## INVITATION TO BID NO: 2023-036- PROVISION OF CLEANING SERVICES WITH A FRAMEWORK AGREEMENT FOR TWO YEARS

**Modification (1): Renumbering the items within Lot 9 in Annex 2 and including the location Tyre for pricing.**

The Lebanese Red Cross (LRC) hereby invites sealed bids from manufacturers/reputed firms/ registered suppliers for the supply of the following supplies/ services:

|  |  |  |  |
| --- | --- | --- | --- |
| **Lot #1** | **Item description** | **No. of Cleaner per month** | **Location** |
| **1** | Cleaning Services | 5 Cleaners/Month | *LRC Main building, section offices, PNS offices, containers, warehouse, DMS building, BTS Office* |
| **2** | 1 cleaner/Month | *Roumieh Warehouse* |
| **3** | 1 Cleaner/Month | *LRC HQ Hazmieh said Freiha street, Matta and Geha Bldg.* |
| **4** | 1 Cleaner/Month | *Baadba, Nursing School* |
| **5** | 2 cleaners/Month | *Training Center Jounieh Main Road* |
| **6** | 3 Cleaners/Month | *LRC/EMS - Hazmieh near Islamic Shiite Bldgs.* |
| **7** | 1 Cleaner/Month | *BTS Antelias Collection and Central Testing center, Rabieh Road- facing Le Charcutier- Lebanese Red Cross Building- First Floor* |
| **8** | 2 Cleaners each 4 Months | *BTS warehouses Located in Khalde, Antelias & Beit Al chaar* |
| **9** | 1 Cleaner/Month for each Location | *BTS Branch Located in Halba, Tripoli, Jbeil, Jounieh, chouf, Saida, Tyr, Nabatieh, Zahle, Rashaya* |

**TENDER DETAILS:** The Tender details are as follows:

|  |  |
| --- | --- |
| **INCOTERMS:** | DDP – Beirut Delivery Duty Paid |
| **Delivery address of the Bid:** | Lebanese Red Cross Head Quarters, Finance Sector, 1st floor, Spears Street, Kantari, Beirut, Lebanon |
| **ITB Published Date:** | October 13, 2023 |
| **Bid Submission deadline:** | November 9, 2023 / Time: 4:00 p.m. |
| **Deadline for questions:** | October 30, 2023 / Time: 4:00 p.m. |
| **Bids to be marked:** | Tender reference: **2023-036** Do not open before **November 9, 2023**” |

*All documents can be downloaded from* [*http://www.redcross.org.lb/*](http://www.redcross.org.lb/) *(Please select “Tender” from the menu at the top right of the page). Tenderers are advised to check the website regularly as any changes or additional information related to this tender will be updated via the website.*

*IMPORTANT INFORMATION REGARDING THIS ITB:*

1. Bid should be submitted typing and not hand written *(written by hand bids will be considered as ineligible)*
2. One sealed envelope should be submitted in person and not by email to LRC headquarters in Spears, Finance Department at the 1rst floor with the inscription: **ITB/ 2023-036 Do not open before November 9, 2023”** No other inscription should be included on this envelope.
3. All interested bidder in this ITB are requested to send an email with subject Reference ***INVITATION TO BID NO: 2023-036 PROVISION OF CLEANING SERVICES*** [rim.fares@redcross.org.lb](mailto:rim.fares@redcross.org.lb) indicating the willingness to be a part of this bid, this will enable you to receive any amendments or updates related to this ITB.
4. Bidders should possess a scanned copy of the Invitation to Bid (ITB) documents that are completed, signed, and stamped. These documents must be readily available to be sent to the Lebanese Red Cross (LRC) via email when requested.
5. The supplier is required to complete print, sign, and stamp all the pages of the invitation to bid.

**I. SELECTION AND AWARD CRITERIA**

This tender will be awarded to the lowest cost technically compliant bid.

## ADMINISTRATIVE EVALUATION *(Sign and Stamp)*

A bid shall pass the administrative evaluation stage before being considered for technical and financial evaluation. Bids thatare deemed administratively non-compliant may be rejected.

**DOCUMENTS LISTED BELOW SHALL BE SUBMITTED WITH YOUR BID:**

|  |  |  |  |
| --- | --- | --- | --- |
| **#** | **ANNEX** | **DOCUMENT** | **INSTRUCTIONS** |
| 1 | Annex 1 | LRC Supplier Registration Form | Complete ALL sections in full, sign, stamp and submit ***Mandatory.*** |
| 2 | Annex 2 | Bid Form | Complete ALL sections in full, sign, stamp and submit ***Mandatory.*** |
| 3 | Annex 3 | Detailed Specification | Complete ALL sections in full, sign, stamp and submit ***Mandatory.*** |
| 4 | Annex 4 | Past Performance & Bidder References: | At least Two Proof of similar working experience with local or international NGO, Public or private sector shall be submitted.  Proof includes: a copy of contract/purchase order signed or copy of Job Completion.  ***Note: notification of contract award is not a***  ***Proof of experience for LRC.*** |
| 5 | Annex 5 | Tender Award and Acknowledge Certificate | Mandatory, Signed and Stamped |
| 6 |  | Copy of company registration – (Ministry of Justice)- وزارة العدل) ) شهادة تسجيل شركة تجارية | Mandatory |
| 7 |  | Copy of tax registration (Ministry of Finance (وزارة المالية) شهادة تسجيل الشركة | Mandatory |
| 8 |  | Copy of VAT registration (Ministry of Finance)  (وزارة المالية) شهادة تسجيل في الضريبة على القيمة المضافة | If registered |
| 9 |  | اذاعة تجارية | Mandatory |
| 10 |  | IBAN official Document | Mandatory |
| 11 |  | GRC Annexes | Completed Signed and Stamped Mandatory |
| 12 |  | Statement of integrity AFD | Completed Signed and Stamped Mandatory |

## TECHNICAL EVALUATION

To be technically acceptable, the bid shall meet or exceed the stipulated requirements and specifications in the ITB.

A Bid is deemed to meet the criteria if it confirms that it meets all mandatory conditions, procedures and specifications in the ITB without substantially departing from or attaching restrictions with them. If a Bid does not technically comply with the ITB, it will be rejected.

LRC reserves the right to request alternatives for items that are deemed noncompliant with the technical requirements

All bids that pass the Technical Evaluation will proceed to the Financial Evaluation. Bids that are deemed technically noncompliant will not be financially evaluated.

The technical evaluation criteria are as per Annex 3 of Detailed Specifications and below table

**PLEASE COMPLETE ALL THE BELOW REQUIRMENTS (Mandatory):**

|  |  |  |
| --- | --- | --- |
| **FOR BIDDERS TO COMPLETE** | | |
| **Item #** | **Essential Technical Requirements** | **How to complete** |
| 1 | Minimum five (5) years of relevant cleaning experience within the local market | ☐ Yes ☐ No |
| 2 | All hired cleaners shall be registered under the name of supplier (legal proof is required ) | ☐ Yes ☐ No |
| 3 | Having the ability to provide environmentally friendly cleaning practices, and products. | ☐ Yes ☐ No |
| 4 | General Qualifications for cleaners: - Basic Training in office cleaning and knowledge of cleaning. - Previous experience in housekeeping - Minimum of 2 years of experience in the relevant field. - Working experience with international/National companies, is an advantage. - Able to communicate well in English or Arabic | ☐ Yes ☐ No |
| 5 | A supervisor should be available to visit the center, upon our call, and at any time needed and within 24 hours of the request being made, along with regular, documented, supervisory visits at least 2 times per week | Yes/No For adhoc visit, please specify the minimum notice period --------hour |
| 6 | A supervisor accompanying the cleaners during the 1st month for training and induction. | ☐ Yes ☐ No |
| 7 | Payment will be made on a monthly basis (**Payment will be released within 45 calendar days from the date of receiving the invoice and** LRCs confirmation of satisfactory provision of services. | ☐ Yes ☐ No |
| 8 | **Bid validity for evaluation:**  Bids shall remain valid for a period of three (3) calendar months from the deadline for the receipt of bids | ☐ Yes ☐ No |
| 9 | Attention should be given to the presentation of the cleaners, whereby all cleaners are to be dressed in supplier uniforms. Personal Hygiene of the cleaners, odor, cleanliness… | ☐ Yes ☐ No |
| 10 | The surface of the floor must be completed free of dust, stains, paint, stripes, shoe marks, anything split, and any other blemish that can be removed with standard industry techniques. | ☐ Yes ☐ No |
| 11 | Any defects noticed by cleaners must be registered and reported, to LRC, so that the necessary repairs can be made. | ☐ Yes ☐ No |
| 12 | The supplier will have to cover the cost of repairs for any damage to any asset in the facility caused by the cleaners, | ☐ Yes ☐ No |
| 13 | Suppliers to inform the cleaners that they will be working during most of the weekends and their day off  to be during the weekdays | ☐ Yes ☐ No |
| **Schedule of Service** | | |
| 14 | Leaves: | ☐ Yes ☐ No |
| -Annual leave entitlements as per applicable law |
| -Medical leave entitlement as per supplier’s policy |
| 15 | In exceptional cases where LRC requires the services of the cleaners beyond agreed upon working hours, the later shall be prepared to render overtime services, the cost of which shall be billed separately to the office in the same month. | ☐ Yes ☐ No |
| 16 | Bidder is already working with clients in or near to Spears/Hazmihe/Baabda aresa and is therefore able to deploy resources promptly to cover unexpected and/or last minute absences of the cleaners. | ☐ Yes ☐ No |
| 17 | warranty part:   1. Job done as per schedule with the specified workforce 2. Trouble free operation 3. Skilled and trained staff (Absence replacement guarantee within 2 hours) 4. Accommodation and transportation coverage | ☐ Yes ☐ No |
| 18 | To notify the supplier 24 hours before asking for the extra cleaners | ☐ Yes ☐ No |
| **Scope of Cleaning Services** | | |
| 19 | As per Annex 3 | ☐ Yes ☐ No |
| **Social Security, Medical and Life Insurance Coverage:** | | |
| 20 | It is responsibility of the Supplier to ensure the compliance with national legislation with regards to labor law, social security and medical insurance coverage for their employees | ☐ Yes ☐ No |
| **SAFETY AND SECURITY** | | |
| 21 | The supplier will have to provide:  1- a security clearance/ character certificate from local police authorities for all staff selected to deliver services at LRC. 2- A copy of the National Identity Card along with the photograph will also be provided to LRC for their records.   3- Work Visa (اقامة عمل) for each hired cleaner. | ☐ Yes ☐ No |
| 22 | The contractor should ensure that theirs cleaners sign a daily attendance register (to be provided by supplier) kept at each pre-designated premises.  -Log Books pages will be required to be submitted along with invoices at the end of the month. | ☐ Yes ☐ No |
| 23 | The supplier shall furnish in advance a monthly assignment sheet to reflect names of the Cleaning staff to be posted on duty. Any changes to the assignment should be notified in writing at least 48 hours prior to the change becoming effective. | ☐ Yes ☐ No |
| 24 | Visit the site is optional before biding, but the bidder is responsible for all the requirements | ☐ Yes ☐ No |

1. **TENDER PROCESS**

The following processes will be applied to this Tender:

 Tender Period

 Tender Closing

 Tender Opening

 Administrative Evaluation

 Technical Evaluation

 Financial Evaluation

 Contract Award

 Notification of Contract Award

## Instructions to bidders

Tenderers must meet all the requirements specified in the tender documents and therefore advised to go through the tender documents carefully before submission and be certain that they are able to comply with the specified terms & conditions.

1. **Bidding in lots:**

If the tender is divided into lots, bidders should make every effort to bids for all items within the lot they are interested in. If bidders fail to complete all items within the lot LRC reserves the right not to award the lot to the bidder. Bidders can bid for as many lots as they wish.

1. **Items and Quantity:**

LRC reserves the right to split up the order between suppliers.

1. **Specifications:**

The detailed specification in respect of requested item with packing, marking/ labelling instructions etc. are given in ***Annex 3 - Detailed Specifications*** which tenderers must adhere to.

**Eligibility:**

* 1. Bidders are solely responsible for ensuring that the full bid is received by LRC in accordance with the ITB requirements, prior to the specified date and time mentioned above. LRC will consider only those portions of the bids received prior to the closing date and time.
  2. All responsive Bids shall be typed on the LRC Bid Form.
  3. Bids submitted are at the Bidders risk and LRC takes no responsibility for the receipt of such Bids.
  4. Bidders are solely responsible for ensuring that the full Bid is received by LRC, in accordance with the ITB requirements:

**Submission of the Hard Copy:**

Bid shall be placed in an outer sealed envelope, addressed and delivered to:

***“Tender reference: 2023-036. Do not open before November 9, 2023”*** Failure to comply with the above may disqualify the Bid.

* 1. Tenderer(s) must be Manufacturers, accredited Wholesalers, Traders / Suppliers, Agents in their registered countries.
  2. Any unsealed tenders and tenders received after the submission deadline will not be accepted.
  3. Tenderer(s) should have the capacity and capability to supply the items in accordance with the specifications within the prescribed delivery time and the terms & conditions mentioned herein.
  4. Contracts can be awarded individually or jointly.

1. **Price:**
   1. Price should be best and final offer
   2. Include discounts for early payment, if any
   3. All prices should be denominated in the currency that is specified in the **Addendum** attached.
   4. Applicable VAT/duty rates should be clearly stated per item in the offer as to facilitate any tax/ duty exemptions/ reimbursement
2. **I’NCOTERMS:**

DDP INCOTERMS©2021 as defined by the International Chamber of Commerce will be used to govern the terms of delivery/ contract.

1. **Delivery Destinations:**

Details of the consignee and necessary details for the paperwork will be agreed at the time of signing contract with successful Tenderer/s. Tenderer(s) shall be responsible for all costs arising from packing, forwarding and delivering of goods to actual points of delivery including loading, unloading, transport and insurance and clearance costs as per the stated INCOTERMS.

1. **Delivery/Readiness Period:**

The delivery/readiness must be within the agreed timeframe after the of signing the contract by both parties and all the items/quantities must be delivered at the delivery destinations within a maximum period as agreed on the signing of the contract. The successful Tenderer will be required to agree to the Delivery Schedule (as stated, in tranches so they meet the requirements of our consignee)

1. **Packaging:**

All goods must be appropriately packed (if applicable – refer **Annex 3 - Detailed Specifications** suitable for sea/road transportation and loading/unloading including rough handling to final destinations.

1. **Marking/Labelling:**

Marking / labelling instructions are provided in **Annex 3 - Detailed Specifications**

1. **Presentations:**

Bids should be clearly legible. Prices entered in lead pencil will not be considered. All erasures, amendments, or alterations shall be initialed by the signatory to the Bid. Do not submit blank pages of the Bid Form and/or schedules, which are unnecessary for your offer. All documentation shall be written in English. All Bids shall be signed by a duly authorized

1. **Language:**

The documents submitted will be accepted in English language only. The certificate, etc. from local government or local authorities (if applicable) could be provided in actual language All markings and labelling should appear in English only.

1. **Samples:**

Please refer to the **Addendum** if samples are required with the bid submission or not. If required samples of all the items must be submitted together with your Tender documents. Samples must meet the required specifications as per **Annex 3 - Detailed Specifications**. Each sample must be clearly labelled. LRC reserves the right to reject bids where Tender documents are not accompanied by the samples.

1. **Validity Period:**

Bids shall be valid for at least the minimum number of days specified in the Addendum, and from the date of Bid closure. LRC reserves the right to determine, at its sole discretion, the validity period in respect of Bids, which do not specify any such maximum or minimum limitation.

If the bid is successful and contracted, the bid will remain valid for the duration of the contract.

1. **Your offer should clearly state the following:**
   1. Country of origin of the goods
   2. Place of manufacture and place of despatch
   3. Unit prices / Total prices, etc. as per **Annex 2 - Bid Form**
   4. Price should be net after deduction of any discount and should be compatible with the appropriate INCOTERMS specified in the **Addendum**.
   5. Firm dates for starting and completion of delivery at delivery points.
   6. Confirmation to comply with the specifications as per **Annex 3 - Detailed Specifications**, if you can meet the specifications. If not, state clearly.
   7. Confirmation to agree to accept the terms and condition as per this tender document and the general terms and conditions, stated within Annex 5 Tender and Award Acknowledge Certificate.
   8. Full packing details (contents, weight and volume)
2. **Award of Contracts:**

This ITB does not commit LRC to award a contract or pay any costs incurred in the preparation or submission of Bids, or costs incurred in making necessary studies for the preparation thereof, or to procure or contract for services or goods. The Bidder of an offer made by LRC will regard as an offer made by the Bidder and not as an acceptance any bid submitted.

No contractual relationship will exist except pursuant to a written contract document signed by a duly authorized official of LRC and the successful Bidder.

LRC may award contracts for part quantities or individual items. LRC will notify successful Bidders of its decision with respect to their Bids as soon as possible after the Bids are opened.

LRC reserves the right to cancel any ITB, to reject any or all Bids in completely or in part, and to award any contract.

Suppliers who do not comply with the contractual terms and conditions including delivering different products and of different origin than stipulated in their Bid and covering contract may be excluded from future LRC ITBs.

1. **ACCEPTANCE:**

LRC reserves the right, at its sole discretion, to consider as invalid or unacceptable any Bid which is a) not clear; b) incomplete in any material detail such as specification, terms delivery, quantity etc.; or c) not presented on the Bid Form – and to accept or reject any amendments, withdraws and/or supplementary information submitted after the time and date of the ITB closure.

1. **CONFIDENTIALITY:**

This ITB or any part hereof, and all copies hereof shall be returned to LRC upon request. This ITB is confidential and proprietary to LRC, contains privileged information, part of which may be copyrighted, and is communicated to and received by Bidders on the condition that no part thereof, or any information concerning it may be copied, exhibited, or furnished to

Others without the prior written consent of LRC, except that Bidders may exhibit the specifications to prospective subcontractors for the sole purpose of obtaining offers from them. Notwithstanding the other provisions of the ITB, Bidders will be bound by the contents of this paragraph whether or not their company submits a Bid or responds in any other way to this ITB.

1. **COLLUSIVE BIDDING AND ANTI-COMPETITIVE CONDUCT**

Bidders and their employees, officers, advisers, agent or sub-contractors shall not engage in any collusive bidding or other anti-competitive conduct or any other similar conduct, in relations to:

 The preparation of submission of Bids,

 The clarification of Bids,

 The conduct and content of negotiations,

 including final contract negotiations,

In respect of this ITB or procurement process, or any other procurement process being conducted by LRC in respect of any of its requirements.

For the purpose of this clause, collusive bidding, other anti-competitive conduct, or any other similar conduct may include, among other things, the disclosure to, exchange or clarification with, any other Bidder, person or entity, of information (in any form), whether or not such information is commercial information confidential to LRC, any other Bidder, person or entity in order to alter the results of a solicitation exercise in such a way that would lead to an outcome other than that which would have been obtained through a competitive process.

1. **IMPROPER ASSISTANCE**

Bids that, in the sole opinion of LRC, have been compiled:

- With the assistance of current or former employees of LRC, or current or former contractors of LRC in violation of confidentially obligations or by using information not otherwise available to the general public or which would provide a non-competitive benefit,

- With the utilization of confidential and/or internal LRC information not made available to the public or to the other Bidders,

In breach of an obligation of confidentially to LRC, or contrary to these terms and conditions for submission of a Bid, shall be excluded from further consideration Without limiting the operation of the above clause, a Bidder shall not, in the absence of prior written approval from LRC, permit a person to contribute to, or participate in, any process relating to the preparation of a Bid or the procurement process, if the person has at any time during the 6 months immediately preceding the date of issue of this ITB was an official, agent, functionary, or employee of, or otherwise engaged by LRC and was engaged directly, or indirectly, in the planning or performance of the requirement, project, or activity to which this ITB relates.

1. **CORRUPT PRACTICES**

LRC has zero tolerance for corruption. The Bidder represents and warrants that neither it nor any of its potential subcontractors are engaged in any form of corruption, defined by LRC as the misuse of entrusted power for private gain.

This definition is not limited to interactions with public officials and covers both attempted and actual corruption, as well as monetary and non-monetary corruption. The definition includes, but is not limited to, corruption in the form of: facilitation payments, bribery, gifts constituting an undue influence, kickbacks, favoritism, cronyism, nepotism, extortion, embezzlement, misuse of confidential information, theft, and various forms of fraud, such as forgery or falsification of documents, and financial or procurement fraud. No offer, payment, consideration or benefit of any kind, which could be regarded as an illegal or corrupt practice, shall be made, promised, sought or accepted – directly or indirectly – as an inducement or reward in relation to activities funded by LRC, including tendering, award or execution of core serves the right, without prejudice to any other right or remedy available to it, according to any violation of this clause to immediately reject the submitted offer, and to take such additional action, civil and/or criminal, as may be appropriate.

The Bidder agrees to accurately communicate LRC policy with regards to Anti- Corruption to Third Parties. The Bidder furthermore, agrees to inform LRC immediately of any suspicion or information it receives from any source alleging a violation of this policy to the contact details of the specific LRC country operations

1. **CONFLICT OF INTEREST**

A Bidder shall not, and shall ensure that its employees, officers, advisers, agents or subcontractors do not place themselves in a position that may, or does, give rise to an actual, potential or perceived conflict of interest between the interests of LRC and the Bidder’s interests during the procurement process.

If during any stage of the procurement process or performance of any LRC contract a conflict of interest arises, or appears likely to arise, the Bidder shall notify LRC immediately in writing, setting out all relevant details of the situation, including those cases in which the interests of the Bidder conflict with the interests of LRC, or cases in which any LRC official, employee or person under contract with LRC may have, or appear to have, an interest of any kind in the Bidder’s business or any kind of economic ties with the Bidder. The Bidder shall take steps as LRC may reasonably require, to resolve or otherwise deal with the conflict to the satisfaction of LRC.

1. **WITHDRAWAL/MODIFICATION OF BIDS**

Requests to withdraw a Bid after the Bid closure time shall not be honored.

Withdrawal of a Bid may result in your suspension or removal from the LRC suppliers List.

A Bidder may modify its Bid prior to the ITB closure. Any such modification shall be submitted in writing and in a sealed envelope, marked with the original Bid number. No modification shall be allowed after the ITB closure.

1. **LATE BIDS**

All Bids received after the ITB closure will be rejected.

1. **OPENING OF THE ITB**

The Tender Opening will take place at the time and location stated within Addendum.

Any attempt by a Bidder to influence the Evaluation Committee in the process of examination, clarification, evaluation and comparison of tenders, to obtain information on how the procedure is progressing or to influence LRC in its decision concerning the award of the contract will result in the immediate rejection of the tender.

1. **CONDITIONS OF CONTRACT**

All Bidders shall acknowledge that the LRC General Conditions, or the Special Conditions of Contract, as applicable, are acceptable.

1. **CANCELLATION OF THE ITB**

In the event of an ITB cancellation, Bidders will be notified by LRC. If the ITB is cancelled before the outer envelope of any Bid has been opened, the sealed envelopes will be returned, unopened, to the Bidders.

The ITB may be cancelled in the following situations:

-where no qualitatively or financially worthwhile Bid has been received or there has been no response at all;

-the economic or technical parameters of the project have been fundamentally altered;

- Exceptional circumstances or force majeure renders normal performance of the project impossible;

- All technically compliant Bids exceed the financial resources available; or there have been irregularities in the procedure, in particular where these have prevented fair competition.

LRC shall not be liable for damages, whatever their nature (in particular damages for loss of profits) or relationship to the cancellation of an ITB, even if LRC has been advised of the possibility of damages. The publication of a procurement notice does not commit LRC to implement the programme or project announced.

1. **QUERIES ABOUT THIS ITB**

For queries on this ITB, please contact the Procurement, on the following email: [rim.fares@redcross.org.lb](mailto:rim.fares@redcross.org.lb)

All questions regarding this ITB shall be submitted in writing to the above. On the subject line, please indicate the ITB number.

Bids shall not be sent to the above email.

All questions during the tender period, as well as the associated answers, will be shared with all invited bidders.

1. **ITB DOCUMENTS**

This ITB document contains the following:

1. This Invitation to Bid.

2. Addendum

3. Annex 1: LRC Supplier Registration Form.

4. Annex 2: LRC Bid Form.

5. Annex 3: Detailed Specifications.

6. Annex 4: Past Performance and Reference Check.

7. Annex 5: Tender and Contract Award Acknowledgement Certificate.

8. Annex 6: General Conditions of Procurement Contract.

9. Bidder Checklist.

Bidders shall observe the highest standard of ethics during the procurement and execution of such contracts. LRC will reject a Bid if it determines that the Bidder recommended for award, has engaged in corrupt, fraudulent, collusive, or coercive practices in competing for, or in executing, the Contract.

Yours sincerely

Addendum

|  |  |  |
| --- | --- | --- |
| **Bidders Instructions:** | **Item:** | **Specific Instruction / Requirements:** |
| **Language:** | Tender document language | English |
| **Price:** | Currency of Bid | United State Dollar USD |
|  | Exchange rate | For evaluation purposes, we will use the following exchange rate  No other currencies are acceptable. |
| **Payment:** | Terms | 30-45 calendar days after the submission of all required documentation (invoice GRN….)  ***In case of payment in LBP, the value of the Lebanese Pound shall be determined according to the exchange of the US dollar issued by the Beirut Stock Exchange, on the payment's date*** |
| Method | Bank transfer – VAT Amount will be paid in Cheque LBP (sayrafa rate) |
| **INCOTERMS©** | Terms of delivery | DDP – Beirut Delivery Duty Paid |
| **Tender delivery** | Delivery address | Lebanese Red Cross  Finance office- 1st Floor, Head Quarter  Spears Street,Kantari, Beirut, Lebanon |
| **Goods/ services delivery period** | For 2 years | 2 Year from signing the FWA |
| **Delivery terms** |  | Partial delivery |
| **Goods delivery location** |  | All over Lebanon |
| **Marking/ labelling** |  | N/A |
| **Samples** | Mandatory | N/A |
| **Bid validity for evaluation** | 3 calendar months | Bids shall remain valid for a period of three (3) calendar months from the deadline for the receipt of bids |
| **Liquidated damages** | Damages per calendar day of delay | 0.5% of contract value |
|  | Maximum delay damages | 5% of contract value |
| **Tender information** | **ITB Published Date:** | October 13, 2023 |
| **Tender deadline:** | November 9, 2023 / Time: 4:00 p.m. |
| **Deadline for questions:** | October 30, 2023 / Time: 4:00 p.m. |
| **Bids to be marked:** | **Tender reference: 2023-036 Do not open before November 9, 2023”** |

## Annex 1: Supplier Registration Form (Must be signed and stamped)

Please fill in this questionnaire in order to register. Information given in this questionnaire will be handled confidentially. Please attach all other documents requested in the questionnaire. All bidders should completely fill up this form. If found blank then the bidder's tender shall not be included in the Final Evaluation

|  |  |
| --- | --- |
| 1. NAME OF COMPANY: |  |
| Mailing Address | Location: |
| Country: |
| Contact Person (s) information | Name:  Position: |
| Telephone No | Fax:  Mob:  Tel: |
| Email |  |
| Website |  |
| Owner(s) Name(s): |  |
|  |
| Nationality: |  |
| VAT Number |  |
| Date of Registration of VAT |  |
| 1. ORGANISATION REGISTRATION: | Year Established: Under the laws of: |
| 1. SIZE OF BUSINESS | No. of Employees: No. of Branches: |
| No. of International Offices: |
| Location of Factories: |
| No. of Plants: |
| No. of Warehouses |
| 1. AFFILIATED/HOLDING/ SUBSIDIARY COMPANIES: | Name Address Nature of Affiliation |
|  |
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## ANNEX 2 - BID FORM (ALL REQUESTED DETAILS TO BE FILLED OUT, SIGNED, AND STAMPED-MANDATORY)

* All bids must be submitted in typed format; handwritten bids will be considered ineligible.
* Quoted prices should include taxes, labor, transportation, bank transfer fees, delivery charges to all over Lebanon, and all related fees.
* This below quantity is just an estimated one based on the foreseen current needs and it is subject to change (increase or decrease), in other words, LRC does not guarantee any volume of orders under Framework Agreements, as all purchases will be based on the needs and activities of LRC.
* LRC will award Framework Agreement to One Bidder or More, reference to the Lowest Cost Technical accepted bid
* The bidder is required to provide complete information in the table below; any missing information may result in bid disqualification.
* The Rate excludes any tools, detergents, Machinery.

#### Lot 1: Cleaning Services for LRC Spears HQ on Kantari Street, including the main building, section offices, PNS offices, containers, DMS buildings, BTS Office and the warehouse.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Item #** | **Item N°** | **Description of Required Service** | **Unit** | **Estimated Quantity** | **Unit Price in USD,** *Exclusive VAT 11%* | **VAT Rate (%)** | **Total Price (USD)**  *Including VAT 11%* |
| **1.1.1** | Provision of Monthly cleaning Service | **Working Days:** Monday – Saturday  **Working Hours**: From 9 Hours/Day From 7:00 a.m. till 4:00 p.m.  The Rate only for 1 month contracted Cleaner (Female/Male)  **Premises: LRC & DMS Building** | Cleaner  (Female/male) Per Month | 5 |  |  |  |
| **1.1.2** | **Working Days:** Monday - Saturday  **Working Hours:** From 7:30 a.m. till 3:30 p.m./ Saturday 7:30 am till 12:30 pm  The Rate only for 1 month contracted Cleaner (Female/Male)  **Premises: BTS Office** | Cleaner  (Female/male) Per Month | 1 |  |  |  |
| **1.2** | Overtime: Extra Hour (s) | Rate of any additional hour over the contracted hours | Hour | 1 |  |  |  |
| **1.3** | Extra Cleaner /Day | In case we need an extra non contracted cleaner per DAY (9 Hours) | Day | 1 |  |  |  |
| **1.4** | Extra Cleaner- Per Hour | In case we need a non-contracted cleaner per Hour | Hour | 1 |  |  |  |

#### Lot 2: Cleaning Services for LRC Roumieh warehouse.

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| --- | --- | --- | --- | --- | --- | --- | --- |
| Item # | **Item N°** | **Description of Required Service** | **Unit** | **Estimated Quantity** | **Unit Price in USD,** *Exclusive VAT 11%* | **VAT Rate (%)** | **Total Price (USD)**  *Including VAT 11%* |
| **2.1** | Provision of Monthly cleaning Service | **Working Days:** From Tuesday to Friday  **Working Hours:** From 9:00 till 12:00 Except for the monthly tasks, from 9:00 till 15:00  The Rate only for 1 month contracted Cleaner (Female/Male) | Cleaner  (Female/male) per Month | 1 |  |  |  |
| **2.2** | Overtime: Extra Hour (s) | Rate of any additional hour over the contracted hours | Hour | 1 |  |  |  |
| **2.3** | Extra Cleaner /Day | In case we need an extra non contracted cleaner per DAY (9 Hours) | Day | 1 |  |  |  |
| **2.4** | Extra Cleaner- Per Hour | In case we need a non-contracted cleaner per Hour | Hour | 1 |  |  |  |

*Lot 3: Cleaning Service (LRC DRR HQ– Hazmieh Saiid Freiha street,matta and Geha building)*

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Item # | **Item N°** | **Description of Required Service** | **Unit** | **Estimated Quantity** | **Unit Price in USD,** *Exclusive VAT 11%* | **VAT Rate (%)** | **Total Price (USD)**  *Including VAT 11%* |
| **3.1** | Provision of Monthly cleaning Service | **Working Days:** From Monday to Saturday  **Working Hours:**8:00 a.m. till 05:00pm/ Saturday 08:00 am till 1pm  The Rate only for 1 month contracted Cleaner (Female/Male) | Cleaner  (Female/male) per Month | 1 |  |  |  |
| **3.2** | Overtime: Extra Hour (s) | Rate of any additional hour over the contracted hours | Hour | 1 |  |  |  |
| **3.3** | Extra Cleaner /Day | In case we need an extra non contracted cleaner per DAY (9 Hours) | Days | 1 |  |  |  |
| **3.4** | Extra Cleaner- Per Hour | In case we need a non-contracted cleaner per Hour | Hour/Day | 1 |  |  |  |

#### *Lot 4: Cleaning Service – Faculty of Nursing Sciences of the Lebanese Red Cross in baadba*

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| --- | --- | --- | --- | --- | --- | --- | --- |
| **Item #** | **Item N°** | **Description of Required Service** | **Unit** | **Estimated Quantity** | **Unit Price in USD,** *Exclusive VAT 11%* | **VAT Rate (%)** | **Total Price (USD)**  *Including VAT 11%* |
| **4.1.1** | Provision of Monthly cleaning Service | **Working Days:** From Monday to Saturday (10 Days per Month only)  **Working Hours:** From 8am till 5 pm  The Rate only for 1 month contracted Cleaner (Female/Male) | Cleaner  (Female/male) per Month | 1 |  |  |  |
| **4.1.2** | **Working Days:** From Monday to Saturday  **Working Hours**: From 9 Hours/Day  The Rate only for 1 month contracted Cleaner (Female/Male) | Cleaner  (Female/male) per Month | 1 |  |  |  |
| **4.2** | Overtime: Extra Hour (s) | Rate of any additional hour over the contracted hours | Hour | 1 |  |  |  |
| **4.3** | Extra Cleaner /Day | In case we need an extra non contracted cleaner per DAY (9 Hours) | Days | 1 |  |  |  |
| **4.4** | Extra Cleaner- Per Hour | In case we need a non-contracted cleaner per Hour | Hour/Day | 1 |  |  |  |

#### Lot 5: Cleaning services for the Training centre Jounieh

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Item #** | **Item N°** | **Description of Required Service** | **Unit** | **Estimated Quantity** | **Unit Price in USD,** *Exclusive VAT 11%* | **VAT Rate (%)** | **Total Price (USD)**  *Including VAT 11%* |
| **5.1** | Provision of Monthly cleaning Service | From 9 Hours/Day , 6 Days/Week (Monday-Sunday)  The Rate only for 1 month contracted Cleaner (Female/Male) | Cleaner  (Female/male) Per Month | 3 |  |  |  |
| **5.2** | Overtime: Extra Hour (s) | Rate of any additional hour over the contracted hours | Hour | 1 |  |  |  |
| **5.3** | Extra Cleaner /Day | In case we need an extra non contracted cleaner per DAY (9 Hours) | Days | 1 |  |  |  |
| **5.4** | Extra Cleaner- Per Hour | In case we need a non-contracted cleaner per Hour | Hour/Day | 1 |  |  |  |

#### Lot 6: Cleaning Service LRC/EMS - Hazmieh near Islamic Shiite Bldgs.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Item #** | **Item N°** | **Description of Required Service** | **Unit** | **Estimated Quantity** | **Unit Price in USD,** *Exclusive VAT 11%* | **VAT Rate (%)** | **Total Price (USD)**  *Including VAT 11%* |
| **6.1** | Provision of Monthly cleaning Service | **Working Days:** From Monday to Saturday  **Working Hours:** From 7:00 a.m. till 4:00 p.m. during the week and Saturday from 7:00 a.m. till 12:00 p.m.  The Rate only for 1 month contracted Cleaner (Female/Male) | Cleaner  (Female/male) per Month | 3 |  |  |  |
| **6.2** | Overtime: Extra Hour (s) | Rate of any additional hour over the contracted hours | Hour | 1 |  |  |  |
| **6.3** | Extra Cleaner /Day | In case we need an extra non contracted cleaner per DAY (9 Hours) | Days | 1 |  |  |  |
| **6.4** | Extra Cleaner- Per Hour | In case we need a non-contracted cleaner per Hour | Hour/Day | 1 |  |  |  |

#### Lot 7: Cleaning services for the BTS Antelias Collection and Central Testing center, Rabieh Road- facing Le Charcutier- Lebanese Red Cross Building- First Floor

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Item #** | **Item N°** | **Description of Required Service** | **Unit** | **Estimated Quantity** | **Unit Price in USD,** *Exclusive VAT 11%* | **VAT Rate (%)** | **Total Price (USD)**  *Including VAT 11%* |
| **7.1** | Provision of Monthly cleaning Service | **Working Days:** Monday - Saturday  **Working Hours:** From 7:30 a.m. till 3:30 p.m./ Saturday 7:30 am till 12:30 pm  The Rate only for 1 month contracted Cleaner (Female/Male) | Cleaner  (Female/male) per Month | 1 |  |  |  |
| **7.2** | Overtime: Extra Hour (s) | Rate of any additional hour over the contracted hours | Hour | 1 |  |  |  |
| **7.3** | Extra Cleaner /Day | In case we need an extra non contracted cleaner per DAY (9 Hours) | Days | 1 |  |  |  |
| **7.4** | Extra Cleaner- Per Hour | In case we need a non-contracted cleaner per Hour | Hour/Day | 1 |  |  |  |

#### Lot 8: Cleaning Services for the BTS warehouses

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Item #** | **Item N°** | **Description of Required Service** | **Unit** | **Estimated Quantity** | **Unit Price in USD,** *Exclusive VAT 11%* | **VAT Rate (%)** | **Total Price (USD)**  *Including VAT 11%* |
| **8.1.1** | Provision of Deep cleaning service | **Working Days:** 1 Day each 4 Months  **Working Hours:** 6 Hours Maximum  Location: BTS warehouse located in Khalde | Cleaner/Day /Location | 2 |  |  |  |
| **8.1.2** | **Working Days:** 1 Day each 4 Months  **Working Hours:** 6 Hours Maximum  Location: BTS warehouse located in Antelias |  |  |  |
| **8.1.3** | **Working Days:** 1 Day each 4 Months  **Working Hours:** 6 Hours Maximum  Location: BTS warehouse located in Beit Al chaar |  |  |  |
| **8.2** | Overtime: Extra Hour (s) | Rate of any additional hour over the contracted hours | Hour | 1 |  |  |  |
| **8.3.1** | Extra Cleaner /Day | In case we need an extra non contracted cleaner per DAY (6 Hours) in Khaldeh | Days | 1 |  |  |  |
| **8.3.2** | In case we need an extra non contracted cleaner per DAY (6 Hours) in Antelias |  |  |  |
| **8.3.3** | In case we need an extra non contracted cleaner per DAY (6 Hours) in Beit Al Chaar |  |  |  |
| **8.4.1** | Extra Cleaner- Per Hour | In case we need a non-contracted cleaner per Hour in Khaldeh | Hour/Day | 1 |  |  |  |
| **8.4.2** | In case we need a non-contracted cleaner per Hour in Antelias |  |  |  |
| **8.4.3** | In case we need a non-contracted cleaner per Hour in Beit Al Chaar |  |  |  |

#### Lot 9: BTS Branch Located in Halba, Tripoli, Jbeil, Jounieh, chouf, Saida, Tyr, Nabatieh, Zahle, Rashaya

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Item #** | **Item N°** | **Description of Required Service** | **UOM** | **Estimated Quantity** | **Unit Price in USD,** *Exclusive VAT 11%* | **VAT Rate (%)** | **Total Price (USD)**  *Including VAT 11%* |
| **9.1.1** | Provision of Monthly cleaning Service | **Working Days:** Monday - Friday  **Working Hours:** From 7:30 a.m. till 3:30 p.m./ Saturday 7:30 am till 12:30 pm  Location: BTS Branch located in Halba | Cleaner/month | 1 |  |  |  |
| **9.1.2** | **Working Days:** Monday - Friday  **Working Hours:** From 7:30 a.m. till 3:30 p.m./ Saturday 7:30 am till 12:30 pm  Location: BTS Branch located in **Tripoli** |  |  |  |
| **9.1.3** | **Working Days:** Monday - Friday  **Working Hours:** From 7:30 a.m. till 3:30 p.m./ Saturday 7:30 am till 12:30 pm  Location: BTS Branch located in **Jbeil** |  |  |  |
| **9.1.4** | **Working Days:** Monday - Friday  **Working Hours:** From 7:30 a.m. till 3:30 p.m./ Saturday 7:30 am till 12:30 pm  Location: BTS Branch located in **Jounieh** |  |  |  |
| **9.1.5** | **Working Days:** Monday - Friday  **Working Hours:** From 7:30 a.m. till 3:30 p.m./ Saturday 7:30 am till 12:30 pm  Location: BTS Branch located in Chouf |  |  |  |
| **9.1.6** | **Working Days:** Monday - Friday  **Working Hours:** From 7:30 a.m. till 3:30 p.m./ Saturday 7:30 am till 12:30 pm  Location: BTS Branch located in Saida |  |  |  |
| **9.1.7** | **Working Days:** Monday - Friday  **Working Hours:** From 7:30 a.m. till 3:30 p.m./ Saturday 7:30 am till 12:30 pm  Location: BTS Branch located in Tyre |  |  |  |
| **9.1.8** | **Working Days:** Monday - Friday  **Working Hours:** From 7:30 a.m. till 3:30 p.m./ Saturday 7:30 am till 12:30 pm  Location: BTS Branch located in Nabatieh |  |  |  |
| **9.1.9** | **Working Days:** Monday - Friday  **Working Hours:** From 7:30 a.m. till 3:30 p.m./ Saturday 7:30 am till 12:30 pm  Location: BTS Branch located in Zahle |  |  |  |
| **9.1.10** | **Working Days:** Monday - Friday  **Working Hours:** From 7:30 a.m. till 3:30 p.m./ Saturday 7:30 am till 12:30 pm  Location: BTS Branch located in Rashaya |  |  |  |
| **9.2** | Overtime: Extra Hour (s) | Rate of any additional hour over the contracted hours | Hour | 1 |  |  |  |
| **9.3.1** | Extra Cleaner /Day In case we need an extra non contracted cleaner per DAY (9 Hours) | Location: BTS Branch located in Rashaya | Days | 1 |  |  |  |
| **9.3.2** | Location: BTS Branch located in **Tripoli** |  |  |  |
| **9.3.3** | Location: BTS Branch located in **Jbeil** |  |  |  |
| **9.3.4** | Location: BTS Branch located in **Jounieh** |  |  |  |
| **9.3.5** | Location: BTS Branch located in Chouf |  |  |  |
| **9.3.6** | Location: BTS Branch located in Saida |  |  |  |
| **9.3.7** | Location: BTS Branch located in Tyre |  |  |  |
| **9.3.8** | Location: BTS Branch located in Nabatieh |  |  |  |
| **9.3.9** | Location: BTS Branch located in Zahle |  |  |  |
| **9.3.10** | Location: BTS Branch located in Rashaya |  |  |  |
| **9.4.1** | Extra Cleaner- Per Hour  In case we need a non-contracted cleaner per Hour | Location: BTS Branch located in Rashaya | Hour/Day | 1 |  |  |  |
| **9.4.2** | Location: BTS Branch located in **Tripoli** |  |  |  |
| **9.4.3** | Location: BTS Branch located in **Jbeil** |  |  |  |
| **9.4.4** | Location: BTS Branch located in **Jounieh** |  |  |  |
| **9.4.5** | Location: BTS Branch located in Chouf |  |  |  |
| **9.4.6** | Location: BTS Branch located in Saida |  |  |  |
| **9.4.7** | Location: BTS Branch located in Tyre |  |  |  |
| **9.4.8** | Location: BTS Branch located in Nabatieh |  |  |  |
| **9.4.9** | Location: BTS Branch located in Zahle |  |  |  |
| **9.4.10** | Location: BTS Branch located in Rashaya |  |  |  |

*Annex 3: All the details are mentioned in the below table.*

#### Lot 1: Cleaning Services for LRC Spears HQ on Kantari Street, including the main building, section offices, PNS offices, containers, DMS buildings, BTS Office and the warehouse.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Location** | **Premises** | **Working Days** | **Cleaners** | **Working Hours** | **Description of Service Needed** |
| LRC Spears HQ Kantari Street, Main Road | - Main Building including Sections Offices & Containers - Partners Office  - Logistics Warehouse | Monday till Saturday | One Female Cleaner Two Male Cleaners for the Main Building including Sections Offices & Containers excluding BTS office +  One Female Cleaner for Partners Office | Monday - Saturday From 7:00 till 16:00 | ***Daily Cleaning Tasks:*** 1- General Cleaning: Empty trash cans and replace trash bags, Dust all surfaces, including desks, shelves, and office equipment., Wipe down and sanitize high-touch; surfaces such as doorknobs, light switches, and elevator buttons., Sweep and mop hard floors including staircase and tiles, and balcony cleaning, Spot-clean glass surfaces (e.g., windows, glass partitions, mirrors). **2- Restrooms:** Clean and disinfect toilets, sinks, and countertops, Refill soap dispensers, hand sanitizer stations, and paper towel dispensers. Empty and sanitize trash receptacles, Restock toilet paper and hand towels. **3-Kitchen/Breakroom**  Wash and rinse dishes, utensils, and cookware, Wipe down countertops and high-touch surfaces. Wash he sink, Clean the exterior of kitchen appliances, Sweep or vacuum the kitchen floor and mop as needed, Empty and replace trash can liners, Keep pantry and cabinet shelves organized and clean, Check and clean the refrigerator regularly, Ensure hand soap and paper towels are available at the sink. **4- Others:** Serving Coffee to departments if needed, Helping in moving stuff, unloading orders, distributing orders and items |
| ***Weekly Cleaning Tasks:*** 1- General Cleaning (In addition to daily tasks):Dust and wipe down office furniture., Clean and disinfect kitchen and breakroom surfaces, including countertops, appliances, and sinks. Dust and wipe down baseboards, vents, and ceiling fans. Polish stainless steel appliances, if applicable. Vacuum and mop hard-to-reach areas and corners. **2- Restrooms (In addition to daily tasks):** Clean and disinfect all mirrors. Clean and sanitize bathroom fixtures, including faucets. Scrub and disinfect restroom floors. Check and clean any exhaust fans or vents. |
| ***Monthly Cleaning Tasks:***  1-General Cleaning (In addition to daily and weekly tasks): Deep clean carpets if any Dust and clean light fixtures and ceiling fixtures. Wipe down walls and sanitize light switches. Clean and sanitize interior and exterior windows. Clean and sanitize air vents and ducts (if applicable). Clean and disinfect all office equipment, including keyboards and monitors. Inspect and clean office blinds or curtains. **2-Restrooms (In addition to daily and weekly tasks):** Check and clean tile surfaces. Inspect and clean any hard-to-reach areas. Sanitize and deodorize restroom air. **3-Kitchen/Breakroom (In addition to weekly tasks) :** Clean and sanitize the inside of the refrigerator and microwave. Check and clean the coffee maker or any other appliances. Clean and sanitize cabinet surfaces. Inspect and clean the insides of drawers and shelves. |
| ***Warehouse Cleaning Tasks:*** ***Weekly Cleaning Tasks:*** **1- General Cleaning:** Sweep and mop the entire warehouse floor. Remove any visible dirt, debris, and spills. **2- Exterior Areas:**  Remove litter and debris from around the exterior of the warehouse. Sweep and clean entryways and loading docks. ***Monthly Cleaning Tasks:***  **1- Deep Cleaning:** Perform a thorough floor scrubbing using industrial floor cleaning equipment. Check for any stains or marks and attempt to remove them. Dust and wipe down all surfaces, including shelves, racks, and workstations. **2- Lighting Fixtures:**  Dust and clean light fixtures, including high-bay lights. **3- Safety Equipment:**  Dust and wipe up safety supplies like fire extinguishers, first aid kits. |
| DM offices | Monday till Saturday | One Male Cleaner | Monday - Saturday From 7:00 till 16:00 | *The DMS sector (HQ- Spears) encompasses the entire building, consisting of 4 floors. Each floor has 3 offices, 1 restroom and 1 balcony. In addition to 1 Kitchen, 1 Meeting Room as common areas.*  ***Daily Cleaning Tasks:*** Same as the above section  ***Weekly Cleaning Tasks:*** Same as the above section  ***Monthly Cleaning Tasks:*** Same as the above section |
| BTS Office at Spears Kantari Second floor | Monday till Saturday | One Male Cleaner | Monday - Friday  From 7:00 till 3:30/ Saturday 7:30 am till 12:30 pm | ***Daily Lab Cleaning***  All rooms and toilets- as per attached BTS cleaning procedure **(PDF attached to the tender**). All needed tools are available in BTS  ***Weekly offices and storage rooms cleaning – BTS HQ***  - sweeping, mopping floors and surfaces of various types  - dust removal of all surfaces/furniture  - emptying trash bins  ***Daily kitchen and toilets cleaning – BTS HQ***  - sweeping, mopping floors and surfaces of various types  - dust removal of all surfaces/furniture  - emptying trash bins  - scrubbing and sanitizing toilets  ***Monthly regular cleaning – BTS HQ***  - fridge cleaning  - kitchen closets cleaning  - offices closets if needed  - air conditioning  ***general notes :***  • wearing gloves is a must for all of the above  • window glass cleaning is applicable once a month for all of the above, or when needed  • BTS insists to keep the same cleaner, because we have so many details that should be followed.  • Uniform is a must |

#### Lot 2: Cleaning Services for LRC Roumieh warehouse.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Location** | **Working Days** | **Cleaners** | **Working Hours** | **Description of Service Needed** |
| Roumieh Warehouse | Tuesday & Friday | One Male cleaner | From 9:00 till 12:00 Except for the monthly tasks, from 9:00 till 15:00 | Weekly Cleaning Tasks:  1- General Cleaning:   * Sweep and mop the entire warehouse floor. * Remove any visible dirt, debris, and spills.   2- Restrooms:   * Clean and disinfect restrooms, including toilets, sinks, and mirrors. * Refill soap dispensers, paper towel holders, and toilet paper dispensers.   3- Office Areas:   * Dust and wipe down office furniture and equipment. * Vacuum and mop office floors. * Empty trash cans and replace liners.   4- Breakroom/Kitchen:   * Clean and sanitize countertops, sinks, and appliances. * Empty and clean the refrigerator and microwave if applicable. * Wipe down tables and chairs. * Empty and clean trash cans.   5- Exterior Areas:   * Remove litter and debris from around the exterior of the warehouse. * Sweep and clean entryways and loading docks. |
| Monthly Cleaning Tasks:  1- Deep Cleaning:   * Perform a thorough floor scrubbing using industrial floor cleaning equipment. * Check for any stains or marks and attempt to remove them. * Dust and wipe down all surfaces, including shelves, racks, and workstations.   2- Lighting Fixtures:   * Dust and clean light fixtures, including high-bay lights.   3- Safety Equipment:   * Dust and wipe up safety supplies like fire extinguishers, first aid kits. |

*Lot 3: Cleaning Service (LRC DRR HQ– Hazmieh Saiid Freiha street,matta and Geha building)*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Location** | **Working Days** | **Cleaners** | **Working Hours** | **Description of Service Needed** |
| LRC DRR HQ Hazmieh Main Road Saiid Freiha  **Google maps coordinates**:  33.853690, 35.540006 | Monday till Saturday | One Male Cleaner | Monday till Friday 08:00am till 05:00pm/ Saturday 08:00 am till 1pm | DRR HQ, Hazmieh Saiid Freiha street, Matta and Geha building, floor 3. It is an apartment of 4 office rooms, 1 big conference room, 3 balconies, a kitchen and 2 WCs. The needed is a helper to support in the daily regular cleaning tasks (such as cleaning dust, floor, dishes…), in addition to providing coffee and water during donors/partners meetings.  ***Daily Office Cleaning***  All rooms, kitchen and toilets. All needed tools are available in DRR  ***Weekly offices cleaning***  - Sweeping, mopping floors and surfaces of various types  - Dust removal of all surfaces/furniture  - Emptying trash bins  - Cleaning the fridge  ***Daily kitchen and toilets cleaning***  - Sweeping, mopping floors and surfaces of various types  - Dust removal of all surfaces/furniture  - Emptying trash bins  - Scrubbing and sanitizing toilets  ***Monthly regular cleaning***  - Kitchen closets cleaning  - Window glass cleaning is applicable once a month for all of the above, or when needed  ***General notes :***  • DRR insists to keep the same cleaner, because we have so many details that should be followed (If for any reason the helper will not come, they should make sure to replace him exceptionally for a new helper for the mentioned day). Also it is not acceptable in any way for a helper to not show without a replacement since we only have 1 helper and we have regular meetings with donors and the helper’s presence is a must.  • Uniform is a must |

Lot 4: Cleaning Service – Faculty of Nursing Sciences of the Lebanese Red Cross

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Location** | **Premises** | **Working Days** | **Cleaners** | **Working Hours** | **Description of Service Needed** |
| **Faculty of Nursing Sciences of the Lebanese Red Cross -**  [**https://maps.app.goo.gl/xWH5jzMdmYoAaiay6**](https://maps.app.goo.gl/xWH5jzMdmYoAaiay6)  **Address : Baabda -Rail Way street Tel: 05-468600** | Baabda- Main Building including classes & Offices.-3 floors  -Auditorium-Accessory Building including one floor | 10 days per month  Or on monthly Basis based on the budget availability | One worker -Male | From 8am till 5 pm | Cleaning process tailored for a Faculty of Nursing, where hygiene and cleanliness are of utmost importance to maintain a healthy and safe environment for students and faculty members:  **Daily Cleaning Tasks:**   1. **General Cleaning:**  * Empty trash cans and replace trash bags in classrooms, offices, and common areas. * Dust all surfaces, including desks, chairs, bookshelves, and medical equipment. * Wipe down and sanitize high-touch surfaces such as doorknobs, light switches * Mop hard floors in classrooms, labs, and hallways. * Spot-clean glass surfaces (e.g., windows) * Ensure that hand sanitizer stations are fully stocked.  1. **Restrooms:**  * Clean and disinfect toilets, sinks, faucets. * Refill soap dispensers, hand sanitizer stations, and paper towel dispensers as needed. * Empty and sanitize trash receptacles. * Restock toilet paper and hand towels. * Ensure that restroom air fresheners are functional and filled.  1. **Medical Simulation Labs and Equipment:**  * Clean and disinfect medical manikins. Simulation equipment as required and training materials. * Wipe down examination tables and medical tools.  1. **Garden** :  * Clean the Garden and arrange it  1. **Cafeteria** :  * Clean the tables and chairs as required * Clean the floor  1. **Other services :**  * Helping in moving stuff, unloading orders, distributing orders and items   **Monthly Cleaning Tasks:**   1. **General Cleaning (In addition to daily work ):**  * Deep clean classes and offices. * Wipe down walls and sanitize light switches. * Clean interior and exterior windows. * Inspect and clean office blinds or curtains. * Conduct a thorough inspection of fire safety equipment (fire extinguishers, etc.).  1. **Restrooms (In addition to daily and weekly tasks):**  * Check and clean all tile surfaces. * Inspect and clean any hard-to-reach areas. * Sanitize and deodorize restroom air.  1. **Medical Simulation Labs and Equipment:**  * Perform a detailed inspection and maintenance of all medical simulation equipment.  1. **Classroom Equipment:**  * Inspect and clean audiovisual equipment, projectors, and whiteboards when needed.  1. **Cafeteria and Garden :**   Deep clean of surfaces and floor |

#### Lot 5: Cleaning services for theTraining centre in Jounieh

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Location** | **Working Days** | **Cleaners** | **Working Hours** | **Description of Service Needed** |
| TDC Jounieh  Link:  <https://maps.app.goo.gl/Q7wzYaKui6amHPmT9> | Monday to Sunday | 3 Male cleaners | 9 Hours the shift Two Shifts a.m and 1 Shift p.m | * **L**ocation Details: TDC JOUNIEH*- FACILITY CLEANING + WINDOWS + ACCOMODATION* * Service Frequency: 3 full shifts on monthly basis including Saturday and Sunday ( 2 shifts AM 1 Shift PM) * Uniforms are mandatory ( shirts + pants ) needs to be always  **clean and new** * HYGIENE OF CLEANERS IS MANDATORY * The Supervisor will provide daily a Cleaning Tasks Checklist to be verified by Jounieh Representative * **WEEKLY**  visit from the Quality Control Manager Task to  be accomplished based on color coding * Supplier to inform cleaners all weekends will be working days and days off to be provided midweek. * 6 Days / Week ( 1 off day to be coordinated between both parties depending on the needs and training days ) * To cover working hours from 7.00 to 24.00 |

Lot 6: Cleaning Service LRC/EMS - Hazmieh near Islamic Shiite Bldg

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Location** | **Working Days** | **Cleaners** | **Working Hours** | **Description of Service Needed** |
| <https://maps.app.goo.gl/4ZXpf2g1wKa9W1LW7>  Hazmieh – near Islamic Shiite bldg.-  3 floors:  HQ: 2 floors both surface around 500 m2  Operation room: around 280m2 | Monday till Saturday | 3 Cleaner Female/one for Each floor | Daily from 7:00 till 16:00 – Saturday from 7:00 till 12:00 | **Daily:**   1. Cleaning, dusting (using technical appliances), and sweeping of floors, staircases, and tiles. 2. Cleaning desks. 3. Dusting all wood-finished doors and cleaning the glass on the doors. 4. Dusting and cleaning of all exposed surfaces such as desks, bookcases, chairs, tables, and cabinets. 5. Clearing the door handles. 6. Cleaning the inside of the microwaves. 7. Emptying waste baskets and removing waste to the containers (twice a day). 8. Washing dishes (as needed). 9. Cleaning the kitchen, dining area, and their contents (as needed). 10. Cleaning, sweeping, and disinfection of toilets, washbasins, mirrors, ceramics, and providing office supplies (toilet paper, paper towels, anti-bacterial soap, refreshers) (2 to 3 times a day). 11. Serving coffee to the departments if necessary. 12. Assisting in moving items. 13. Watering plants (as needed).   **Weekly:**   1. Cleaning the inside of refrigerators/cupboards. 2. Cleaning all windows (interior) and dusting window frames.   **Every 2 Weeks:**   1. Dusting and cleaning heating/cooling units. 2. General cleaning of air conditioning outlets.   **Monthly:**   1. Cleaning all windows (exterior). 2. Cleaning curtains and vertical blinds with appropriate products. 3. Wiping with detergent to remove all marks and stains, removing cobwebs, and cleaning all fire extinguishers. |

#### Lot 7: Cleaning services for the BTS Antelias Collection and Central Testing center Rabieh Road- facing Le Charcutier- Lebanese Red Cross Building- First Floor

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Location** | **Working Days** | **Cleaners** | **Working Hours** | **Description of Service Needed** |
| Location: Rabieh Road- facing Le Charcutier- Lebanese Red Cross Building- First Floor- BTS Antelias Collection and Central Testing center  <https://maps.apple.com/?address=%D8%B4%D8%A7%D8%B1%D8%B9%2027,%20Lebanon&ll=33.916256,35.601093&q=%D8%B4%D8%A7%D8%B1%D8%B9%2027&t=m> | Monday till Saturday | One Male Cleaner | Monday - Friday  From 7:00 till 16:00/ Saturday 7:30 am till 12:30 pm | **Daily Lab Cleaning**   * all rooms and toilets- as per attached BTS cleaning procedure. All needed tools are available in BTS * since the central testing center has many rooms, we can divide the daily work into different tasks- issue can be negotiated with the awarded supplier.   **Weekly offices and storage rooms cleaning – BTS HQ**   * sweeping, mopping floors and surfaces of various types * dust removal of all surfaces/furniture * emptying trash bins   **Daily kitchen and toilets cleaning – BTS HQ**   * sweeping, mopping floors and surfaces of various types * dust removal of all surfaces/furniture * emptying trash bins * scrubbing and sanitizing toilets   **Monthly regular cleaning – BTS HQ**   * fridge cleaning * kitchen closets cleaning * offices closets if needed * air conditioning   ***general notes :***   * *wearing gloves is a must for all of the above* * *window glass cleaning is applicable once a month for all of the above, or when needed* * *BTS insists to keep the same cleaner, because we have so many details that should be followed.* * *Uniform is a must* * *The Cleaner must Speak Arabic* |

#### Lot 8: BTS warehouses Located in Khalde, Antelias & Beit Al chaar

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Location** | **Working Days** | **Cleaners** | **Working Hours** | **Description of Service Needed** |
| **Khalde Location Link:**  <https://maps.apple.com/?address=Sea%20Highway,%20Lebanon&ll=33.768871,35.467121&q=Sea%20Highway&t=m>  **Antelias Location Link:** <https://maps.apple.com/?address=Street%2065,%20Lebanon&ll=33.912575,35.585983&q=Street%2065&t=m>  **Beit Al Chaar Location Link:**  https://maps.apple.com/?address=Street A300, Lebanon&ll=33.928333,35.618404&q=Street A300&t=m | Monday till Saturday | One Male Cleaner | From 7 to 5 | **Quarterly Deep cleaning:**   1. sweeping, mopping floors and surfaces of various types- no need to remove any of the pallets available on the floor surfaces 2. dust removal of all surfaces/furniture without removing any item on the shelves/ surfaces 3. scrubbing and sanitizing toilets 4. Cleaning tools are available in all warehouses. |

#### Lot 9: BTS BRANCHES Located in Halba, Tripoli, Jbeil, Jounieh, chouf, Saida, Tyr, Nabatieh, Zahle, Rashaya

1. Monthly or Daily Cleaning service may be needed for the BTS branches (Halba, Tripoli, Jbeil, Jounieh, Chouf, Saida, Tyr, Nabatieh, Zahle, Rashaya).
2. The Description of the service will be the same as the remaining BTS branches mentioned here above

## Annex 4 – Past Performance & Bidder References (Must be signed and stamped)

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **No.** | **Description** | **Customer** | **Unit** | **Quantity** | **Contract date** | **Contract value (USD)** |
| 1 |  |  |  |  |  |  |
| 2 |  |  |  |  |  |  |
| 3 |  |  |  |  |  |  |
| 4 |  |  |  |  |  |  |
| 5 |  |  |  |  |  |  |
| 6 |  |  |  |  |  |  |

Please provide the details of minimum two companies for your reference check. For these companies it is compulsory to attach a scan either / photo copy of the Contract/ Purchase order/ Completion certificate/ or Reference letters as proof.

|  |  |
| --- | --- |
| **Reference 1** |  |
| Company name |  |
| Mailing address |  |
| Contact person |  |
| Contact title |  |
| Phone number |  |
| Email address |  |
| **Reference 2** |  |
| Company name |  |
| Mailing address |  |
| Contact person |  |
| Contact title |  |
| Phone number |  |
| Email address |  |
| **Reference 2** |  |
| Company name |  |
| Mailing address |  |
| Contact person |  |
| Contact title |  |
| Phone number |  |
| Email address |  |

## ANNEX 5: TENDER AND AWARD ACKNOWLEDGE CERTIFICATE

## This attachment shall be signed and submitted with the Bid (Must be signed and stamped)

|  |  |
| --- | --- |
| 1. In compliance with the ITB Instructions and General Conditions of Procurement Contract, we the undersigned, offer to furnish some or all of the quoted for, at the prices entered in the attached LRC Bid Form No **ITB/2023-036** delivered to the destination specified therein.  2. We accept the terms and conditions set forth in the ITB Letter, and the following requirements have been noted and will be complied with where applicable:  a. That unless otherwise stated, the Bids per each line item shall be on a DDP- Beirut (Incoterms 2021) basis.  b. We confirm that for any offer made where the delivery destination is not as requested in the ITB, item shall be on a DDP- Beirut (Incoterms 2021) basis.  c. That conditional Bid cannot be accepted.  d. That the currency of the Bid should be in USD, or LEB, no other currencies will be accepted.  e. LRC reserves the right, at its own discretion:  i. To award a contract for a lesser or greater quantity than the total quantity Bid for.  ii. To reject any or all Bids and/or enter a contract with a Bidder other than the lowest Bidder.  f. Successful Bidders who are awarded contracts will be notified by the receipt of the original Purchase Order/Contract and acknowledgement copy. In case of urgency, successful Bidders(s) may also be notified by email.  g. Any samples requested, either with the Bid, or at a later date, will be in accordance with the specifications of the required item(s). Failure to comply with this may result in the Bid not being considered  h. We confirm that the validity of this offer match the FWA validity | i. We agree to the terms and conditions set in the LRC General Conditions of Procurement Contract  j. We certify that the below mentioned company has not engaged in corrupt, fraudulent, collusive, or coercive practices in competing for, or in executing any contract.  k. We agree to abide by the LRC Addendum,  3. We note that LRC is not bound to proceed with this ITB and that it reserves the right to award only part of the contract. It will incur no liability towards us should it do so.  We agree to the above terms and conditions.  Submitted by:  Company Name-----------------------------------------  Place-------------------------------------------------------  Date--------------------------------------------------------  Title/Position--------------------------------------------  Print Name----------------------------------------------  Signature-------------------------------------------------  A duly authorized company representative **any Stamp** |

**ANNEX 6: GENERAL CONDITIONS OF CONTRACT.**

# ARTICLE 1. TERMS & CONDITIONS ON PURCHASING

**1.1. Acceptance:** No purchase order shall become effective and no contract shall exist until the LRC has received from the Supplier their written acceptance of the conditions, which govern the PO or contract. This can be accomplished by return of the signed Letter of Authorization and Acknowledgment Form attached.

**1.2. Tax Exemption:** The Supplier’s price shall reflect any tax exemption to which the LRC is entitled by reason of any immunities which it enjoys. If it is subsequently determined that any taxes which have been included in the price are not required to be paid, the LRC shall deduct the amount from the contract price or, if it has paid any such taxes, it shall be refunded.

**1.3. Discount:** Time in connection with any discounts offered will be computed from the date of receipt by the LRC of full documentation as specified by the Purchase Order, contract or Annex thereto.

**1.4. Warranty:** The Supplier warrants the goods or services furnished under this Purchase Order / Contract to be fit for their intended use, free from defects in workmanship or materials, and indemnifies the LRC against any claims resulting there from. This warranty is without prejudice to any further guarantees that the Supplier provides to the Purchaser; such guarantees shall apply to the subject goods of this Purchase Order / Contract.

**1.5. Inspection:** The duly accredited representatives of the LRC shall have the right to inspect the goods or services called for under this Purchase Order / Contract at the Supplier’s stores, during manufacture, in the ports or at places of shipment, and the Supplier shall cooperate and provide all facilities for such an inspection. The LRC may issue a written waiver of inspection at its discretion. Any inspection carried out by representatives of the LRC or any waiver thereof shall not prejudice the implementation of any other relevant provisions of this Purchase Order / Contract concerning obligations subscribed by the Supplier, such as warranty or specifications.

**1.6. Packing:** The Supplier shall pack all goods appropriately and with every care in accordance with normal commercial standards of export packing for the type of goods specified herein. Such packing materials used must be adequate to safeguard the goods while in transit. The supplier shall be responsible for any damage or loss which can be shown to have resulted from faulty or inadequate packing.

**1.7. Export License:** The Purchase Order / Contract is subject to the obtaining of any export license or other governmental authorization which may be required. It shall be the responsibility of the Supplier to inform the LRC beforehand of such restrictions and obtain such license or authorization, but the LRC will use its best endeavours to assist. In the event of refusal thereof, the Purchase Order / Contract will be annulled and all claims between the parties automatically waived.

**1.8. Force Majeure:** Force majeure, as used herein, shall mean acts of God (involuntary and unexpected acts), laws or regulations, industrial disturbances, acts of war, explosions and any other similar cause of equivalent force not caused by, nor within the control of either party, and which neither party is able to overcome. As soon as possible after the occurrence of the force majeure and within not more than 15 days, the supplier shall give notice and full particulars in writing to the LRC of such force majeure if the Supplier is thereby rendered unable, wholly or in part, to perform his obligations and meet his responsibilities under this Purchase Order / Contract. The LRC shall then have the right to terminate the Purchase Order / Contract by giving in writing seven days’ notice of termination to the Supplier, and the Supplier shall return any deposit paid by the LRC.

**1.9. Default:** In case of default by the Supplier, including but not limited to failure or refusal to make deliveries within the time limit specified, the LRC may procure the goods or services from other sources and hold the Supplier responsible for any excess costs occasioned thereby. Furthermore, the LRC may by written notice terminate the right of the Supplier to proceed with the deliveries, or such parts thereof as to which there has been default.

**1.10. Conformity with Specifications:** In the case of goods purchased on the basis of specifications the supplier warrants their conformity. The LRC shall have the right to reject the goods or any part thereof if they do not conform to specifications. Any supplies not found to be in accordance with the specification and requirements will not be accepted and in that eventuality the supplier shall replace the goods and bear the inspection cost and/or other losses caused to LRC, if any, by replacement of the items non–conforming to the requirements/specification.

**1.11. Liquidated Damages:** Arrival of goods/ completion of services after agreed delivery schedule will be subject to deduction of damages

**1.12. Disputes-Arbitration:** Any claim or controversy arriving out of this Purchase Order / Contract, or to the breach, termination or invalidity thereof the parties agree to attempt to settle it amicably via direct negotiations between the two sides within seven days. In case of any dispute that cannot be settled in such way, the Lebanese law shall be applicable and the Lebanese courts will settle any litigation in this regards that was not solved amicably

**1.13. Privileges and Immunities:** Nothing contained in this Purchase Order / Contract shall be deemed a waiver, express or implied, of any privilege or immunity which the LRC may enjoy, whether pursuant to existing conventions or agreements.

**1.14. Assignment:** The Supplier shall not assign, transfer, pledge or make other disposition of this Purchase Order / Contract or any part thereof or of any of the Supplier’s rights, claims or obligations under this Purchase Order / Contract except with the prior written consent of the LRC.

**1.15. Bankruptcy:** Should the Supplier file any petition for bankruptcy, or should the supplier make a general assignment for the benefit of its creditors, or should a receiver be appointed on account of the Supplier’s insolvency, the LRC may under the terms of this Purchase Order / Contract, terminate the same forthwith by giving the Supplier written notice of such termination.

**1.16. Advertising:** Unless authorized in advance in writing by the LRC, the Supplier shall not advertise or otherwise make public the fact that he is a Supplier to the LRC and / or any National Red Cross or Red Crescent Society, or use the name, emblem or official seal of the LRC and / or any National Red Cross or Red Crescent Society, or any abbreviation of the name of the LRC and / or any National Red Cross or Red Crescent Society for advertising purposes or any other purposes.

**1.17. Officials Not to Benefit:** The supplier represents and warrants that no official of the LRC has been, or shall be, admitted by the supplier to any direct or indirect benefit arising from this contract or the award thereof. The supplier agrees that breach of this provision isa breach of an essential term of this contract.

**1.18. Amendments:** No changes or modifications to this Purchase Order / Contract shall be valid unless mutually agreed between both parties and confirmed by an official amendment.

**1.19. Notice:** Service of any notice shall be deemed to be good if sent by registered mail, or email to the addresses of both parties, set out in the heading of this Purchase Order / Contract.

**1.20. Jurisdiction:** This Contract is considered to be concluded as defined in the attached Addendum.

# ARTICLE 2. LABOUR STANDARDS

**2.1. Employment is freely chosen:** There is no forced, bonded or involuntary prison labour. Workers are not required to lodge `deposits’ or their identity papers with the employer and are free to leave their employer after reasonable notice.

**2.2. Freedom of association and the right to collective bargaining are respected:** Workers, without distinction, have the right to join or form trade unions of their own choosing and to bargain collectively. The employer adopts an open attitude towards the legitimate activities of trade unions.Worker’s representatives are not discriminated against and have access to carry out their representative functions in the workplace. Where the right to freedom of association and collective bargaining is restricted under law, the employer facilitates, and does not hinder, the development of parallel means for independent and free associationand bargaining.

**2.3. Working conditions are safe and hygienic:** A safe and hygienic working environment shall be provided, bearing in mind the prevailing knowledge of the industry and of any specific hazards. Adequate steps shall be taken to prevent accidents and injury to health arising out of, associated with, or occurring in the course of work, by minimizing, so far as is reasonably practicable, the causes of hazards inherent in the working environment. Workers shall receive regular and recorded health and safety training, and such training shall be repeated for new or reassigned workers. Access to clean toilet facilities and potable water and, ifappropriate, sanitary facilities for food storage shall be provided. Accommodation, where provided, shall be clean, safe, and meet the basic needs of the workers. The company observing the standards shall assign responsibility for health and safety to a senior management representative.

**2.4. Child Labour shall not be used:** There shall be no new recruitment of child labor. Companies shall develop or participate in and contribute to policies and programmes, which provide for the transition of any child found to be performing child labor to enable her/him to attend and remain in quality education until no longer a child. Children and young people under 18 years of age shall not be employed at night or in hazardous conditions. These policies and procedures shall conform to the provisions of the relevant International Labour Organisation (ILO) standards.

**2.5. Living wages are paid:** Wages and benefits paid for a standard working week meet, at a minimum, national legal standards or industry benchmarks. In any event wages should always be high enough to meet basic needs and to provide some discretionary income. All workers shall be provided with written and understandable information about their employment conditions in respect to wages before they enter employment, and about the particulars of their wages for the pay period concerned each time that they are paid. Deductions from wages as a disciplinary measure shall not be permitted nor shall any deductions from wages not provided for by national law be permitted without the express and informed permission of the worker concerned. All disciplinary measures should be recorded.

**2.6. Working hours are not excessive:** Working hours comply with national laws and benchmark industry standards, whichever affords greater protection. In any event, workers shall not on a regular basis be required to work in excess of the local legal working hours. Overtime shall be voluntary, shall not exceed local legal limits, shall not be demanded on a regular basis and shall always be compensated at a premium rate.

**2.7. No discrimination is practised:** There is no discrimination in hiring, compensation, access to training, promotion, termination or retirement based on race, caste, national origin, religion, age, disability, gender, marital status, sexual orientation, union membership or political affiliation.

**2.8. Regular employment is provided:** To every extent possible work performed must be on the basis of a recognized employment relationship established through national law and practice. Obligations to employees under labour or social security laws and regulations arising from the regular employment relationship shall not be avoided through the use of labour-only contracting, sub-contracting or home-working arrangements, or through apprenticeship schemes where there is no real intent to impart skills or provide regular employment, nor shall any such obligations be avoided through the excessive use of fixed term contracts of employment. Basis of a recognized employment relationship established through national law and practice. Obligations to employees under labor or social security laws and regulations arising from the regular employment relationship shall not be avoided through the use of labor-only contracting, sub-contracting or home-working arrangements, or through apprenticeship schemes where there is no real intent to impart skills or provide regular employment, nor shall any such obligations be avoided through the excessive use of fixed term contracts of employment.

**2.9. No harsh or inhumane treatment is allowed:** Physical abuse or discipline, the threat of physical abuse, sexual or other harassment and verbal abuse or other forms of intimidation shall be prohibited.

# ARTICLE 3. CORPORATE SOCIAL RESPONSIBILITY & OTHER REQUIREMENTS

**3.1. Business ethics:** Suppliers are expected to maintain the highest degree of business ethics when working or seeking to work with the LRC.

**3.2. Transparency of information provision:** Suppliers shall not be involved in any fraudulent activities, misrepresent information or facts for the purpose of influencing the selection and contract-awarding process in their favor.

**3.3. Fair competition:** Suppliers shall not be involved in any corrupt, collusive or coercive practices.

**3.4. Conflict of interest:** The supplier shall represent and warrants that no official/ representative/ staff member of the LRC has been, or shall be, admitted by the supplier to any direct or indirect benefit arising from the award of the contract.

**3.5. Adherence to IFRC principles:** When performing on behalf of or at any time representing the LRC, the supplier and all individuals assigned by it to perform works or services, shall act in a manner consistent with the fundamental principles of the International Red Cross and Red Crescent Movement.

**3.6. Misrepresentation:** By participating in the tender, submitting the bid and having being selected as a Supplier, the supplier acknowledges their acceptance of the above stated requirements and shall be held responsible and liable for the consequences of any false or misrepresented information provided

**Article 4. Environmental and carbon reduction policy**

**4.1.** Suppliers should as a minimum comply with all statutory and other legal requirements relating to the environmental impacts of their business. Detailed performance standards are a matter for suppliers, but should address at least the following:

**4.1.1. Waste Management:** Waste is minimized and items recycled whenever this is practicable. Effective controls of waste in respect of ground, air, and water pollution are adopted. In the case of hazardous materials, emergency response plans are in place.

**4.1.2. Packaging and Paper:** Undue and unnecessary use of materials is avoided, and recycled materials used whenever appropriate.

**4.1.3. Conservation:** Processes and activities are monitored and modified as necessary to ensure that conservation of scarce resources, including water, flora and fauna and productive land in certain situations.

**4.1.4. Energy Use:** All production and delivery processes, including the use of heating, Ventilation, lighting, IT systems and transportation, are based on the need to maximize efficient energy use and to minimize harmful emissions.

**4.1.5. Safety precautions for transport and cargo handling:** All transport and cargo handling processes are based on the need to maximize safety precautions and to minimize potential injuries to the environment, beneficiaries and staff as well as the suppliers’ employees or those of its subcontractors.

# ARTICLE 5. ETHICAL PROCUREMENT

**5.1.** Supplier’s core business (over 20% turnover) should not:

**5.1.1.** Manufacture or sell arms.

**5.1.2.** Manufacture or sell tobacco

**5.1.3.** Damage the reputation of the Red Cross name and/or emblem

**5.2.4.** Legal requirements: Suppliers should always work within the laws of their country

# ARTICLE 6. PAYMENT.

**6.1.** Payment will be made upon approval by LRC of a completed milestone/deliverable, and receipt of verified original invoice submitted by Contractor to LRC, within 45 days, and will be new and unused, free from material defects in quality, material, and design under normal use, and free from any right of claim by any third party, including claims of infringement of any intellectual property rights.

# ARTICLE 7. TENDERERS SHALL BE EXCLUDED FROM PARTICIPATION IN A PROCUREMENT PROCEDURE IF:

**7.1** They are bankrupt or being wound up, are having their affairs administered by the courts, have entered into an arrangement with creditors, have suspended business activities, are subject of proceedings concerning those matters, or are in any analogous situation arising from a similar procedure provided for in national legislation or regulations. However, tenderers in this situationmay be eligible to participate insofar as the Grant Recipient is able to purchase supplies on particularly advantageous terms from either a supplier which is definitively winding up its business activities, or the receivers or liquidators of a bankruptcy, through an arrangement with creditors, or through a similar procedure under national law;

**7.2** They or persons having powers of representation, decision-making or control over them have been convicted of an offence concerning their professional conduct by a final judgment;

**7.3** They have been guilty of grave professional misconduct; proven by any means which the Grant Recipient can justify;

**7.4** They have not fulfilled obligations relating to the payment of social security contributions or taxes in accordance with the legal provisions of the country in which they are established, or with those of the country of the Grant Recipient or those of the country where the contract is to be performed

**7.5** They or persons having powers of representation, decision-making or control over them have been convicted for fraud, corruption, involvement in a criminal organization or money laundering by a final judgment

**7.6** they make use of child labor or forced labor and/or practice discrimination, and/or do not respect the right to freedom of association and the right to organize and engage in collective bargaining pursuant to the core conventions of the International Labor Organization (ILO)

# Bidder’s checklist

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Description** | **Bidder to complete** | | | **To be filled by LRC committee** | | |
|  | **Documents Included?** | | **Comments** | **Present & complete?** | | **Comments** |
| Step/ document to be submitted with tender | Yes | No | If the required documents are not included | Yes | No |  |
| **Complete tender package** delivered before the deadline specified - **Compulsory** |  |  |  |  |  |  |
| **Annex 1** – LRC Supplier Registration Form – completed, signed & stamped (if it was not submitted before) – **Compulsory** |  |  |  |  |  |  |
| **Annex 2** - Bid Form – completed, signed & stamped – **Compulsory** |  |  |  |  |  |  |
| **Annex 4** – Past performance & Bidder references – completed, signed & stamped **Compulsory** |  |  |  |  |  |  |
| **Annex 5** - Tender Award and Acknowledge Certificate – signed & stamped – **Compulsory** |  |  |  |  |  |  |
| **Annex 3 detailed Specification** signed & Stamped  **-Compulsory** |  |  |  |  |  |  |
| **Supporting documents :** | | | | | | |
| Copy of company registration – (Ministry of Justice)- وزارة العدل) ) شهادة تسجيل شركة تجارية **Compulsory** |  |  |  |  |  |  |
| Copy of tax registration (Ministry of Finance( (وزارة المالية) شهادة تسجيل الشركة – **Compulsory** |  |  |  |  |  |  |
| Copy of VAT registration (Ministry of Finance) (وزارة المالية) شهادة تسجيل في الضريبة على القيمة المضافة – **Compulsory (if VAT registered)** |  |  |  |  |  |  |
| **اذاعة تجارية Compulsory** |  |  |  |  |  |  |
| **IBAN BANK DOCUMENT**  *N.B The IBAN should be issued in the company's name, not the owner's.* |  |  |  |  |  |  |
| **GRC Annexes** |  |  |  |  |  |  |
| **Statement of integrity AFD** |  |  |  |  |  |  |

|  |  |  |
| --- | --- | --- |
| **To be filled in by LRC–Tender Opening Committee ONLY** | **Eligible** | **Ineligible** |
| Outcome of administrative check. |  |  |

***Bidder's Authorized Signature:***

***Bidder's Official Stamp/Seal:***