of supervisor) |
|  | Vacuum Cleaning Robot  (Vacuum tank capacity: 16L) | 1 | 4 (inclusive of supervisor) |
|  | UVC Disinfection Machine  (UV Tube – 4 nos)  (UVC Wavelength – 250nm) | 1 | 4 (inclusive of supervisor) |

\*Note – To submit the training certification for the operation of the machine

* 1. **Vendor’s duties and responsibilities**
     1. Creation and Submission of reports
  2. The Vendor shall initiate and submit their reports in such manner and time period as prescribed by the SO for his assessment
  3. Failure to deliver the daily report for more than 3 consecutive days or missing 6 days in a month will expose the Vendor to KPI points’ deduction.
     1. Standard Operating Procedures (SOPs) and Work Instructions (WIs)
     2. The Vendor shall ensure that SOPs and WIs are put in place prior to operations deployment. The SOPs and WIs shall be approved by the SO.
     3. The Vendor shall ensure that a register of regulations, Code of Practices and Singapore Standards (e.g. SS 499: 2002) relevant to the SOPs and WIs is maintained and updated on a regular basis.
  4. **Audit Programs**
     1. The Vendor shall initiate, develop and maintain an internal audit tool and process to conduct its own audit programs. This shall be done on a weekly basis. Results and findings of the internal audit shall be filed and ready for inspection at a moment’s notice. Where applicable, the Vendor shall engage external auditors to ensure the rigorousness of the program. All costs associated for the implementation of audit programs and engagement of auditors shall be paid for by the Vendor.
     2. The Vendor are required to implement an e-Workflow System using a Mobile App which required the contractor to document and track all jobs, ensuring the quality of individual task and no jobs are missed out.
     3. The Vendor shall initiate and actively participate in periodic external audit done in collaboration with the SO in order to calibrate cleaning expectations. The Vendor shall comply with the audit results and findings within the time frame prescribed by the SO.
     4. The Vendor are required to submit a report at the end of each month on the works that they have completed and include specific areas for improvement.
     5. The Vendor will need to work with the Client to carry out any external audit (e.g. SG Clean) required by the Authorities. If lapses are detected during the inspection, the Vendor are required to work with the Client to rectify the issue.
  5. **Emergency Response, Disaster Recovery and Business Continuity Plan**
     1. The Vendor shall develop and maintain the following plans for situations that may arise under their particular scope of works:
* Emergency Response Plan
* Disaster Recovery Plan (including flu pandemic, fire and water disaster etc)
* Business Continuity Plan
  + 1. The Plans shall minimally conform to statutory requirements, such as requirements of the Singapore Civil Defence Force. The Vendor shall ensure that the Plans are up to date and applicable for current context.
  1. **Cleaning consumables and supplies**

2.14.1 The Vendor shall strive to use consumables certified under the Singapore Green Labelling Scheme accredited by the Singapore Environment Council and other certifications accredited by world-renowned organizations, such as the United States’ Energy Star program may also be acceptable.

* + 1. The Vendor shall provide the full complements of washroom supplies in the appropriate grade of their range. This include items such as toilet roll, hand towel, air refreshers, fitting sanitizers, hand soap, female sanitary bins and other washroom conveniences. The supply and stocking of these items must be suitably timed to prevent over stocking on site or under provision to the users. The Vendor shall be expected to make adjustments and changes to the product range of washroom supplies and seek SO’s approval prior to deployment. The Vendor are required to submit the samples for the SO destructive testing at the cost of the Vendor.

2.14.3

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| S/No | Washroom Supplies | Material Spec |
| 1 | Air Refreshers | Fully programmable device with non-aerosol fragrance delivery system. Fragrance contain AromaGuard Technology technology and it can last a typical 8 week service cycle on standard setting or equivalent. (Need to change on a monthly basis) |
| 2 | Female Sanitary Bin | Initial “No Touch” sanitary bin for superior hygiene protection with integral antibacterial technology which prevents the spread of bacteria or equivalent. (Need to change on a monthly basis) |
| 3 | Hand Soap | Hand soap that are bio-degradable, non-toxic and high viscosity with moisturizer or equivalent |
| 4 | Hand Towel Paper (with auto cut paper dispenser) | 1 ply pure pulp paper, with impress embossed |
| 5 | Toilet Paper Roll (with dispenser) | 2 ply pure pulp paper with perforation and impress embossed |
| 6 | Urinal deodorizer | “Walex” deodorizing urinal screen with anti-bacteria agent deodorize, clean urinal and long lasting performance for up to 60 days or equivalent (Need to change on a monthly basis) |

* + 1. The Vendor is expected to use microfiber products where applicable. Chemicals used shall contain little to no toxins and emit low levels of Volatile Organic Compounds (VOCs).
  1. **Permit-to-Work**
     1. The Vendor shall fill in and submit the relevant Permits-to-Work prior to execution of work activities. The Permits shall be endorsed by the Vendor’s qualified personnel, i.e. the Professional Engineers and/or Safety Officers.
     2. The Vendor shall submit the endorsed Permits to the SO for acknowledgement and record keeping purposes.
     3. It is the vendor’s responsibility to ensure that any changes to the proposed scope of works in the Permits shall be re-endorsed by their relevant qualified persons. The Vendor shall ensure that the SO is kept informed of the changes and permits re-submitted.
  2. **Personnel Record**
     1. The Vendor shall ensure that all personnel’s particulars and organization chart are submitted to the SO prior to the deployment on site. The information to be given shall include colour photocopy of their NRIC/work permits, contact numbers and one recent colour photography, at no cost to the SO.
     2. It is the Vendor’s responsibility to ensure that the SO is made aware of any changes to the personnel deployed on site at least 3 working days prior to such proposed changes.
     3. The Vendor shall keep a proper record of the personnel’s attendance, which shall be audited by the SO. The Vendor shall institute a system for the proper tracking of personnel’s clocking in and out, including the supply and installation of punch card machine, which is deemed to be included in the Schedule of Pricing. The tracking of personnel includes the Vendor’s sub-contractors. Improper upkeep of records shall constitute as a breach of contract and the SO shall impose liquidated damages on the Vendor.
     4. The Vendor shall note that the Supervisors are not allowed to double-up or undertake a cleaner’s job in the absence of the cleaner. The SO shall impose liquidated damages on the Vendor if found in breach of this sub-clause.
     5. The Vendor shall also provide copies of the cleaners’ Letter of Appointment to the SO at no cost.
  3. **Work Programme and Access Control**
     1. The Vendor shall submit a Work Programme to the SO for approval within 4 weeks of contract award. The Work Programme shall detail the works to be carried out over the contractual period, including routine and periodic works, time frame and cleaning frequencies. Incomplete or late submissions of the Work Programme shall constitute as a breach of contract and the SO shall impose liquidated damages on the Vendor. Alternatively, the SO may certify that 10% of all moneys due to the Vendor as interim payments be retained and shall release the retention amount without interest upon SO’s instructions in writing.
     2. It shall be noted that the approved Work Programme might still be subjected to changes by the SO depending on actual site situations.
     3. The Vendor shall ensure that the personnel deployed on site shall only enter and clean the premises that are in the approved work programme and permits-to-work. Upon works’ completion, the personnel shall leave the premises.
     4. The Vendor shall ensure that its personnel control the work area properly so as to prevent unnecessary disturbances to the visitors of The SCCC. The personnel shall further set up proper barricades with the necessary warning signs to cordon off the area to ensure the safety of everyone in The SCCC.
  4. **Personnel behaviour and discipline**
     1. The Vendor shall ensure that all personnel on site, including its subcontractors, are in appropriate attire, including PPE. Those who are not in their appropriate attire shall be denied entry into The SCCC.
     2. All of the vendor’s personnel, whether they are deployed on site or are visiting The SCCC on official capacity basis, shall observe the safety and security requirements of The SCCC. Anyone found in breach of the requirements shall be denied entry into The SCCC.
     3. The Vendor shall ensure that all personnel deployed on site are dressed in the SO - approved uniform. The personnel shall display their name tags and security passes prominently at all times.
     4. Any permanent personnel deployed on site found missing from work during working hours, including OM, supervisors and/or cleaners etc, shall be deemed to be absent from work. The SO reserves the right to impose liquidated damages on the Vendor.
     5. Any personnel who display any of the following behaviours shall be removed from Site immediately:
  5. Gangsterism
  6. Fighting
  7. Smoking at unauthorized area
  8. Sexual harassment of another person
  9. Insubordination
  10. Yelling profanities
  11. Threatening another person
  12. Consumption of drugs and/or alcohol when on duty
  13. Theft

Notwithstanding the removal of personnel from site, the Vendor shall also be imposed liquidated damages.

2.18.6 The Vendor shall also be imposed liquidated damages for any of the following behaviours of its personnel:

1. Personnel helping another colleague to clock in and out
2. Personnel caught sleeping on the job outside meal/rest time
3. More than half of shift personnel going on meal/break time together
   1. **Liquated Damage**

The following amount shall be provided to Singapore Chinese Cultural Centre in the form of credit note for any failure by the Contractor to carry out work as specified in the scope of work or to comply with the Fire Safety Act or to adhere to the working hours:

|  |  |  |
| --- | --- | --- |
| **S/N** | **Description** | **Amount will be provided** |
| 1. | Miss cleaning schedule | $100 |
| 2 | Storage of cleaning items / equipment in the hosereel riser / dry riser | $100 |
| 3 | Parking of cleaning trolley obstructing the fire escape route / hosereel riser | $100 |
| 4 | Lateness for more than 10 minutes | $ 5 (Subsequently $5 for every 10 minutes late) |
| 5 | Early dismissal from work | $ 5 (Subsequently $5 for every 10 minutes early) |
| 6 | Leave work site without approval | $ 1 for every minute plus prorated amount of tender sum |
| 7 | Absenteeism | $200 plus prorated amount of tender sum |
| 8 | Loss of key | $200 per key |
| 9 | Unauthorised duplication of key | $200 per key |
| 10 | Loss of HID card | $50 per HID card |
| 11 | Fail to submit toilet inspection card | $5 per card |
| 12 | Improper attire (missing button, torn uniform, stained uniform, hole in uniform, unfit uniform etc) | $10 per occurrence |
| 13 | Fail to wear name badge | $10 per person per day |
| 14 | Fail to report for fault cleaning equipment | $50 per equipment |
| 15 | Faulty cleaning equipment as stipulated in clause 2.11 | $50 per equipment per day after breakdown more than three days |
| 16 | Removal of cleaning equipment as stipulated in clause 2.11 from site without informing the Estates Department | $50 per equipment per day |
| 17 | Shortage of trained operator as stipulated in clause 2.11 | $50 per operator per day |

* 1. **Termination**

The Contractor is not allowed to terminate this contract for the first three months. After three months in contract, SCCC or the Contractor may terminate the contract by giving three months written notice. The liquated damage under sub-clause 2.11 is still applicable during the notice period.

In the event that the Contractor does not intend to exercise the option to renew the contract for another one year, three months written notice is also required. The liquated damage under sub-clause 2.11 is applicable during the notice period as well.

* 1. **Others**
     1. The Contractor shall attend to any necessary cleaning other than those stated in the specification as and when directed by the Estates Department.
     2. The Contractor must also ensure that no disease-bearing insects are harboring in the estate failing which any action taken by the National Environment Agency would be his responsibility.
     3. All quotes shall include the plant, equipment (inclusive of 1 no of mobile walkie-talkie, 1 no PPT grid phone (To follow SCCC network), tools, cleaning chemicals, rubbish bags, masks and gloves that are necessary for the cleaning works.
     4. The Contractor shall ensure the site supervisor is contactable by mobile walkie-talkie at all time during his shift duty.
     5. The Vendor shall comply with application local laws, especially the Employment Act and Environmental Public Health Act when hiring cleaners. The Vendor shall further ensure that Cleaners deployed to work in The SCCC are of satisfactory medical health condition. When needed, proof of medical health from a Singapore registered medical practitioner must be submitted to The SCCC for verification before commencement of work on site.
     6. The cleaners shall be the front line staff to ensure that the site is kept in a clean and tidy manner to the satisfaction of the SO. Where applicable, each cleaner shall be given floor and/or functional responsibilities. The Vendor shall submit an organization chart, with pictures, names and contact numbers, showing which cleaner(s) is/are responsible for which floor/function. Throughout their working hours, the cleaners shall devote their time patrolling the premises and keep the cleanliness level in pristine state.

It shall be noted that the staff shall not work beyond the maximum hours of overtime work allowed by the Ministry of Manpower, unless an exemption notice has been issued by MOM. The Vendor shall submit a copy of the exemption notice to the SO for verification and record keeping.

1. **KEY MANDATORY REQUIREMENT**
   1. Tenderers must first satisfy the following critical evaluation criteria before their tender proposal will be considered:

|  |  |  |
| --- | --- | --- |
| **S/N** | **Category** | **Description** |
| a) | Attendance | Attended the compulsory Tender Briefing |
| b) | Safety Standard | Assessed by WSHC and given BizSafe 4 and above at the date of Tender Closing. |
| c) | Track Record | This shall include, without limitation, the following considerations:   1. At least three (3) years of experience in providing cleaning services and has provided at least two (2) similar cleaning services for office building with performance venues with GFA of minimum 30,000m2 within that period. |
| 1. EPPU requirements of EPU/SER/46 Service (Cleaning) with the financial grading of not lower than S8 (S$10,000,000) and provide information of their Net Tangible Asset and Revenue. Capability/Capacity of the management team, source of funds and financial viability and stability. |
| 1. Validity Licenced by the National Environment Agency of Singapore for Cleaning Business Licence. |
| 1. BCA Registered Contractors with FM02 Housekeeping, Cleaning, Desilting & Conservancy Service Grade L5 and above. |
| 1. Clean Mark “Gold” award under the Clean Mark Accreditation Scheme administered by the National Environment Agency of Singapore |
| 1. Complies with the Progressive Wage Model (PWM) requirements which comes under the Cleaning Business Licence Scheme administered by the National Environmental Agency (NEA) |

1. **ASSESSMENT FOR OTHER EVALUATION CRITERIA**
   1. Tenderers who have satisfied the mandatory requirement above will be evaluated based on the following weightages:

|  |  |  |  |
| --- | --- | --- | --- |
| **S/N** | **Category** | **Description** | **Weightage** |
| a) | Conformity to Tender Specifications | Conformity to requirements as stated in above. | Mandatory |
| b) | Jobs/Training/Manpower Deployment/Washroom supplies material  Compliance | Proposal for the manpower deployment with a record of all their training to be submitted and ensure they met the requirements stated in this Tender together with the material sample submission for destructive testing. | 40% |
| c) | Pricing | Price competitiveness based on proposal. | 50% |
| d) | Value-add services (if any) | Robotic cleaning machine, any machine that will contribute / improve the productivity. | 10% |

1. **SUBMISSION REQUIREMENT**

You are required to submit the following additional documents as part of the Submission.

* 1. Company Profile: ISO, Safety records (if any) and other accreditations
  2. Staff Training Plan
  3. Proposed Implementation Plan / Roll out plan
  4. Organisation structure and Manpower Deployment

Setup and structure of the Tenderer including the details of all key employees, contact numbers and the overall organization strength. The details of the key employees shall include their qualifications and years of experience both within the industry and with the firm. Manpower deployment plan shall include the proposing of working hours of the workers etc.

* 1. Proposed Management Plan

The proposal shall highlight all relevant management aspects such as the team structure, the management strategy and the demonstration that the Tenderer has the capabilities and capacity to deliver the standard and level of service required by SCCC as set out in the Specifications and throughout the Tender Document.

* 1. SOP Development & Management Plan, SOP for Emergency Response, Business Continuity Plan and Crisis Management Plan
  2. Workplace Health & Safety Management & Audit Plan
  3. Proposed system to manage and control all records and information (breakdown, repairs, complaints, feedback, instructions etc.) to ensure smooth running and maintenance of the operations on Site.
  4. Staff incentive Proposal
  5. Any other information such as quality, list of partners and sub-contractors etc.
  6. Value-added service (if any)
  7. Submission of samples, such as soap, air freshener, toilet paper for destructive testing when requested. This shall be provided at Tenderer’s cost.

1. **QUERIES**

All queries pertaining to this tender are to be directed to:

Mr. Thong Saik Fai, Alvin

Manager, Estates

Tel : 6812 7602

Email : [estates@singaporeccc.org.sg](mailto:estates@singaporeccc.org.sg)

Mr. Phua Ann Chuan

Assistant Director, Estates

Estates Department

Tel : 6812 7608

Email : [estates@singaporeccc.org.sg](mailto:estates@singaporeccc.org.sg)

The Centre reserves the right not to entertain queries which it considers to be irrelevant, spurious or prejudiced to one tenderer.

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| **TenderER’S OFFER** | | | | **FORM A** |
| To: Singapore Chinese Cultural Centre  1 Straits Boulevard, #11-01, Singapore 018906 | | | **Tender No:** | **SCCC/EST/2022/003** |
| **Name of Tenderer:** |  | | | |
| **Tenderer Address & Telephone No:** |  | | | |
| 1. We, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (name in block letters) hereby offer and undertake on the acceptance of this tender to supply, deliver, install, test, commission and maintain all the works and items as mentioned in the Technical Specifications and subject to the Conditions of Contract.   Our tender is made to subject to the Conditions of Tender and we agree that our tender remains open for consideration for a period of **180 days** commencing on the closing date for the submission of tenders i.e., on **07 October 2022, 2.00pm.**   1. We understand that you are not bound to accept the lowest or any tender you may receive and that you reserve the right to and we agree that you may accept our tender in whole or in part in accordance with of Tender Guidelines.   Unless and until a formal agreement is executed, as may be required by you in the Tender Guidelines, our offer with any authorised Variations and your written acceptance thereof shall constitute a binding agreement between us.   1. We agree that as and when requested by SCCC, we shall extend the validity of this offer for one or more periods not exceeding in total \_\_\_\_\_\_\_\_ calendar months. 2. Our price (herein referred to as the “Contract Price”) for the equipment and services to be supplied, installed and provided by us is: **S$**\_\_\_\_\_\_\_\_\_\_\_\_\_, excluding GST. 3. A breakdown of the Contract Price for the equipment and services is given in the Priced Schedule attached hereto. 4. We further undertake to give you any further information, which you may require.   Dated this \_\_\_\_\_\_\_\_\_\_\_ day of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, 2019. | | | | |
| Tenderer’s Company or Business Registration No: | | Tenderer’s official Stamp: | | |
| Authorised Signature: | |
| Name: | | Telephone/Handphone No:  Fax: | | |
| Designation: | | Email: | | |
| *NOTICE : This Form must be duly completed and signed. Any change to its wordings may render the Tender liable to DISQUALIFICATION.* | | | | |

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| **TENDERER’S PROFILE** | | **FORM B** |
| Company’s Name: |  | |
| Address: |  | |
| Country of Incorporation: |  | |
| Year of Establishment: |  | |
| Ownership: |  | |
| EPPU/BCA/NPA No.  *(State Financial Category)* |  | |
| GST Registration No. |  | |
| Total Paid-up Capital: |  | |
| *Please attach copy of the following:*   * *Organisation Chart* * *Latest Audited Balance Sheet and P&L Statement* * *List of Reference Customers* | | |

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| **PRICE SCHEDULE OF TENDERER’S OFFER** | | | | | **FORM C** | |
| **S/N** | **Staffing level** | **No. of Units** | **Schedule** | **Timing** | | **Rate per month** |
| 1 | Supervisor | 1 | Monday to Sunday including public holidays | 0730hrs to 1630hrs | |  |
| 2 | Cleaner (inclusive of 1 Tea Lady cum Cleaner) | 7 | 0730hrs to 1630hrs | |  |
| 3 | Supervisor | 1 | 1630hrs to 2200hrs | |  |
| 4 | Cleaner | 5 | 1630hrs to 2200hrs | |  |
|  | Supply of all necessary consumables and accessories including but not limited to the followings: |  |  | | |  |
| 6 | Air Freshener/Sanitiser (Gel type) Dispenser | 37 |  | | |  |
| 7 | Jumbo Roll and Holder | 76 |  | | |  |
| 8 | Electronic Auto Cut Paper Dispenser (battery type) | 25 |  | | |  |
| 9 | Liquid Hand Soap (pearl type with moisturizer) | 90 |  | | |  |
| 10 | Lady’s Sanitary Bin (weekly serviced) | 59 |  | | |  |
| 11 | Urinal Disinfectant/Deodorising Screen (last up to 45 days before replacement) | 33 |  | | |  |
| **Total per month** | | | | | |  |
| **Total per annum** | | | | | |  |
| **0Total for 24 months (CONTRACT PRICE)** | | | | | |  |
| **Upon Request, Ad hoc services:**   * + 1. Provision of cleaner at $ \_\_\_\_\_\_\_\_\_ per 8-hour shift per cleaner.     2. Provision of cleaner at $ \_\_\_\_\_\_\_\_\_ per hour per cleaner (minimum 4 hours).     3. Strip and wax vinyl floor tiles at $ \_\_\_\_\_\_\_\_\_ per sq ft.     4. Polish marble/granite floor at $\_\_\_\_\_\_\_\_\_\_ per sq ft.     5. Polish Timber flooring at $\_\_\_\_\_\_\_\_\_\_\_\_\_ per sq. ft.     6. Carpet steam shampoo at $ \_\_\_\_\_\_\_\_\_\_ per sq ft.     7. External façade cleaning at $ \_\_\_\_\_\_\_\_\_\_ per service.     8. Internal Glass wall Façade (high Level) Cleaning at $\_\_\_\_\_\_\_ per service   \* Ad hoc charges applicable to weekends and public holidays for both day and night shift. | | | | | | |

**Description of Works**

To supply cleaning services as per the Tender Document on Monday to Sunday (including public holidays) for a period of 24 months from **15th Dec 2022 to 14th Dec 2024** with an option to renew for another 12 months at the same price per annum.

**Notes:**

1. All charges quoted exclude GST
2. All prices shall include relief, supervision, management, their transportation and meals.
3. All prices shall include the tools of the trade for the sufficiency of the contract.
4. The Contract Price shall be for a period of 24 months with an option to renew for another 12 months at the same price per annum

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| **Tenderer’s Proposal – Equipment Specification** | | | **FORM D** |
| ***Item Name &***  ***Description*** | ***Compliance with Technical Specifications (Yes/No)*** | ***Information &***  ***Specifications*** | |
|  |  |  | |
| *NOTE : Fill in column for Item Name & Description as specified under “ Technical Specifications”* | | | |

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| **TENDERER’S PROPOSAL - EQUIPMENT SUPPORT AND MAINTENANCE** | **FORM E** |
| 1. Please provide detailed information / description including the following:   1. Number and qualifications of engineers directly responsible for maintenance 2. Preventive maintenance policy 3. Response time for unscheduled maintenance 4. Availability of parts and limits to price escalation 5. Maximum length of downtime before replacement equipment is supplied 6. Please state the Key Performance Indicator (KPI), Key Result Area (KRA) and Return Time Objective (RTO), etc for the proposal | |
| 2.1 Please state the Warranty Period for all equipment and services supplied in the contract.  2.2 Please state in detail the maintenance services that are free of charge during the period of warranty stated in para 2.1 above. | |
| 3. Please state the annual maintenance charges including managed services and hardware for the subsequent three (3) years and five (5) years | |

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| **TENDERER’S PROPOSAL – SOFTWARE SUPPORT** | **FORM F** |
| 1. Please provide detailed information / description including the following:   1. Number and qualifications of software personnel directly responsible for servicing the system 2. Details of local software support operations 3. List current clients that will substantiate software support claims 4. Response time of unscheduled software maintenance 5. Policy for distribution of software new releases, enhancements and accompanying documents 6. Availability of software personnel for occasional consultation | |
| 2.1 Please state the Warranty Period for all software and licenses supplied in the contract  2.2 Please state in detail the maintenance services that are free of charge during the period of warranty stated in para 2.1 above. | |
| 3. Please state the annual maintenance charges for software and licenses for the subsequent three (3) years and five (5) years. | |

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| **TENDERER’S PROPOSAL – TRAINING** | **FORM G** |
| 1. Please provide detailed information / description of the training you intend to provide, including the following:   1. Type 2. Frequency and duration 3. Venue 4. Cost 5. Training documents 6. Number of attendance if free of charge | |
| 2. Please propose the detail of the courses/seminars that will familiarize the user with the equipment and services proposed. | |

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| **MAJOR PROJECTS COMPLETED BY TENDERER’S COMPANY WITHIN THE LAST 3 YEARS** | | | | | **FORM H** | |
| ***Govt Bodies/Stat Boards/Other Clients*** | ***Title*** | ***Description of Project*** | ***Contract Value*** | ***Start Date*** | | ***End Date*** |
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| **CURRENT PROJECTS UNDERTAKEN BY TENDERER’S COMPANY** | | | | | | | **FORM I** |
| ***Govt Bodies/Stat Boards/Other Clients*** | ***Title*** | ***Description of Project*** | ***Contract Value*** | ***Start Date*** | ***End Date*** | ***Percentage now completed*** | |
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| **PROFILE OF TENDERER’S PROJECT TEAM** | | | | | **FORM J** | |
| (Please complete below and state clearly the qualifications and experience of the staff in your team who would be assigned to this project, if awarded.) | | | | | | |
| ***Name*** | ***Designation*** | ***Yrs of experience*** | ***Qualification*** | ***Experience(Past & current projects)*** | | ***Awards*** |
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| **STATEMENT OF COMPLIANCE** | **FORM K** |
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| S/N | Description | Compliance\* | | | Remark |
| C | NC | NA |  |
| **2.** | **General Specification** |  |  |  |  |
| 2.1 | Materials and Workmanship |  |  |  |  |
| 2.2 | Safety Regulations |  |  |  |  |
| 2.3 | Warning Signboards and barriers |  |  |  |  |
| **2.4** | **Scope of Work** |  |  |  |  |
| 2.4.1 |  |  |  |  |  |
| 2.4.2 |  |  |  |  |  |
| 2.4.3 |  |  |  |  |  |
| 2.4.4 |  |  |  |  |  |
| **2.5** | **Manpower Deployment** |  |  |  |  |
| **2.6** | **Switching Off of Lights** |  |  |  |  |
| **2.7** | **No Exclusive Use of Lifts** |  |  |  |  |
| **2.8** | **No Wastage of Water** |  |  |  |  |
| **2.9** | **Uniform and Name Tags of the Vendor** |  |  |  |  |
| **2.10** | **Equipment, Tools, Machines, Plants, Instrument and Materials** |  |  |  |  |
| 2.10.1 |  |  |  |  |  |
| 2.10.2 |  |  |  |  |  |
| 2.10.3 |  |  |  |  |  |
| 2.10.4 |  |  |  |  |  |
| 2.10.5 |  |  |  |  |  |
| 2.10.6 |  |  |  |  |  |
| 2.10.7 |  |  |  |  |  |
| **2.11** | **Vendor’s Duties and Responsibilities** |  |  |  |  |
| 2.11.1 |  |  |  |  |  |
| 2.11.2 |  |  |  |  |  |
| **2.12** | **Audit Programs** |  |  |  |  |
| 2.12.1 |  |  |  |  |  |
| 2.12.2 |  |  |  |  |  |
| 2.12.3 |  |  |  |  |  |
| 2.12.4 |  |  |  |  |  |
| 2.12.5 |  |  |  |  |  |
| **2.13** | **Emergency Response, Disaster Recovery and Business Continuity Plan** |  |  |  |  |
| 2.13.1 |  |  |  |  |  |
| 2.13.2 |  |  |  |  |  |
| **2.14** | **Cleaning Consumables and Supplies** |  |  |  |  |
| 2.14.1 |  |  |  |  |  |
| 2.14.2 |  |  |  |  |  |
| 2.14.3 |  |  |  |  |  |
| 2.14.4 |  |  |  |  |  |

| **STATEMENT OF COMPLIANCE** | **FORM K** |
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| S/N | Description | Compliance\* | | | Remark |
| C | NC | NA |  |
| **2.15** | **Permit-To-Work** |  |  |  |  |
| 2.15.1 |  |  |  |  |  |
| 2.15.2 |  |  |  |  |  |
| 2.15.3 |  |  |  |  |  |
| **2.16** | **Personnel Record** |  |  |  |  |
| 2.16.1 |  |  |  |  |  |
| 2.16.2 |  |  |  |  |  |
| 2.16.3 |  |  |  |  |  |
| 2.16.4 |  |  |  |  |  |
| 2.16.5 |  |  |  |  |  |
| **2.17** | **Work Programme and Access Control** |  |  |  |  |
| 2.17.1 |  |  |  |  |  |
| 2.17.2 |  |  |  |  |  |
| 2.17.3 |  |  |  |  |  |
| 2.17.4 |  |  |  |  |  |
| **2.18** | **Personnel Behaviour and Discipline** |  |  |  |  |
| 2.18.1 |  |  |  |  |  |
| 2.18.2 |  |  |  |  |  |
| 2.18.3 |  |  |  |  |  |
| 2.18.4 |  |  |  |  |  |
| 2.18.5 |  |  |  |  |  |
| 2.18.6 |  |  |  |  |  |
| **2.19** | **Liquidated Damage** |  |  |  |  |
| **2.20** | **Termination** |  |  |  |  |
| **2.21** | **Others** |  |  |  |  |
| 2.21.1 |  |  |  |  |  |
| 2.21.2 |  |  |  |  |  |
| 2.21.3 |  |  |  |  |  |
| 2.21.4 |  |  |  |  |  |
| 2.21.5 |  |  |  |  |  |
| 2.21.6 |  |  |  |  |  |
| **3.** | **Key Mandatory Requirement** |  |  |  |  |
| **5.** | **Submission Requirement** |  |  |  |  |

Please tick the appropriate boxes accordingly

**Note:** “C” – “Compliance”, “NC” – “Non-Compliance” and “NA” – “Not Applicable”

|  |  |
| --- | --- |
| Tenderer’s Name and Designation: | Tenderer’s Official Stamp: |
| Authorised Signature: |