

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

*N.B. The Key Experts Form, the Statement of Availability Form, the Self-declaration form for Key Experts (relating to public employees) and CVs & Literature are subject to Note 2.
Any other components of the technical offer are under 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.

- 1. Technical Offer (Organisation & Methodology) ^(Note 3)**
- 2. Literature List ^(Note 2)**
- 3. Sample List ^(Note 3)**

The Technical Offer shall include the following requirements:

A. Employees to be employed on the Contract

A.1 - Skills and Capabilities:

- i. Economic Operator is to submit a Declaration that all personnel performing the requested service shall be given basic training in the provision of cleaning services and refresher courses, which are to include sessions on infection prevention and control, general hygiene and waste management. A proposal including lists of lectures and subjects to be covered is to be submitted. Personnel performing the requested service shall be provided with regular in-service refresher lectures during the performance of the contract at a minimum frequency of two hours per year per employee. The training should be delivered by competent persons.

As per Section 3 'Terms of Reference', Clause 4.2 'Specific Activities', Specs 1.2.4 'The provision of Training for the Contractor's Employees' and Spec 2.15 'Staff Training'

- ii. Declaration by the economic operator that all personnel performing the requested service have the ability to communicate in Maltese and/or fluent English.

As per Section 3 'Terms of Reference', Clause 4.2 'Specific Activities', Spec 2.14 'Written & Oral Skills'

- iii. Declaration by the economic operator that all personnel performing the requested service have a clean police conduct certificate.

As per Section 3 'Terms of Reference', Clause 4.2 'Specific Activities', Spec 2.4 'Police Conduct Certificate'

B) Contract Management and Operations

B.1 - Contract Management /Supervision

The Economic Operator is to submit the following;

- i. A Declaration that one suitably qualified full-time employed manager together with a deputy manager are to be assigned exclusively to AACC together with a team of two (2) qualified supervisors (Supervisor Residential Homes and Supervisor Community & Support Services) must be present in the times as indicated in the Terms of Reference - Spec. no. 2.3 - Managerial & Supervisory Staff.
- ii. A list of measures to ensure time keeping and employees attendance record.

As per Section 3 'Terms of Reference', Clause 4.2 'Specific Activities', Spec 2.5 'Employee Attendance Record'

- iii. A list of measures, including the proposed cleaners working shift/roster system, to ensure an adequate level of service.

As per Section 3 'Terms of Reference', Clause 4.2 'Specific Activities', Spec 5 'Hours of Work and Cleaning Staff required per month for each entity within the AACC'

B.2 - Back up Capacity (Contingency Plans):

The Economic Operator is to propose a Contingency Plan through the submission of a write-up report of approximately 2,000 - 2,500 words showing that the Economic Operator can realistically deal with unexpected and undesirable occurrences.

- i. Sick personnel,
- ii. Industrial action affecting the contractor's work force,
- iii. Break down of the public transportation system that may affect the ability of the cleaning staff to arrive punctually to their place of work.
- iv. National calamities where the number of clerks/receptionists is to be substantially increased at very short notice.
- v. Additional cleaning services that may be requested as and when required.

As per Section 3 'Terms of Reference', Clause 4.2 'Specific Activities', Spec 2.19 'Contingency Planning'

B.3 - Reporting Requirements:

The Economic Operator is to submit a write-up report of approximately 1,000 - 1,500 words together with templates indicating the following Reporting Requirements:

- i. Draft Monthly Report Template including timetables to illustrate the number of hours rendered in requested services for the respective month
- ii. Draft Monthly Report Template of Vacation Leave Planned for the subsequent month
- iii. Draft Report Template of the inspections to ensure an adequate level of the service
- iv. Draft Report Template in case of any incident or complaint logged by the Contracting Authority or any other entity under its remit, showing date, time, personnel involved and the circumstances of the case.

As per Section 3 'Terms of Reference', Clause 7.1 'Reporting Requirements'

B.4 - Methodology:

Economic Operator is to provide the proposed methodology (scheduled work plan) through the submission of a write-up report of approximately 2,000 - 2,500 words demonstrating the following:

- i. An understanding of the Terms of Reference and provide a comprehensive and holistic cleaning plan which covers all areas including:
 - Room Service
 - Spring Cleaning
 - Periodic Cleaning
 - Communal, Public and Non Public Areas

As per Section 3 'Terms of Reference', Clause 4.2 'Specific Activities', Spec 1.3 'Work and Work Routines'

ii. An understanding of the Terms of Reference with particular emphasis on:

- Hard and Semi-hard Floor Cleaning
- General Cleaning
- Pantry Cleaning
- Bathroom Cleaning
- Sanitary Cleaning
- Specialist Cleaning
- Catering

As per Section 3 'Terms of Reference', Clause 4.2 'Specific Activities', Spec 3.2 'Holistic Cleaning System'

B.5 - Other Requirements

i. Uniforms / Attire

The Economic Operator is to provide photos illustrating all minimum requirements set in the Terms of Reference.

As per Section 3 'Terms of Reference', Clause 4.2 'Specific Activities', Spec 2.9 'Appearance & Uniforms'

ii. Equipment

The Economic operator is to submit a detailed list of equipment to be utilised for the provision of cleaning services and the proposed implementation strategy.

As per Section 3 'Terms of Reference', Clause 4.2 'Specific Activities', Spec 3.3 'Cleaning Materials and Equipment' and 3.4 'Equipment'

iii. Green Public Procurement - Cleaning Products

The Economic Operator is to submit a list of cleaning products to be used during the contract. Safety Data Sheets for cleaning products must be presented. It is to be accompanied by proof that each product carries EU Ecolabel. In case of products, which do not carry the EU Ecolabel, please provide the documentation listed in the Verification available at Appendix 1 of the Request for Proposals Document.

As per Section 3 'Terms of Reference', Clause 4.2 'Specific Activities', Spec 3.3(g) 'Green Public Procurement - Cleaning Products'

C) Social Aspects - Any information regarding third parties is to be blacked out in line with the GDPR

C.1 - Equal Opportunities

N.B. to Economic Operators with no Employees:

'Economic Operators with no Employees' that are sub-contracting the services to known third parties, at tendering stage, are also to provide the necessary proof/evidence as per the set requirements of the 'Company with Employees' on behalf of the sub-contractors.

- i. Evidence that the Economic Operator is an Equal Opportunities employer in line with the Equality Mark or equivalent.

A copy of the NCPE (or equivalent) Equality Mark certificate is to be provided.

- ii. Proof that the economic operator meets the Legal requirements for the employment of disabled people.

Proof /evidence through appropriate documentation through Jobs Plus or the relative state body shall be provided.

C.2 - Employment Conditions

N.B. to Economic Operators with no Employees:

'Economic Operators with no Employees' that are sub-contracting the services to known third parties, at tendering stage, are also to provide the necessary proof/evidence as per the set requirements of the 'Company with Employees' on behalf of the sub-contractors.

All proof submitted should not rely on 3rd party information such as employee personal details. All 3rd party personal details should be blacked out.

The Economic Operator is to submit proof indicating the following:

- i. Existing/Potential Employees have a written contract
A copy of a contract agreement between the bidder and an employee is to be provided
- ii. Wages are paid by credit transfer - costs of which are borne by the contractor
Proof is to be provided e.g. Agreement between a Bank or Written communication between bidder and Bank confirming direct credit settlement of wages.
- iii. Planned schedule of payment dates for the years 2021 and 2022 indicating the dates when wages are paid to employees.
- iv. Employees are provided with a detailed payslip.
A copy of a payslip is to be provided.
- v. Contractor to provide proof of insurance cover to its employees in case of injury during work.
A copy of an Employers' Liability Insurance Cover is to be provided.
- vi. Declaration by the contractor of freedom of employees (no restrictions imposed) to join a Trade Union
- vii. The Economic Operator is to submit a copy of a Valid Collective Agreement that is in place and registered with the Department of Industrial and Employment Relations

viii. Health and Safety resources (quality assurance systems employed by the contractor to ascertain a good/safe working environment). Resources to be provided by economic operator for window cleaning to ensure safety to employees.

As per Section 3 'Terms of Reference', Clause 4.2 'Specific Activities', Spec 2.18 'Occupational Health and Safety'

ix. Free immunisations to staff. The economic operator is to submit a declaration that all personnel performing the requested service is given the required vaccinations at his expense especially Covid19 vaccine.

As per Section 3 'Terms of Reference', Clause 4.2 'Specific Activities', Spec 2.16 'Vaccinations'

Declaration of compliance in respect of Section 3 - Terms of Reference

I / We declare that as part of our technical offer, we confirm that the services will be in accordance with the Terms of Reference (Section 3).

Name of Tenderer / Company:

Company / Individual:

Signature:.....
(the person/s authorised to sign on behalf of the tenderer)

Date:

LITERATURE LIST (Note 2)

For GPP criteria:

List of literature that will be submitted

Item	Description
1.1	<p><u>GPP Requirements - Cleaning Services</u></p> <ul style="list-style-type: none"> i. presentation of a list of cleaning products that shall be used ii. compliance of said products with criteria as established by the National GPP and reproduced at Clause 4.2.D.iv - CLEANING SERVICES, of the Terms of Reference: <p>Proof is to be (a) either the EU Ecolabel or (b) if the products do not carry the EU Ecolabel the following information must be clearly provided:</p> <p>For each product offered, all substances contained above 0.01% by weight of the final product must be listed, together with their CAS-Number³ (where available) and any risk phrases with which they are classified.</p> <p>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.</p> <p>The total quantity of elementary phosphorus must be given. (The total quantity of phosphates per wash must be given).</p> <p>The Economic Operator is to submit a list of cleaning products to be used during the contract. Safety Data Sheets for cleaning products must be presented. It is to be accompanied by proof that each product carries EU Ecolabel. In case of products, which do not carry the EU Ecolabel, please provide the documentation listed in the Verification available at Appendix 1 of the Request for Proposals.</p> <p>As per Section 3 'Terms of Reference', Clause 4.2 'Specific Activities', Spec 3.3.1 (g) 'Green Public Procurement - Cleaning Products'</p>

SAMPLES LIST (Note3)

List of samples to be submitted within five (5) days from when notified to do so:

(The number of days is to be determined by the CA in accordance to the circumstances and nature of the procurement)

Item	Description	Reference in Technical Specifications
1.1	Samples of the chemicals, detergents and disinfectants which are being proposed to be used during the duration of the project as specified in the Terms of Reference. All samples must comply with the Green Public Procurement Criteria as per Appendix 2 of the tender document.	Section 3 'Terms of Reference', Clause 4.2 'Specific Activities', Spec 3.3(g) 'Green Public Procurement - Cleaning Products' And Appendix 2 (referring to GPP Criteria)