

TENDERER'S TECHNICAL OFFER (ORGANISATION & METHODOLOGY) (Note 3)

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

A technical offer is to be provided by the Economic Operator in response to Terms of Reference. The submission shall be in a structured form and is to be in the same sequence as listed hereunder for ease of reference and evaluation.

Tenderer is to submit the following as part of his/her Technical Offer:

A - Employees to be employed on contract

A1 - Skills and capabilities (Mandatory)

Bidders must provide a declaration confirming the following for each cleaner to be employed on this contract:

- i. Provision of basic training as specified in Article 6.1.1 of the Terms of Reference, consisting of:
 - a) Basic Cleaning Training
 - b) Use of Chemicals Training
 - c) Health & Safety Training related to cleaning
- ii. Ability to communicate in Maltese and/or English as per Terms of Reference Article 6.1.1
- iii. Are in possession of a clean police conduct as per Terms of Reference Article 6.1.1.
- iv. Are in possession of the Protection of Minor's Act (POMA) Certificate as per Terms of Reference Article 6.1.1

B - Contract Management and Operations

B1 - Contract Manager/Supervisor (Mandatory)

The Economic Operator is to provide a list of measures in the form of a report of approximately 800 words as per Terms of reference Article 6.1.1 so as to ensure the below:

- i. Time keeping
- ii. Adequate levels of service
- iii. Practice of Waste Management and sorting of waste as per relevant waste separation management system adopted by the Colleges in line with prevailing Wasteserv Malta guidelines

B2 - Contingency Plans (Mandatory)

Bidder must submit a contingency plan of approximately 800 words in the form of write-up which is to include the response time of two (2) hours, maximum, and back-up emergencies outlined in the Terms of Reference under Article 3.2 in the event of emergencies which may include but are not limited to the provisions for the following:

- i. Immediate replacement of employees not being able to carry out their duties such as Sick employees (bidders are to ensure that cleaners reported sick will be replaced)
- ii. Industrial actions effecting the service providers workforce
- iii. Breakdown of public transportation system that may affect the ability of the cleaning staff to arrive punctually to the workplace (bidders are to ensure that in case of a breakdown in public transport the Cleaning services are still provided as per contract)

B3 - Reporting Requirements (Mandatory)

The Economic Operator is to submit draft templates indicating the following reporting requirements. The Reporting Requirements shall include the following, in line with Article 7.1 of the Terms of Reference.

Bidder has to submit;

- i. Draft Monthly reports to illustrate the number of hours rendered in cleaning services per location for the respective month.
- ii. Draft incidents report in case of accident
- iii. Draft Inspections Report

B4 - Methodology (Mandatory)

The Economic Operator is to submit a proposed methodology, through the submission of a write-up report of approximately 800 words as an understanding of the Terms of Reference specifying the importance of a successful execution of activities, which shall include:

- (i) An explanation of the risks affecting the execution of the contract and how the economic operator shall mitigate these risks in order to achieve the Specific Activities outlined in Section 3 - Terms of Reference Article 4.2
- (ii) Roster methodology - Show how the use of resources will ensure the effective and efficient delivery of the tasks as per Article 4.3 of the Terms of Reference)
- (iii) How thorough inspections, including the frequency of inspections are going to be carried out as per Terms of Reference Article 7.1 and 8.1

B5 - Uniform/Attire and GPP criteria (Mandatory)

Uniform / Attire

The Economic Operator is to provide photos/visuals/images of the summer and winter uniforms/attire to be worn by the cleaners. Pictures/Visuals/Photos need to illustrate all the minimum requirements for the uniforms as stipulated in Section 3 Terms of Reference Article 6.1.2.

- i. A full summer uniform consisting of shirt and trousers and non slip shoes
- ii. A full winter uniform consisting of sweater and trousers and non-slip shoes

GPP Criteria

Adherence to GPP minimum requirements as listed in the Terms of Reference Article 4.4.

The bidder must supply a list of the products that will be used, together with proof of compliance with the specifications. Proof is to be submitted that the products carry (a) either the EU Ecolabel or (b) if the products do not carry the EU Ecolabel the following information must be clearly provided:

- For each product offered, all substances contained above 0.01% by weight of the final product must be listed, together with the CAS-Number³ (where available) and any risk phrases with which they are classified.
- The name and function of all biocides must be listed. For all biocides classified as R50/53 or R51/53 the log Pow or BCF must be given.

The total quantity of elementary phosphorus must be given.

C - Social Aspects

C1 - Equal Opportunities

Proof that the employer meets the legal requirements as per Chapter 210 of the Laws of Malta for the employment of persons with a disability. Valid proof through appropriate documentation from Jobsplus (or equivalent) is to be provided outlined in the Terms of Reference under Article 6.1.3. Proof through appropriate documentation from Jobsplus (or equivalent). (Mandatory)

C2- Employment Conditions

The Economic Operator is to submit proof indicating the following:

- i. wages are being paid by credit transfer- all costs are borne by the contractor - (Bidder is to submit proof, e.g. Agreement with Banks or statement showing transfer or written communication confirming the above requirement) (Mandatory)
- ii. employees are provided with a payslip, (Bidder is to submit a copy of an employee's payslip) (Mandatory)
- iii. employees have a written contract, (Bidder is to submit a copy of an employee's written agreement or template thereof) (Mandatory)
- iv. employees are provided with transport allowance or provision, (bidder is to provide a copy of an agreement or payslip which clearly attests this) (Add-on)

- v. employees have no restrictions in joining a trade union a declaration is to be provided by the bidder (Mandatory)

- vi. A valid Collective Agreement in place - A collective agreement is in place and registered with the Department of Industrial and Employment Relations (or an equivalent foreign authority if the Economic Operator is registered abroad. In all instances, the collective agreement must include the criteria of employment law conditions as set by Employment and Industrial Act (EIRA) Cap 452 and subsidiary applicable Legislations. If a company is registered in a foreign country and has a collective agreement in place the Economic Operator shall also submit a self-declaration whereby it is declared that such agreement include the minimum criteria of Employment Law as described above (Add-on)

EIRA CAP 452 may be accessed from

<http://www.justiceservices.gov.mt/DownloadDocument.aspx?app=lom&itemid=8918&l=1>

Economic Operators are to provide a copy of a valid collective agreement, as an attestation of the above. It is the responsibility of the Economic Operator to provide valid proof that the collective agreement was duly registered with the DIER. In addition, of a company is registered in a foreign country and has a Collective Agreement in place, the Economic Operator shall also submit a Self-Declaration whereby it is declared that such agreement includes the minimum criteria of Employment Law as described above. (Add-on)

- vii. Health and Safety Resources as outlined in the Terms of Reference under Article 10 - The economic Operator is to provide a write-up of approximately 800 words which shall include the measures to be used to ensure the best Health and Safety policies for employees during all cleaning tasks which include cleaning services from heights, for façade and internal windows cleaning (Mandatory)