

## TENDER NOTICE

### TENDER No. T/03/2011

### Cleaning, Office Boys, Tea Boys and Associated Services

The tender document may be purchased by local Companies registered with Tender Board who have sufficient experience in the works mentioned above, from the Contracting Section, Finance Department, Haya Water.

Office location:	OOSC Building, 2 <sup>nd</sup> Floor, Madinat Sultan Qaboos
Office hours:	7.00 am to 12.30pm and 1.00 pm to 3.30 pm, Saturday to Wednesday
Period of sale of Tender Document	12.01.2011 to 24.01.2011
Tender Fee:	RO: 118.000 (Rials Omani one hundred and eighteen only) Non-refundable
Payment method:	Cash, Demand Draft or Wire Transfer in favor of Haya Water (DD/Wire Transfer shall be inclusive of banker's commission by the paying bank)
Bid validity:	90 days from date of submission
Bid Bond:	1% of bid value, in favour of Haya Water valid for 90 days from date of submission
<b>Last date for submission of Tender Bids:</b>	<b>1200 Hrs on 31.01.2011</b>

Sealed Tenders along with all required documents shall be placed in Haya Water tender box with the tender title written on the cover and without any identity of the Tenderer.

For more details refer to Tender Page of our website [www.haya.com.om](http://www.haya.com.om). or Email to: [tender@haya.com.om](mailto:tender@haya.com.om)

## **SYNOPSIS OF SCOPE OF WORKS**

### **INTRODUCTION:-**

Haya Water (Oman Wastewater Services Company S.A.O.C) is empowered to manage the Muscat Wastewater Project and operation and maintenance of STP's for the whole of Muscat. Haya Water wishes to appoint Vendor who has sufficient experience in providing Office Catering and Cleaning Services.

### **LOCATION OF SERVICES FOR OFFICE CATERING AND CLEANING**

The Contractor shall be required to provide a regular and complete cleaning and catering services. The locations to be covered in this contract are as given elsewhere in the document and in the Contract Price schedule.

### **ALL ACCESSORIES TO BE PROVIDED BY THE CONTRACTOR:**

The provision of all utilities/ cleaning chemicals/ consumables/ equipments/ machines required for carrying out any part of the scope as detailed below will be in the Contractors scope and the contractor to build up the rates for the same for the locations quoted in the Contract Price Schedule.

All the utilities/ cleaning chemicals/ consumables/ equipments/ machines to be utilized for carrying out any part of the scope shall be to the approval of Haya Water. Haya Water will have the right to reject any utilities/ cleaning chemicals/ consumables/ equipments/ machines proposed by the contractor and can instruct the contractor to use alternative brands. However the contractor to ensure that all the utilities/ cleaning chemicals/ consumables/ equipments/ machines he uses should not create any damage to Haya Water property and should not leave any scars/ abrasions/ spots or unbeautiful any of the furniture/ floors/ cupboards, etc. The Contractor shall use the following brands of consumables or better quality with the prior approval of Haya Water but not limited to the following:

<b>Consumable</b>	<b>Brand</b>
Milk	Rainbow or equivalent
Air Freshener	Taib or equivalent
Floor Cleaning Liquid	Dac or equivalent
Toilet Paper	Klenx or equivalent
Office Tissue Paper	Palace or Al Madina or equivalent
Drinking Water	Jabal Al Akdhar or equivalent
Tea	Lipton, Lemon, Zatar, Mint, Green tea or equivalent. All the varieties shall be provided.
Sugar	Any approved quality
Coffee	Nastle or equivalent

Note: Any other consumables which are not mentioned above as required for the service shall be of approved quality with prior approval by Haya Water.

## DESCRIPTION OF THE WORKS

### Scope of Office Catering Service

Table 1- Estimated number of staff & visitors during a day

**From 1 March 2011 to 31 July 2011, before commencement of the new Head Office at Al Ansab**

Sr.	Location	Estimate number of staff & visitors during a day
1	Commercial Building	50
2	Head Office (Al Khuwair)	100
3	Project office (MSQ)	30
4	Operation Building (Al Ansab)	100
5	Darsait	30
6	Workshop/warehouse	50
7	Network/Operation STPs	60
	<b>Total</b>	<b>420</b>

**From 1 Aug 2011 to 28 Feb 2013, after the new Head Office at Al Ansab is occupied**

Sr.	Location	Estimate number of staff & visitors during a day
1	New Head Office	200
2	Operation Building (Al Ansab)	100
3	Darsait	20
4	Workshop/warehouse	50
5	Network/STPs	60
	<b>Total</b>	<b>430</b>

1. The contractor shall provide Tea boys (as per the number above) for serving all Haya water staff and the visitors at Head Office and Al Ansab Operation building from 7am until 4:00pm (30 minutes lunch break)
2. Provision of tea, coffee, etc (for people who do not prefer the coffee vending machine) and drinking water services in all Company's Office locations and STPs as mentioned above. The service shall be provided not only to the Company staff but also the visitors and any permanently employed contractor's staff.
3. Tea boys service to be provided maximum three times per day on all working days, Saturday to Wednesday (inclusive).

4. In addition to the above, the Service shall be provided to all staff and at Departmental meetings as and when required. This shall also include providing soft drinks and assorted biscuits etc on request.
5. The Contractor shall use filter coffee and shall include the provision and maintenance of all necessary percolators and urns, filter coffee shall be "Hills Bros" or equivalent approved brand.
6. During Ramadan period, dedicated coffee rooms will be made available for tea/coffee service. The Contractor shall make arrangements to serve tea/coffee in such rooms for non-fasting personnel (the coffee machine service will be stopped during the holly Ramadan of Ramadan).
7. The Service shall include complete provision of good Crockery, Cutlery, tea trolleys and any other equipment required to provide the Services.
8. At the beginning of the Contract the Contractor shall provide new sets of cutlery, crockery, tea trolleys and any other equipment required to provide this Service.
9. Provision of additional staff during meetings, workshops carried out at the company's main offices.
10. The Contractor shall keep required stock of the Consumables normally required for serving tea, water and coffee for at least one day ahead.
11. Maintaining sufficient stock of consumables (Coffee, tea, sugar, water etc) and other consumables in designated pantry (Kitchen) areas will be in contractor's scope and the contractor to include such rate for the same in the Contract Price Schedule.
12. Water Supply to be provided to all our STPs Sites on weekly basis.
  - The water provider (Through out the contract) provides HAYA a monthly certificate of bacteriological analysis for the drinking water that provided to Haya every delivery.
  - Ensure that the gallons of water delivered are new (bottled date to be included in the Certificate of analysis).
  - Regular weekly cleaning of all dispensers.
  - Water gallons should be cleaned before placing in the dispenser, with the person in charge to first clean his hands thoroughly with soap and water.
  - Practice of First In, First out Basis for placement of water gallons in the dispenser.
13. Sufficient stock of consumables should also be kept at the following place:
  - Wetland office
  - Security guards office
  - Network offices
  - Operation STPs
  - Workshop and Warehouse
  - Project office (MSQ)
14. The contractor should use their own mean of transportation to go from site to site.

15. The contractor shall provide two office boys (from 1<sup>st</sup> March, 2011 to 31<sup>st</sup> July, 2011) for Head office and Operations building. One more to be increased from 1<sup>st</sup> August 2011. Their working time will be from 7:00am to 4:00pm, 30 minutes lunch break (Haya may ask the office boy to report slightly earlier and or later (but the total number of hours will remain the same). The responsibility of the office boys, but not limited to the following:-

- Distribution of mails and letters etc between departments.
- Photocopying and binding documents when required
- Receiving guests and accompany them to the concern department/staff (if required)
- Go around the departments to see if any work need to be done
- Arranging files and does some files when required.
- Distribute stationary between departments when required.
- Feed the Photocopiers and fax machine with necessary paper and ensure all the machines have enough papers and tonner/cartridge is good
- Distribute stationary between departments
- Should go around the building and report any light need to be replaced.
- Should go around at least twice a day to ensure the toilets are functioning properly.

16. The contractor shall provide Vending machine and maintaining sufficient stock of consumables (Coffee, tea, sugar, cups etc) in below vending machines will be in contractor's scope and the contractor to include such rate for the same in the Contract Price Schedule.

17. The Vending Machine shall serve but not limited to the following:

- Espresso
- Black Coffee
- White Coffee
- Cappuccino
- Moccacino
- Chocolate
- Chocolate Milk
- Premix Coffee
- Cardamom Tea
- Macchiato

18. The contractor has to provide the vending machines at the following locations:-

**From 1 March 2011 to 31 July 2011, before commencement of the new Head Office at AI Ansab**

<b>Locations</b>	<b>Vending machines</b>
Head office	2
Operations building	3
Workshop/warehouse	1
Darsait STP	1
Project Department (SQM)	1
Composting Unit	1
Total	<b>9</b>

**From 1 Aug 2011 to 28 Feb 2013, after the new Head Office at AI Ansab is occupied**

<b>Locations</b>	<b>Vending machine</b>
New Head office	8
Operations building	3
Workshop/warehouse	1
Darsait STP	1
Composting Unit	1
Total	<b>14</b>

## Scope of Cleaning Service

Table 2: List of Haya Water Buildings

No of Days	Head Office in Al Khuwair including commercial Building and Project Building New Head Office (AL Ansab)			Operation Building, workshop/warehouse, security main gate room and STP site in (Al Ansab) Wetland office			Darsait Offices			Composting Unit in Al Amerat		
	No. of Times a day			No. of Times a day			No. of Times a day			No. of Times a day		
6 days a week	Flooring office and furniture	Toilets	Motor Vehicles	Flooring and furniture	Toilets	Motor Vehicles	Flooring office and furniture	Toilets	Motor Vehicles	Flooring and furniture	Toilets	Motor Vehicles
	One Time a day	Four times a day	One time a day	One Time a day	Four times a day	One time a day	One Time a day	Four times a day	One time a day	One Time a day	Four times a day	One time a day

- The cleaning service should cover, the Security guards' rooms at Al Ansab and Darsait to be cleaned daily, Wetland office to be cleaned every alternative day and tanker off-loading area at Al Ansab to be cleaned daily.
- The contract should provide a suitable bicycle or a motor bike for the cleaner who clean the STP at Al Ansab for easy and quick cleaning
- The cleaners who will be working inside the Al Ansab STP, should be provided with necessary training for working in such area.

Table 3:- List of Vehicles (Estimated No of Vehicles to be cleaned)

Locations	Total no of Vehicles
Head Office (including Commercial Building) & New Head Office (Al Ansab)	44
Operation Buildings & workshop/warehouse in Al Ansab	60
Darsait STP	5

Total	110
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- 1) The office floor cleaning shall be done One hour before the Start of Normal Haya Water Office hours or as instructed by Haya Water. The toilet cleaning shall be 1 hour before the start of the normal working time and three times thereafter until end of the day of Haya Water Office Hours. The existing Office hours at different locations for Haya Water are indicated elsewhere in this Terms of Reference.
- 2) All hard flooring to offices, corridors, entrance halls, stores, and the like shall be swept clean before being washed and dried with mops. All furniture fixed and loose shall be dusted, all ashtrays shall be emptied and cleaned and all waste baskets/bins shall be emptied and contents removed to a designated refuse collection bin outside the building. All such bins and bin areas shall be kept clean and tidy at all times to prevent litter and rubbish being spread/blown to other areas of the complex. The bins/receptacle lids shall be kept firmly closed at all times. Any defects in these containers shall be reported immediately to the Company Representative. Note that provision of all such Waste baskets/ bins and other utilities required for the same are included in the scope and should be provided by the contractor for the contract period.
- 3) All toilets and Ladies rest rooms shall be thoroughly cleaned, floors washed and dried with approved soap, water and disinfectant. Toilet pans, bowls, urinals and water closets shall be thoroughly cleaned with approved cleaning solution. All basins, chrome ware and similar sanitary units shall be cleaned with a non abrasive cleaner and left in a dry state. Liquid soap holders refilled, toilet tissue rolls replaced as required, always leaving at least one full spare in each cubicle, paper and/or roller towels replaced as required. Used paper towels removed and hygiene waste baskets in female toilets emptied. Wipe down tiled walls to remove splashes. Clean and polish all mirrors, all toilets to be sprayed with air freshener. The provision of all such air fresheners (Automatic/ Manual) shall be in contractor's scope.
- 4) Alternately to freshener spray, the Contractor may propose to use automatic air fresheners that are activated by opening of the main door or similar devices. Such proposals shall be clearly outlined in the tender submission. Once installed such devices shall be regularly checked and constantly charged.
- 5) Within the ladies toilet facilities in the cubicles where no sanitary towel disposal units exist, the Contractor shall provide at all times a stock of specialist sanitary towel disposal bags and specialist disposal bins. Such bins shall be emptied at least twice per day. Cost related to these items shall be deemed to be included in the Contract Price schedule.
- 6) In addition to daily cleaning toilets situated in or adjacent to industrial facilities that are heavily used shall be subjected to an extra general clean/check each day. This extra visit shall be programmed late mid morning when the toilets shall be thoroughly cleaned. However this cleaning operation should not render the facility inoperable.
- 7) Company cars as indicated in the list above should be vacuumed, washed and cleaned both inside and outside the car on a daily basis.
- 8) Water dispensers and their surrounds shall be cleaned with appropriate cleaners and the areas left in a tidy condition. Use of a brush necessary to scrub off water stains in grooves.

### **Monthly Service**

- 1) After mopping all floors, apply non-slip wax polish and buff with mechanical buffing machine with the exception ceramic/clay tiles in toilets) when and where required.
- 2) However Manager's offices and Conference rooms shall be treated separately on a flexible arrangement which shall be agreed locally with the concerned Secretary or relevant custodian.

- 3) Walls in all areas shall be checked and any scuff marks, stains and the like removed with suitable non-abrasive cleaners.
- 4) Remove dust build up from ledges above door and window architraves, floor skirting, notice board frames AC ventilation grill faces, door vents and the like.
- 5) All glass to windows, doors and screens shall be cleaned by washing or other approved method both inside and outside.

### **Quarterly Service**

- 1) All tiled walls in toilet areas and the like shall be thoroughly washed with a non-abrasive cleaning fluid/solution, rinsed and polished dry with a soft cloth to remove all water marks, dust build up and other similar stains. Any areas of loose tiling found on such occasions shall be reported immediately to the Company Representative.

### **GENERAL**

- 1) Contractor to provide suitable quantity of paper towel Dispensers in use in various office premises and the like. The Contractor shall be responsible for their regular maintenance including supply of all spares that may be required and shall replace them as and when a dispenser becomes unserviceable for whatever reason.
- 2) Costs of dispensers provided by the Contractor throughout the Contract Period shall be deemed to be covered by the rates in the contract Price Schedule for that particular location. Such dispensers shall, at the end of the Contract be considered as Company property and will remain in place at the completion of the Contract Period.
- 3) Contractor to provide suitable quantity of Roller Toilet Paper Dispensers that are in use in the toilets. The Contractor shall be responsible to ensure that toilet rolls for these are regularly filled up. The Contractor shall regularly check that these dispensers are in working order. If any such dispenser becomes inoperable for any reason whatsoever then the Contractor shall replace the dispenser with new ones.
- 4) All toilets within the office and the like areas are fitted with liquid soap dispensers. The Contractor shall be responsible to ensure that these are regularly topped up.
- 5) The Contractor shall supply and maintain at all times in each toilet throughout the Contract Area one toilet bowl brush in a matching purpose made holder/bowl. Brushers or complete sets shall be changed as and when they become worn or when the holder/bowl becomes damaged or goes missing. The brushes and holders shall be kept in a clean condition at all times. (The initial supply of the foregoing shall be within 7 days of the commencement of the Contract).
- 6) The Contractor shall provide to the Company Representative a working schedule for the daily, Monthly and Quarterly works.
- 7) The Contractor shall at all times keep all stores, cleaning rooms, cupboards and the like allocated to him for the purpose of executing the aforementioned works, in a clean, tidy and safe condition. At no circumstance is the Contractor allowed to store his materials in the electrical rooms and under staircases.
- 8) The Contractor shall at all times be equipped with materials, manpower and equipment to respond to and clear up debris/damage and the like that may be caused from leakages, burst, rainwater and accidental spillages of any kind. Such matters may require attendance at any time. The Contractor shall therefore have the ability to respond on 24 hours basis, 365 days per year and shall provide a telephone number for out of hour's contact where a responsible

person familiar with the Contract may be contacted to organize necessary resources. Cost involved in these operations shall be deemed to be included in the Contract Price schedule.

- 9) The work shall comprise of the provision of specialist cleaning services as and when required basis, generally on location of soft furnishings and curtains in office areas.
- 10) Cleaning shall be carried out with specialized equipment provided by the Contractor which shall be capable of performing the function required of cleaning the furnishings and recovering the resultant dirty cleaning fluids, ensuring the surrounding area is not affected.
- 11) The Contractor shall be responsible to clear all materials, equipment and protection from the site and cleaning/drying of windows and or general adjacent surfaces affected by the operation on completion of the work.
- 12) The Company shall normally give three working days notice of requirement of services. Work on any one order shall be completed within 24 hrs of commencement.
- 13) The Contractor shall provide the Company with an emergency contact telephone number, and have the ability to respond with equipment and labour to any emergency situation. Such contact/response shall be available 24 hrs per day throughout the Contract Period. Response period on such occasions shall be within 2 hrs.
- 14) Cleaning of sofa sets, dining chairs and office chairs shall generally be via heated water based solutions. However, it will be the Contractor's responsibility to ascertain the color fastness and other properties of the material being cleaned and employ the correct solution for each case.