



**Ministry of Infrastructure and Transport**  
**Royal Government of Bhutan**

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## Invitation for Quotation (IFQ)

Project title: **Outsourcing Cleaning Services, Ministry of Infrastructure and Transport (MoIT), Thimphu. for FY: 2023-2024.**

Contract Ref: \_\_\_\_\_

To:

\_\_\_\_\_  
\_\_\_\_\_

Dear Sir/Madam,

1. You are invited to submit your priced bid for the following.
  - i) Outsourcing Cleaning Services for FY 2023-2024.
2. The bidder(s) **must quote for all the items under this invitation.** Price quotations will be evaluated for **all the items together and contract awarded to the firm offering the lowest evaluated total cost and lotwise.**
3. The bidder(s) shall submit one original of the priced quotation with the Form of Bid and clearly marked ORIGINAL. In addition, the bidder(s) should also submit one copy marked as COPY. The quotation including all documents in the attached format should be sealed in an envelope as required by PRR 2023 clause 5.1.7.2 and addressed to and delivered at the following address

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Your quotation in the required format should be addressed and submitted to:

**The Head**  
**Procurement Division**  
**Office of the Secretary**  
**Ministry of Infrastructure and Transport, Thimphu**

4. The deadline for receipt of your quotation(s) by the Procuring Agency at the indicated address is before 10:00 AM BST on 30<sup>th</sup> November 2023 and will be opened at same day on 10:30 AM BST, 30<sup>th</sup> November 2023.
5. The bid shall be accompanied by a bid security of Nu. 25,000/- (Twenty-five Thousand) only in the form of cash warrant, demand draft or unconditional Bank Guarantee valid till 30/3/2024 and Any bid not accompanied by bid security shall be treated as non-responsive.
6. Quotation by fax or by electronic means (**are not**) acceptable.
7. The Bidder have to fill up the price schedules form in original provided by the Ministry and is not allowed to use any additional sheet. The bidding documents must be sealed and signed by bidders in each page without any overwrite and has to produce original and copy documents.
8. The quotation should be submitted as per the following instructions and in accordance with the attached Contract. The attached Terms and Conditions of Supply is an integral part of the Contract.
  - a) PRICE: all prices shall be quoted in Ngultrum. The quoted price shall be inclusive of all related costs including taxes, duties and other levies.
  - b) EVALUATION OF QUOTATION: Offers determined to be substantially responsive will be evaluated by comparison of their quoted prices as lot wise.

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(i) Where there is a discrepancy between amounts in figures and in words, the amount in words will govern and shall not be responsive. Therefore, quoted rate on figure and words shall be identical.

(ii) where there is discrepancy between the unit rate and the line-item total resulting from multiplying the unit rate by the quantity, the unit rate as quoted shall govern unless in the opinion of the Employer there is an obviously gross misplacement of the decimal point in the unit rate, in which case the line-item total as quoted shall govern, and the unit rate shall be corrected.

(iii) If the bidder refuses to accept the correction, this respective quotation/bids will be rejected and the bid security shall be forfeited.

c) AWARD OF PURCHASE ORDER: the award will be made to the bidder who is offering the lowest evaluated price that meets the price schedules. The successful bidder will sign a contract as per attached form of contract and terms and conditions of supply. The award shall be based on the bidder meeting the requirement and the decision of the awarding committee shall be final and binding in all respects.

9. VALIDITY OF THE OFFERS: your quotation(s) shall be valid for a period of one year from Award of Contract.

10. Further information can be obtained from: Procurement Officer, *Procurement Division, Ministry of Infrastructure and Transport, Thimphu @17592956 during office hour.*

11. The quotation(s) will be opened in the presence of bidders or their representatives who choose to attend at the specified venue and time.

12. The bidders are not bound to accept the lowest bid and reserves the right to accept or reject any or all the bids without assigning any reason whatsoever.

13. The bidder whose bid is accepted will be notified of the award of contract by the Ministry prior to expiration of the quotation validity period.

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## **Terms of Reference (TOR) for outsourcing cleaning services in the Ministry of Infrastructure and Transport (MoIT)**

### **Background:**

As a part of the Civil Service Reforms Initiatives, the Royal Civil Service Commission implemented the outsourcing of cleaning services for the offices around the Tashichhodzong area from January 2023 and was successful in terms of enhancing efficiency, accountability, cost-effectiveness and also reducing the administrative burden. Therefore, the Commission vide letter no. RCSC/HRMD/07/2023/0390 dated 7th August 2023 directed MoIT to initiate outsourcing of cleaning services with effect from January 1, 2024.

### **1. Description of services, Dry/Wet:**

The cleaning areas would include the MoIT offices **Consisting of 9 Blocks (ABC) and its surrounding premises**. The office partitions are mostly of aluminum frame, plyboard, and glass and most of the office floors are carpeted with woolen fabric, synthetic, linoleum, mosaic, marble, granites, and vinyl floors.

#### **1.1 . Dry Cleaning Services:**

##### **1.1.1. Roles & and Responsibilities of the cleaners,**

- i. Vacuuming of floor carpets, mopping of the mosaic floor, linoleum cleaning, and sweeping of other floors like entrance, landing, office building surroundings drains, and staircases on a daily basis.
- ii. steam/dry cleaning of carpets once every quarter of the year or as and when the need arises and remove stains wherever found and necessary
- iii. Dusting and damp wiping of working tables, chairs, and dewan on a daily basis using cleaning solutions like colin etc.
- iv. Dusting and damp wiping of telephone sets, computers, xerox copy machines, scanners, printers, etc on a daily basis using colin or disinfecting solution.
- v. All door handles, staircase railings, etc on a weekly basis using colin, or hand sanitizers.
- vi. The cleaner should always turn off the lights and other electrical appliances after work.
- vii. The cleaner should check and close doors, windows, ventilation, etc securely to avoid damages/breakages due to the blowing wind or allowing excess to unauthorized entry.

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- viii. When coming for duty the cleaner should always declare their belongings at the main gate to avoid complications during exit.
  - ix. The security guard on duty will always have the right to frisk at the main gate. Therefore, the cleaner should always cooperate with the guards on duty.

## **1.2 Wet Cleaning Services:**

### **1.2.1. Washrooms/Toilets:**

- i. Routine cleaning of all 29 (twenty-nine) toilet pots, floors, wash basins, sinks, urinals, mirrors, etc on a daily basis located in different offices and blocks.
- ii. Checking and changing of urinal sensor battery as and when required.
- iii. scrubbing tiled walls with detergents, polishing & and stripping weekly basis in ideal condition but may have to be carried out based on need basis.
- iv. Ensure that floors are always kept dry to avoid accidents due to slippery floors.
- v. Sanitary bins should be disposed of on a daily basis at the designated location and the bins to be washed & and sanitized weekly.
- vi. Cutting/uprooting of grasses surrounding the offices (within the setback) whenever necessary.
- vii. Cleaning and clearing of drains whenever necessary especially in summer.
- viii. Windows and doors are to be dusted daily and cleaned once every three months.
- ix. Daily emptying of the waste baskets/dustbins at the designated place, bins should be washed and sanitized monthly.
- x. Remove cobwebs, cleaning/dusting of walls, and wipe fire extinguishers whenever necessary.
- xi. Partake during mass cleaning campaign/ on call whenever there is an event (meeting, workshop seminar and any ceremonial & religious event).

## **2. Time schedule of cleaning and monitoring:**

- i. The cleaning during working days should be completed as per the schedule provided below:
  - Morning: Before 8.30 AM -thrice a week.
  - Evening: 5.30 PM but not later than 9:00 PM.
- ii. The monitoring and evaluation of the services shall be done at any point of time by the officer assigned to oversee the activities.
- iii. The cleaning service provider should maintain a daily log of activities which should be presented to the officer concerned for counter signature to verify the services performed on a daily basis. The signed log of activities should be attached to the monthly bills.

## **3. Brief Terms and Conditions**

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Interested bidders are encouraged to visit the offices during working hours to take stock of the number of rooms and their sizes by contacting the focal officer from the Procurement Division/HRD.

Initially, the outsourcing is for a period of two years and further renewal of the contract will be subject to quality service performance and feedback from the MoIT officials in the form of a feedback survey.

**1. Eligibility to bid.**

Only national bidder (s) holding valid trade license issued for providing the intended services by the Department of Trade, Royal Government of Bhutan.

**2. Pricing:**

The bid should be inclusive of all applicable taxes, and required equipment like vacuum cleaners, buckets, brooms, mopping items, dust collectors, reagents & and detergents.

**3. TDS:**

As per Royal Government of Bhutan rules and regulations.

**4. Tax Holiday:**

The bidder under the tax holiday scheme should furnish the necessary documents as proof and validation.

**7. Mode of Payment:**

The payment shall be made on a monthly basis against submission of invoice and verification by the authorized official.

For any ad-hoc activities, the service provider shall maintain record of work done and should be signed by the focal officer and the official coordinating the events.

**8. Performance Security:**

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The winning bidder shall submit 10 % performance security (PS) in the form of DD/BG/CW. The PS should be valid for a period of one month beyond the validity of the contract duration drawn in favor of the Chief Finance Officer, Finance Division, MoIT, Thimphu.

**10. Power of attorney:**

The power of attorney is required if the bid is prepared, signed, and submitted by someone other than the owner holding the license.

**11. Indemnity:**

The winning bidder shall indemnify and hold the employer harmless at all times from any kind of accountability and liability resulting out of the act or any issue arising with their cleaner (s) from all kinds of risk factors and no additional claim whatsoever shall be eligible for claim.

**13. Integrity Pact:**

The bidder shall sign and submit the attached integrity pact form. Non signing and submission of this form shall result in becoming their bids nonresponsive and will be rejected.

**14. Responsibility of Employer:**

A Committee shall be appointed comprising members from the departments and offices under the Ministry to cross-verify or check the standard of cleaning services on a daily basis once every morning.

The bill shall be cleared on a monthly basis only after verification of the service by the focal person.

**15. Accountability on firm and cleaner:**

- i. The Cleaners are not permitted to handle any official documents and movement of office properties outside of office premises.
- ii. Any documents lying on the table shall be properly stacked or arranged before cleaning.
- iii. In case of leakage of any official information/document and if verified that the source of leakage is from the service provider, the firm shall be held liable for legal action.

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- iv. In case of any damage to office properties in the process of cleaning, the service provider shall be held responsible for the damages and shall bear the cost of the damaged properties.

**16. Penalty**

The penalty equivalent to 0.1% of the total monthly bill will be deducted if the service provider fails to deliver any of the agreed services of the TOR. Should the service provider repeatedly fail to deliver the agreed services will result in terminating the contract and forfeiting the PS.

**17. Termination of Contract:**

Should the service provider due to unavoidable circumstances compelled to surrender/terminate the contract should provide one month's notice in advance citing proper reasons and shall surrender or hand over any equipment or item issued if any by the employer in proper shape and condition or pay the market price of similar quality, capacity, and brand.

**18. Termination of employer's convenience:**

The employer shall always reserve the right to terminate the contract at any given time for its convenience by providing one month's notice to the service provider. The service provider shall accept the termination notice without making any monetary compensation.

**19. Service Level Agreement (SLA):**

This document shall form part of the service level agreement (SLA) and the contract document.

**20. Service Quality:**

The service provider shall at all times maintain the highest quality standards.

Price Schedule

S/No	Brief description of services	Costing (Nu)		Remarks
		Per Hour*	Per Day	
01	Dry Cleaning Services			Bidder to indicate details of services as per the description of services above from S/No 1
02	Wet Cleaning Services			
03	Meetings			Workshops, seminar, conference, orientation etc.
04	Ceremonial events			Chadi works, religious events (rimdro, tendrel ceremony)
05	Cleaning campaign			
06	Any others			

*\*Only for ad-hoc activities / events*