**INVITATION TO TENDER FOR THE PROVISION OF CLEANING AND PEST CONTROL SERVICES FOR IPI’S OFFICE AND TOILETS AT CHROMOS, #02-01**

1. **OBJECTIVE**
   1. IPI is seeking to appoint a cleaning agency to provide cleaning and pest control services for IPI’s office at 10 Biopolis Road, Chromos #02-01, Singapore 138670.
2. **INTRODUCTION**
   1. As a subsidiary of Enterprise Singapore, IPI is an innovation catalyst that assists Singapore enterprises to look for innovative technologies to enhance and grow their business, Through our multidisciplinary expertise and global network, we provide enterprises with access to innovative ideas and technologies. We facilitate and support enterprises’ innovation processes, including commercialisation and go-to-market strategies. Established in 2011, IPI has been serving many enterprises and partners across a wide spectrum of industries, covering different technical domains.
3. **SCOPE OF CONTRACT**

3.1 The objective is to ensure the cleanliness of IPI’s premises. The scope of works entails the provision of 1 part time cleaner (with an additional 1 covering personnel), materials, tools and all that is necessary for the provision of cleaning and pest control services for IPI’s office area of 4,076.29 square feet. All cleaning agents, related amenities and replenishment items shall be supplied by the appointed agency. The working schedule would be from Mondays to Fridays only, Saturdays, Sundays, and Public Holidays are excluded. Working hours are from 7.30am to 11.30am.

| **S/N** | **Service Description** | **Frequency** |
| --- | --- | --- |
| **A** | **Toilets and Shower Rooms** | |
| 1. | Cleaning of male and female toilets and shower rooms | Daily\* |
| 2. | Cleaning of mirrors in male and female toilets | Daily\* |
| 3. | Replenishment of urinal and WC sanitizer | Ad hoc, to ensure it is not empty |
| 4. | Replenishment of toilet papers and paper hand towels | Daily\* |
| 5. | Replenishment of hand soaps at toilet sinks | Ad hoc, to ensure it is not empty |
| 6. | Emptying of female sanitary bin and replacement of trash bags in female toilets | Daily\* |
| 7. | Emptying of rubbish bins in both toilets. All rubbish shall be removed and brought to designated areas for proper disposal. | Daily\* |
| 8. | Provision and maintenance of air refresher in both toilets | Ad hoc, to ensure it is working and not empty |
| **B** | **Pantry and R&R Area** |  |
| 1. | Cleaning of pantry area and sink, including cabinets | Daily\* |
| 2. | Washing of crockery and utensils at sink | Daily\* |
| 3. | Cleaning of microwave oven | Daily\* |
| 4. | Maintenance of coffee machine (washing, refilling of water) | Daily\* |
| 5. | Cleaning of refrigerator (including disposal of expired food items) | Weekly |
| 6. | Cleaning of water dispenser | Daily\* |
| 7. | Cleaning of furniture in the R&R area | Daily\* |
| 8. | Vacuuming of R&R and pantry area | Daily\* |
| 9. | Supply of paper hand towels dispenser and paper hand towels (type to be proposed by the contractor) | Daily\* |
| 10. | Supply of new kitchen table cloth for wiping and cleaning of kitchen cabinet surface. | Fortnightly |
| **C** | **Office Area** | |
| 1. | Cleaning of office interior – vacuuming of carpets, wiping of workstations and furniture, daily emptying of dustbins and replacement of trash bags as needed | Daily\* |
| 2. | Wiping of meeting and director rooms’ glass doors and partitions | As needed to ensure glass is clear without stains |
| 3. | Wiping of interior windows, blinds and walls | Monthly |
| 4. | Emptying of paper shredding machine | As needed |
| 5. | Cleaning of desktop phones and handsets with use of mild antiseptic solution | Daily\* |
| 6. | Shampooing and drying of carpets. To ensure that carpets do not give out a damp odour after washing. | Monthly |
| 7. | Cleaning of IPI’s furniture outside the office on 2nd floor | Daily\* |
| 8. | Watering of plants | Daily\* |
| 9. | Collection of dirty cups from the workstations to wash clean, followed by drying them at the pantry. | Daily\* |
| 10. | Disposal of large items, if any | Ad hoc |
| **D** | **Pest Control Services** | |
| 1. | Provision of pest control for all toilets and office interior | Monthly |

*\* Excludes Saturdays, Sundays and Public Holidays*

**4 SERVICE STANDARDS / KEY PERFORMANCE INDICATORS**

4.1 The scope of works as specified in item 3 shall be performed to IPI’s satisfaction in accordance to the frequency specified. In the event that the Contractor fails to make good or complete the works within the specified period, IPI reserves the right to withhold the payment for the respective month until the works are performed to IPI’s satisfaction.

4.2 Notwithstanding the preceding clause, IPI shall have the right to employ other persons to perform the works in a manner approved by IPI in order to complete the works. All costs incurred in contpsequence of such action shall be recoverable from the Contractor plus additional 20% of the total work is done.

**5 AUTHORISED ACCESS OF CONTRACTOR PERSONNEL**

5.1 For security reasons, the Contractor shall provide IPI with the particulars of two (2) appointed personnel, of which one shall be covering personnel, to be employed to perform the works relating to the Contract prior to the Commencement of the Contract.

5.2 The particulars will be screened by IPI and any persons found to be undesirable or unfit for the works shall not be employed for the contract.

5.3 Appropriate security passes provided by IPI shall be worn by the authorized Contractor staff carrying out the Contract works at all times when they are admitted to the Contract work areas. The Contractor shall ensure that their personnel are easily identifiable through either corporate uniforms or badges or other forms of identification subject to IPI’s approval.

5.4 In the event that none of the two authorized personnel are able to carry out the Contract works, the Contractor shall notify IPI at least 24 hours in advance and at the same time, provide IPI with the particulars of the covering/replacement personnel, subject to IPI’s approval.

**6 DURATION OF CONTRACT**

6.1 The contract shall be for a firm period of 28 months, tentatively from 1 December 2023 to 31 March 2026.

6.2 IPI reserves the right to further extend the contract for up to another 24 months which can be exercised in full or in parts as long as the cumulative period does not exceed 24 months. The extension of the contract shall be based on the quoted rates and terms and conditions as submitted in the quotation. Providers are required to complete the pricing table in the template in **Annex A**.

6.3 The Contractor shall be responsible to provide the services outlined in the agreed scope of work, failing which, IPI reserves the right to terminate the agreement by giving the agency a notice period of one calendar month.

**7 SUBMISSION REQUIREMENTS**

* 1. The submission of the proposal shall include the following:

1. Company’s track record and experience for the past three calendar years (2020 – 2022) (see suggested format in **Annex A**);
2. Latest financial statements of the company (preferably audited financial statements); and
3. Quotation with detailed cost breakdown, please refer and quote based on the price summary table in **Annex A.**

**8 EVALUATION CRITERIA**

8.1 Proposals received will be evaluated based on the following

| **Evaluation Criteria** | **Weightage** |
| --- | --- |
| Price competitiveness | 50% |
| Company’s track record and experience   * Relevant track record for the past three calendar years (2020 – 2022) (35%) * Financial strength & soundness (15%) | 50% |
| **Total** | **100%** |

**9 PAYMENT SCHEDULE**

9.1 Payment for the firm and optional requirements (if exercised) shall be made within 30 days upon receipt of the invoice or completion of services for the month, whichever is later.

9.2 Even though IPI may consider other payment schedule/terms proposed by the appointed Vendor, it reserves the right not to accept these schedule/terms.

**10 ADDITIONAL TERMS AND CONDITIONS**

* 1. IPI will conduct the evaluation based on the proposals submitted during the tender and may contact the tenderers to clarify on the submitted proposals. This does not imply acceptance of proposals.
  2. IPI reserves the right to award the contract in whole or any part(s) of the tender offer. IPI shall be under no obligation to accept the lowest priced or any Tender Offer.
  3. The appointed tenderer is responsible for taking all the necessary precautions not to cause damage to the building and its tenants’ premises and is liable to pay for the damages at their own cost during the project period.
  4. The appointed tenderer shall perform the Services in accordance with the Contract.
  5. If there is delay in the performance of the Services under the Contract due to any of the following circumstances, namely, acts of God, force majeure, riots and civil commotion, strikes, lock-outs or other causes or perils beyond the Contractor's control, then in any such case the Contractor shall for the duration of any such circumstance aforesaid, be relieved of his obligation to perform such Services thereby affected but the provisions of the Contract shall remain in full force in regard to any Services not affected by such circumstances aforesaid.

**11 CLOSING DATE**

11.1 The closing date and time for the submission of proposal is 15 September 2023, 1600 hrs sharp (Singapore Time).

11.2 All quotations will be voided if the proposals are not received through [ESHProcurement@enterprisesg.gov.sg](mailto:ESHProcurement@enterprisesg.gov.sg) by the above closing date and time. Apart from recipients within your company, please do not copy any other email addresses during submission of proposals.

**12 CONTACT**

12.1 For clarifications, please contact:

Name: Jan NG

Email: Jan\_Ng@ipi-singapore.org

**13 VALIDITY OF TENDER OFFER**

13.1 The offer shall be valid for 60 calendar days from the closing date of this tender.

**ANNEX A**

**SUBMISSION REQUIREMENTS**

|  |  |
| --- | --- |
| Submission requirements |  |