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ROYAL GOVERNMENT OF BHUTAN
ROYAL CIVIL SERVICE COMMISSION

Excellence in Service



RCSC/AFS(25)2022-2023/795

August 30, 2022

INVITATION OF SEALED QUOTATION

The Secretariat of the Royal Civil Service Commission would like to invite sealed bids from the eligible and qualified bidders with valid trade licence and tax clearance certificate for outsourcing cleaning services in the offices near Tashichhodzong with effect from January 1, 2023.

The details bidding document can be downloaded from RCSC website w.e.f September 1, 2022.

1. Last date and time for submission of bids is September 29, 2022 on or before 10.30 AM to the Administration and Finance Services, RCSC.
2. Bid opening and time (Same date on September 29, 2022 at 11.00 AM in RCSC in the presence of the bidders.

For further inquiry, please contact Norbu, AFS at telephone No.17640088 or Sonam Dekar, HRMD at telephone No.17257505.


(Tashi Pem)

Director General

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CORRIGENDUM

Terms of Reference (TOR) for outsourcing cleaning services in the offices near Tashichhodzong

A. Description of services:

The cleaning areas would include the offices outside of the Tashichhodzong and a few offices in the private buildings. Currently there are 23 blocks outside the Tashichhodzong and two private blocks outside.

The office partitions are mostly of plywood and office floors have a mixture of carpets, planks and vinyl floors.

B. Details of services to be provided by the service provider:

1. Vacuum cleaning of carpeted floor and sweeping of other floors daily
2. steam/dry cleaning on carpet once every quarter of the year or as need arises and removal of stains whenever necessary
3. Wet cleaning of floors once a month
4. Dusting and damp wiping of desk, table, chair and dewan daily
5. Dusting and damp wiping of telephones, computers and printers daily
6. Disinfecting telephone weekly
7. Washrooms:
 - a. Daily cleaning of floors, toilet pots and sink twice a day.
 - b. scrubbing walls with detergents and polishing & stripping weekly.
 - c. Ensure that floors are always dry.
 - d. Sanitary bin to be disposed off daily and the bin to be washed & sanitized weekly.
8. Cutting/uprooting of grasses surrounding the offices (within the setback) whenever necessary.
9. Cleaning of drains whenever necessary.
10. Windows and doors to be dusted daily and cleaned once every three months.
11. Latches to be cleaned daily and lubricated once every three months.
12. Daily emptying the waste baskets/dustbins and bins to be washed and sanitized monthly.
13. Remove cobwebs, dusting of walls and wiping fire extinguishers whenever necessary.
Quarterly wet cleaning of walls
14. Mass cleaning whenever there is an event which shall be informed at least one day in advance.

C. Time schedule of cleaning and monitoring:

1. The cleaning should be completed before 8.30AM and after 5.30PM and weekends.
2. The monitoring and evaluation of the services shall be done at any point of time.

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D. Bidding conditions

The number of rooms and toilets are attached herewith (Annexure 1). However, the size of the rooms are expected to be different, therefore, the bidders are expected to visit the site with a focal officer from RCSC.

Outsourcing has been planned to be implemented with effect from 1 January 2023 for a period of two years subject to assessment of the quality of the services rendered. The assessment will be carried out on a daily basis. However, if the number of existing cleaners decreases and if the cleaning of offices can not be managed, the outsourcing will be preponed a few months ahead of the plan.

Interested business houses with a valid trade license in the relevant services are eligible to participate in the bid. The bid should be inclusive of the required equipment like vacuum cleaner, buckets, brooms, etc and reagents & detergents.

For any clarification the following can be contacted :

Mr. Norbu, RCSC at telephone no. 17640088

Ms. Sonam Dekar, RCSC telephone no. 17257505

The bidding documents shall be submitted to AFS, RCSC as per tender notice.

Documents required to be submitted along with the bid: valid trade license, tax clearance certificate, lumpsum amount of Nu. 40, 000 (forty thousand only) as EMD and 10% performance security bid of the total quoted amount should be deposited in the form of Bank guarantee/cash warrant or demand draft after contract signing and before the award of work order. Those bidders without EMD would be directly rejected.

The bid shall be opened at 11 a.m on the same day in the presence of the bidders.

E. Responsibility of Employer

A Committee shall be appointed of representatives from the different offices to check the standard of cleaning services on a daily basis once every morning before 9AM.

The bill shall be cleared on a monthly basis only after verification of the service by the Committee.

F. Accountability on firm and cleaner

- The Cleaners are not permitted to handle any official documents and movement of office properties outside of office premises.
- They shall not touch or move any documents lying on the table.
- In case of leakage of any official information/document and if verified that the source of leakage is one of the cleaners and the firm shall be held liable for any legal action.
- In case of any damage to office properties in the process of cleaning, the cleaners shall be held responsible for the damage and shall bear the repair cost of the damaged properties.

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Annexure 1

SI No.	Agency	No. of Rooms (including halls)	No. of Toilet	Location
1	NEC	33	6	Near Tashichodzong
		10	4	Langjophakha Office (EACD)
		5		Chubachu Office (Sanmaru building)
2	GNHC	40	8	Near Tashichodzong
		6	4	Sanmaru Building & PPD buliding (near sanmanu)
3	MoAF	198	37	Near Tashichodzong
4	MoF	56	14	Near Tashichodzong
5	RCSC	41	5	Near Tashichodzong
	Total	389	78	

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