



**OPEN ADVERTISED BIDDING:
General Maintenance Services
6 October 2021**



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A. Overview

MauBank Ltd is seeking proposals from eligible and qualified bidders for the provision of General Maintenance Services to the Bank.

B. General Instruction to Bidders

1. Bidder shall not have Conflict of Interest

Bidders should mandatorily declare conflict of interest situations. Bidders found to be in a conflict of interest situation, and which has not been disclosed, shall be disqualified. A Bidder may be considered to be in a conflict of interest with one or more parties in a bidding process if, including but not limited to; a Bidder or any of its affiliates participated as a consultant in the preparation of the design or technical specifications of the goods and services that are the subject of the bid.

2. Fraud and Corruption

MauBank Ltd will reject a proposal if it determines that the Bidder has, directly or through an agent, engaged in corrupt, fraudulent, collusive or obstructive practices in competing for the procurement in question.

- “Corrupt practice” is the offering, giving, receiving or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party;
- “Fraudulent practice” is any act or omission, including a misinterpretation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation;
- “Collusive practice” is an arrangement between two or more parties designed to achieve an improper purpose, including to influence improperly the action of a party;
- “Obstructive practice” acts intended to materially impede the exercise of the Bank inspection and audit rights.

3. Eligible Bidders

A Bidder that is under a declaration of ineligibility by the Government of Mauritius in accordance with applicable laws at the date of the deadline for bid submission or thereafter, shall be disqualified.

A Bidder who in the past failed to fulfill his contract with the Bank up to the level of our satisfaction shall be disqualified.



4. Sections of Bidding Documents

The Bidder is expected to examine all instructions, forms, terms, and specifications in the Bidding Documents. Failure to furnish all information or documentation required by the Bidding Documents may result in the rejection of the bid.

5. Amendment of Bidding Documents

At any time prior to the deadline for submission of bids, MauBank Ltd may amend the Bidding Documents by issuing addendum. Any addendum issued shall be part of the Bidding Documents and shall be communicated in writing to all those who have obtained the Bidding Documents. In situations where, open advertising bidding method has been adopted, the Bank shall publish addendums in newspaper and Bank's Website to ensure all bidders have the same information and understanding. To give prospective Bidders reasonable time in which to take an addendum into account in preparing their bids, the Bank may at its discretion extend the deadline for the submission of bids.

6. Cost of Bidding

The Bidder shall bear all costs associated with the preparation and submission of its bid, and MauBank Ltd shall not be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

7. Withdrawal, Substitution, and Modification of Bids

No bid may be withdrawn, substituted, or modified in the interval between the deadline for submission of bids and the expiration of the period of bid validity period.

The withdrawal, substitution or modification of a bid after the deadline for submission of bids has expired will result in forfeiture of the bid security amount (If Any).

Bidder may withdraw its bid prior to the deadline for the submission of bids without forfeiting its bid security (If Any).

8. Confidentiality

Bidders should not divulge, discuss or disclose to any third party the existence of this request response or any information contained therein, other than a third party or parties selected by your company to assist you in the preparation of your proposal. Such third parties should be bound equally by a confidentiality agreement. Failing to abide to the above will lead to automatic disqualification.

Information relating to the examination, evaluation, comparison, and post-qualification of bids, and recommendation of contract award, shall not be disclosed to bidders or any other persons not officially concerned with such process.



9. Clarification of Bids

To assist in the examination, evaluation, comparison and post-qualification of the bids, The Bank may at its discretion, ask any Bidder for a clarification of its Bid. Any clarification submitted by a Bidder in respect to its Bid and that is not in response to a request by MauBank Ltd shall not be considered. The Bank's request for clarification and the response shall be in writing. No change in the prices or substance of the Bid shall be sought, offered, or permitted, except to confirm the correction of arithmetic errors (if any) discovered in the Evaluation of the bids.

10. Correction of Arithmetic Errors

Provided that the Bid is responsive, MauBank Ltd shall correct arithmetical errors on the following basis:

- if there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; and
- If there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail.

11. Late Bids

MauBank Ltd shall not consider any bid that is received after the deadline and shall be declared late and rejected.

12. Right to accept or reject any /All Bids

MauBank Ltd reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids at any time prior to contract award, without thereby incurring any liability to Bidders.

13. Mauritian Law

It is hereby agreed that all matters arising during the tendering exercise, shall be governed by the Laws of Mauritius, and it is agreed that both Bidder and Bank shall submit to the exclusive jurisdiction of the Courts of Mauritius.

C. Bid Data Sheet

1. Bank Requirement

MauBank Ltd is seeking proposals for the provision of General maintenance services in its premises.



List of Premises

I. Business Centres

#	Business Centers	Address
1	Chemin Grenier	Royal Road, Chemin Grenier
2	Curepipe	Royal Road, Curepipe
3	Flacq	Cnr Charles De Gaulle and Francois Mitterrand Street, Central Flacq
4	Goodlands	Royal Road, Goodlands
5	Grand Bay	Richmond Hill Complex, Grand Bay
6	Lallmatie	Corner Tagore & Royal Road, Lallmatie
7	Mahebourg	Corner Delices & Mariannes Street, Mahebourg
8	Port Louis, Place D'Armes	1, Queen Street, Place D'Armes, Port Louis
9	Port Louis, Pope Hennessy	25, Pope Hennessy Street, Port Louis
10	Quatre Bornes	C/R Osman & St Jean Road, Quatre Bornes
11	Riviere Du Rempart	Riverside Shopping Complex, Royal Road, Rivière Du Rempart
12	Rose Belle	Royal Road, Baramia, Rose Belle
13	Rose Hill	477, Royal Road, Rose Hill
14	Saint Pierre	Kendra Commercial Centre, St Pierre
15	Terre Rouge	Premises of Kishnasamy Veerasamy, Royal Road, Terre Rouge
16	Triolet	Royal Road, Triolet
17	Vacoas	Independence Avenue, Vacoas

II. Buildings

1	Ebene Sub Office	Bramer House, Ebene Cybercity, Ebene
2	Ebene Head Office	25 Bank Street, Ebene Cybercity, Ebene

III. Off-site ATM

#	Offsite ATMs	Address
1	Beau Bassin	Corner Avenue des Artistes Royal Road Beau Bassin
2	Phoenix Mall	Sivananda Avenue Phoenix
3	Pope Hennessy	21, Pope Hennessy Street, Port Louis.
4	La Croisette	La Croisette Shopping Mall
5	Petite Riviere	Royal Road Petite Riviere
6	Bramer House Ebene	Hotel Avenue Bramer House Ebene
7	Wellkin	Wellkin Moka

IV. Archives

#	Archives	Address
1	Velore	Velore Street / Military Street Port Louis



2	Peninsula	Falcon Street Port Louis
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V. Store

#	Store	Address
1	Yukondale	State Land Plaine Lauzun

2. Duties and scope of services

The service provider shall provide a full range of General maintenance services on an as-needed basis to MauBank Ltd ("Bank") including, but not limited to:

- To provide technical support related to all minor maintenance and repairs on Bank's assets, including office equipment.
- Ensure proper housekeeping and tidiness of whole premises and at all times.
- Ensure all critical/ safety equipment are operational and well maintained. These includes generators, UPS, CCTV System, Intruder and Fire Alarm System, Fire Fighting equipment and any other security equipment.
- Monitor and control the air-conditioning system, other building facilities and all installed services.
- In case of malfunctioning, the latter is required to immediately carry out remedial actions, or report to the Facilities Manager when major repairs are involved, or whenever external contractors' interventions are required.
- Ensure that security equipment of the premises is functioning correctly, and in the presence of security guards at all times.
- Provide supervision and assistance to external contractors on site, and follow-up to completion.
- Rearrangement of office set-up, which include movement of furniture, as and when required.
- Maintain proper records and proper filing for all repairs/ parts replacement.
- Monthly report must be submitted to the Bank on First working day of the second week of each month.
The report shall include:
 - i. Maintenance activities conducted as per requirements outlined below
 - ii. BOM for spare parts replacement
 - iii. Changes made on the maintenance work
 - iv. Concerns and Recommendations



2. General requirements and special duties:

1. The service provider must provide:
2. One (1) full time maintenance worker at Bank's Head Office premises.
3. One (1) full time maintenance worker at Bank's Sub Office Level 1 to Level 4.
4. One (1) full time maintenance worker at Bank's Pope Hennessy building.
5. One (1) full time maintenance worker for inter branches, archives and offsite locations of Bank.
6. Service provider must submit the following:
 - a. Details on existing Health and Safety management put in place by the Service Provider.
 - b. Planned methodologies of work and frequency of maintenance plan per location. This shall also be an assessment of the technical capability of the supplier for delivering such services.
7. The supplier must be CIDB Registered and possess the most recent CIDB certificate as per the required trade.
8. The Supplier must provide trained technicians with the appropriate tools and testing equipment for scheduled maintenance, safety inspection, and safety testing as required by this Contract. The supplier must provide all of the necessary materials and supplies to maintain, service, inspect and test all the systems to be maintained.
9. Contingency planning in case of contingency mode; e.g. riots, pandemic situation, cyclone, any natural disaster or force major events, sickness or leave of employees.
10. Service Provider shall also stand be guided by the authorities and shall arrange to deliver service to the Bank in the least possible delay, and which may include but not limited to arrangement of Work Access Permit / Special Work Access Permit and Red Zone Access.
11. A contingency plan should be submitted to describe the continuity of service in the event of a Force Majeure as listed above.
12. The Service Provider will not be allowed to subcontract under this present contract unless prior written approval has been obtained from the Bank.
13. All verbal communications in case of urgencies should be conveyed in written form by next working day.
14. The Bank shall not be liable for any damages or compensation payable at law in respect of or in consequence of any accident or injury to any worker or any other person in the employment of the Service Provider or any sub-contractor, except an accident or injury from any act or default of the Bank, his agents or employees.
15. Any loss sustained by the Bank under contract awarded to the successful Service Provider caused through poor performance, professional negligence, dishonesty and any wrongly acts by its employees in the course of their duties, including loss caused by accidents, fire, vandalism, robbery amongst others, shall



have to be made good by the Service Provider up to the amount of claim from the Bank or any 3rd party who has directly or indirectly suffered a loss.

16. The Service Provider shall observe all safety measures and compliance to the Bank's rules. All security measures should be taken by Service Provider's staffs posted at any of the Bank premises to perform the assigned duties.
17. Service Provider should possess relevant and valid trade certifications, or any other required Licenses from Local Authorities, and should be submitted as and when requested by the Bank.
18. In case of damage to Bank's system or equipment due to the Service provider's fault, the Service provider should take full responsibility to restoring the equipment to its initial condition and if same cannot be restored service provider must indemnify the Bank.
19. In case of any emergencies such as but not limited to riots, pandemic situations, any natural disaster or any force major flooding, post-cyclonic situations or any other circumstances beyond control of the bank, the Service Provider should be readily available to provide exceptional services to assist the bank to resume to normal conditions.

3. Duties and scope of services

Scope of work

Supplier shall provide supervision, labor, tools and equipment to perform preventive maintenance on low voltage electrical systems.

All personnel working for this scope must wear and /or use safety protection while all work is performed. Strict adherence to OSHA standards must be maintained at all times. The supplier must ensure that the relevant Health and safety standards are observed and same be checked in a regular manner by the supplier health and safety officer.

Prior to beginning any site work the contractor must submit, to the bank Facilities Management Department, a plan of work to reflect the planned work and sequence. The contractor must obtain formal approval from the bank Facility Management department prior starting any work.

If any discrepancies are found that are not covered under this scope of work then the supplier must provide the following:

1. Detailed report noting the discrepancy found.
2. Bill of Materials (BOM) to include component name, quantity, part number, and price for any repair material required and material lead time.
3. Price quote for repair labor.



For the purpose of this scope, the below minimum delivery requirements are needed:

- **Plumbing works:**
 - Replacement of damage water taps, flexible hose, hand sprayer, water piping and fittings.
 - Tightening of loose fittings and sanitary wares.
 - Ensure water supply at all times.
 - Maintenance of water pumps and plumbing accessories on a regular basis.

- **Repairs of office furniture:**
 - Tightening of loose screws.
 - Replacement of gas lifts, wheels, arm/ head rests in office chairs.
 - Fixation and adjust of desk separators.
 - Dismantling and mounting of office desks as and when required.
 - Replacement of locks and accessories in filing cabinets and drawers.

- **Electrical and Data works:**
 - Tightening of trailing cables.
 - Replacement of light fittings, bulbs and cleaning as and when required.
 - Replacement of electrical/ data sockets.
 - Verification of data points and patching as and when required.
 - Resolve breaker trip issues and daily electrical issues.
 - Ensure electrical system are free from hazard.

- **Other minor maintenances:**
 - Retouch paints, both interior and exterior.
 - Replacement of damage false ceilings.
 - Repairs of door closer, door handles and general adjusting.
 - Verification and unblocking of manhole as and when required.
 - Provide minor technical support on office equipment such as paper jam in shredders/ printer.
 - Generator and UPS check and testing.



- Fire/ intruder alarm and access control verification
- Replacement of lightings, fixtures and fittings, repairs/replacement of door & window broken glasses, fixing/adjusting of wooden & metal frames, curtains rods, burglar bars, door handles, amongst others.
- Verification and monitoring of air-conditioning, lifts, alarm.
- Carry any other such minor maintenance works in a proactive manner.



1.2 Specific duties:

In addition to the above list, the maintenance workers are also expected to look after some crucial and specific building facilities, as described below for each site.

1.2.1 Head Office Building

- Carry out regular snap-checks and walk-through the premises at least thrice per day in order to immediately correct any anomalies detected, or as pointed out by Bank's staffs.
- The daily regular checks should be written down through a comprehensive checklist and be put on records.
- Testing of both generators on a fortnightly basis and ensure proper functioning. Also include painting/maintenance of generator or diesel tank canopy, and ensure adequate diesel level.
- Monitoring and of the PV System panels.
- Ensure boom gate are operational, and report to the Facilities Manager in case of breakdown, who will in turn call for suppliers' technical interventions.
- Ensure frameless door hinges at all offices are working correctly and are free from any hazard.
- Unblock manhole as and when required.
- Regular checks on safety and security installed services such as CCTV, door access controls, fire suppression systems, fire alarm and intruder alarm system.
- General check and maintenance of canteen equipment and gym equipment.
- Check water connections at washrooms and mess rooms at each floor. Ensure closure of taps on a daily basis prior to departure.
- Ensure no obstruction of emergency exit staircase.
- Ensure roof of building are tidy and free from hazard.
- Monitor and control all the air-conditioning systems of the building, which includes switching-on in the morning and switching-off prior to departure.
- Clean aircon filter for ground floor and other units as applicable.
- Ensure tidiness at garbage area and metal doors are well maintained.



- Verification of all lightings and report to the Facilities Manager and to SP whenever replacements are required.
- Ensure coffee and water dispensers are operational at all times.
- Provide assistance on a permanent basis to external contractors in site.
- Minor retouch paint of interior offices.
- Regular check of proper lifts' operation and tidiness.
- Ensure water pump/water tank are operational.
- Ensure proper parking management with security guard.
- Any other related duties as applicable.

1.2.2 Sub Office floors

- Carry out regular snap-checks and walk-through the premises at least thrice per day in order to correct immediately any anomalies detected, or as pointed out by Bank's staffs.
- The daily regular checks should be written down through a comprehensive checklist and be put on records.
- Testing of generators on a fortnightly basis and ensure proper functioning. Also include painting/maintenance of generator or diesel tank canopy, and ensure adequate diesel level.
- Regular checks on safety and security installed services such as cameras, door access controls, fire suppression systems and fire alarm panel with the syndic.
- Ensure no obstruction of emergency exit pathways.
- Monitor and control all the air-conditioning systems of the building, which includes switching-on in the morning and switching-off prior to departure.
- Clean aircon filter during emergencies.
- Verification of all lightings and report to the Facilities Manager and to SP whenever replacements are required.
- Ensure coffee and water dispensers are operational at all times.
- Provide assistance on a permanent basis to external contractors in site.
- Minor retouch paint of interior offices.



- General check and maintenance of canteen equipment.
- Specific maintenance and interventions are also required at branch level, ground floor as and when required.
- Any other related duties as applicable.

1.2.3 Pope Hennessy Building

- Carry out regular snap-checks and walk-through the premises at least thrice per day at Pope Hennessy building in order to correct immediately any anomalies detected, or as pointed out by Bank's staffs.
- The daily regular checks should be written down through a comprehensive checklist and be put on records.
- Testing of both generators on a fortnightly basis and ensure proper functioning. Also include painting/maintenance of generator or diesel tank canopy, and ensure adequate diesel level.
- Ensure proper parking management with security guard.
- Monitor cleaning operators on site and ensure that daily cleaning is properly carried out.
- Unblock manhole as and when required.
- Regular checks on safety and security installed services such as CCTV, door access controls, fire alarm and intruder alarm system.
- Clean aircon filter during emergencies.
- Verification of all lightings and report to the Facilities Manager and to SP whenever replacements are required.
- Ensure tidiness at garbage area, around the building, exterior corridors, washrooms and all common spaces.
- Follow up with gardener for proper gardening services of decorative plants of the building.
- Metal doors are well maintained.
- Ensure non-smoking areas are respected by tenants.
- Be the first contact person for tenants of the building to assist them for related technical support required.
- Always coordinate and cooperate with tenants of the building.



- Enhance proper housekeeping and tidiness of exit stairs.
- Regular checks of addressable fire alarm panels, lifts and other safety systems. This also includes affixing the necessary and valid maintenance certificates, as required by the Mauritius Fire and Rescue Services.
- Follow-up with external SP for proper maintenance of chilled water-cooling system, inclusive of its twin water pump, chilled water pipes on roof, internal duct works as well as all its installed components.
- General checks of building infrastructure and report to the Facilities Manager on any anomalies.
- Any other related duties as applicable.

1.2.4 Place d'Armes Building

- Daily snap-checks at Place d'Armes building. The frequency may however be decided mutually with the Facilities Manager, and is subject to review.
- Testing of both generators on a fortnightly basis and ensure proper functioning. Also include painting/maintenance of generator or diesel tank canopy, and ensure adequate diesel level.
- Unblock manhole as and when required.
- Regular checks on safety and security installed services such as CCTV, door access controls, fire alarm and intruder alarm system.
- Carry out regular maintenance as and when requested by the Facilities Manager or his delegates.
- Any other related duties as applicable.

1.2.5 Offsite ATMs Pope Hennessy, Sir William Newton and Dumat Streets

- The maintenance workers posted at Pope Hennessy building shall also be requested to attend for minor repairs or aid external contractors at Bank's offsite ATMs of Sir William Newton Street, Dumas Street or Pope Hennessy building, as often required.



1.2.6 Maintenance worker for inter-branches/archives/off-site locations

- SP shall provide minor repairs and maintenance services on a monthly basis at twenty (20) retail branches across the island, offsite ATMs, archives and store.
- In addition to the monthly visit at each branch, SP shall also cater for emergency ad-hoc interventions as and when requested by Bank's Facilities Management team.
- Understandably, SP should also provide this service to Bank's Rodrigues branch as and when required.
- All defective parts requiring replacement shall be supplied promptly by SP, followed by monthly claims, which should be rationalized for Bank's approval.

The processes shall be as follows:

- Bank Facilities Management team shall communicate a list of issues for each branch to SP at least one day before.
- SP shall arrange to deploy a maintenance worker to the branch to carry out the minor maintenance and repairs as per the list communicated, while taking into consideration the list of priorities.
- SP shall ensure that the maintenance worker complete the minor repairs and maintenance required up to the satisfaction of respective officer in charge of the site.
- The monthly list of issues communicated by Bank's Facilities Management team for a specific branch, should be cleared within one month, prior to the communiqué of the new list of issues for that same branch.
- Over and above the list of issues communicated, SP is expected to carry out snap-check at each location, and to proactively discuss and agree with the Facilities Manager on minor maintenances required. Such tasks may be retouched painting works, housekeeping amongst others.
- At the request of Bank Facilities Management team, SP should also arrange to deploy the maintenance worker at branch to help external contractors during repairs or preventive maintenances.



Important Notes:

- SP shall provide reasonable quotes/ claims with rationale for Bank's approval.
- SP should have permanent monitoring on the maintenance workers on Bank's premises and ensure proper behaviors, attitudes, attendances, upskilling amongst others.
- SP should ensure all necessary and required precautions to protect Bank equipment and asset during interventions.
- Services rendered to Bank shall be monitored through a KPI system during the SLA period.
- In emergency cases, the maintenance worker should be able to provide support, even after office hours, within a response time of less than two (2) hours.
- At times of projects or emergencies, the maintenance workers shall also be requested to work at odd hours.
- SP should be able to organise maintenance services as and when required for Rodrigues Branch as well in case of urgency, but does not necessarily provide a full-time maintenance worker on this site.
- SP shall communicate to the Facilities Management team in advance of any absenteeism and replacements accordingly.
- SP shall provide appropriate tools and testing equipment to the maintenance workers which conforms to legal norms for the manual works, including scaffolding wherever applicable.
- All maintenance workers should have sufficient logistics with certificated technical skills to ensure swift interventions with on-spot remedial actions.



3. Eligibility Criteria

#	Criteria	Remarks
1	<p>The Bidder must demonstrate a sound financial standing and a long-term prospective profitability.</p> <p>The liquidity ratio must be equal to or greater than 1.</p> <p>The debt ratio should be equal to or less than 1.</p>	Financial statement for the last 3 years to be provided
2	<p>The bidder has to submit an undertaking that no Government / undertaking organizations have blacklisted the bidder for any reason</p>	Undertaking by Bidder to be provided
3	<p>The bidder should not outsource the contract to subcontractor. The bidder should deploy & manage the project with its own certified resources.</p>	Undertaking to be submitted



4. Qualification Requirement

Bidders are required to provide list of services performed as prime Service Provider (“SP”) on the provision of services of a similar nature over the last five years. [insert details and attach evidences]

Bidders are required to respond in the following format:

Type of services Provided	Name of Clients	Client contact details	Location of work	Contract Value	Duration/contract period

Bidders are required to provide lists of equipment and logistics supports proposed for carrying out required services. List all information requested below.

Equipment Name	Function of Equipment	Frequency/Proposal of usage of the equipment in this service	Value added of this equipment to this service
(a)			
(b)			

Bidders are required to provide qualifications and experience of key personnel that shall be allotted for administration and execution of this service.

Designation	Years of experience	Main roles & responsibilities
(a)		
(b)		



5. Supplier's Response

Response Content

The response should be as clear and concise. To facilitate consistent evaluation and understanding of the response, we request that the following guidelines be adhered to:

- Avoid referring to Internet links. All information should be provided in your response, else will be considered as incomplete.
- The response should be structured as per Annexure 1. You are requested to follow the proposed structure. Failure to do so will carry negative markings in the final evaluation
- Bidders are required to include warranty clause (Annexure 2) as part of their formal response
- Bidders are required to include Oath of Confidentiality statement (Annexure 3) as part of their formal response.
- Proposal should include documents as listed in Annexure 4
- You may add any other details that you consider will bring value to your proposal and will benefit the bank.
- No “refer to data sheet or link” will be accepted, kindly response to queries in a clear and concise way.

D. Specific Terms and Conditions

- Prior to submission of bids, bidders are encouraged to conduct a survey at respective site for pre-assessments in view to submit bids as per the tender specifications and requirements, unless potential bidders are already aware of the sites.
- Request for site visit should be routed through the procurement department on procurement@maubank.mu . All site visits should be conducted between 11th to 14th October 2021.
- The successful Bidder shall be deemed to have satisfied himself as to the nature and extent of the works. No claim for extra expenses will be allowed on grounds that insufficient information was given in the Tender Documents or that he was not conversant with the conditions prevailing at the site or during the course of the work he encountered unexpected difficulty, which could have been avoided by inspection of the site.



- Bids should be sent via a password-protected email to the Procurement department with subject **“Scope for General Maintenance”** at latest by **14.00 pm on Tuesday, 19 October 2021**

Your email should be strictly address to the procurement department on the following - **procurement@maubank.mu**

The password to open the proposal should only be shared with the bid opening committee on **BidOpeningCommittee@maubank.mu** just before the closure date and time (i.e. around **14.10 pm** on **Tuesday, 19 October 2021**. If email (s) are not password protected, MauBank Ltd will assume no responsibility for the premature opening of the bid.

▪ **Bid Validity Period**

- Bid shall remain valid for a period of **120** days after the bid submission deadline. The Bank shall reject a bid valid for a shorter period as non-responsive.
- The contract shall be on fixed rates for a period of two (2) years and which may be renewed for one (1) additional year subject to satisfactory performance, under the same terms and conditions.

▪ **Clarification of tender documents**

- A prospective bidder requiring any clarification on the bidding documents should contact through an official e-mail to procurement Department on **procurement@maubank.mu** at least **7 days** before the bid submission deadline. If the Bank determines that it is necessary to amend the bidding document due of a clarification, it shall do so in accordance with internal procedure.

6. Performance Requirement

Service Review Meeting

The representatives of the Bank shall, after consultation with the Service Provider, set up a Management Committee comprising of the Service Provider’s representatives who are involved in one way or the other in the administration of the cleaning services at the organizational or regional levels, and the supervisory staff of the Service Provider who are responsible for the sites that have been entrusted to the Service Provider. There shall be separate committee arrangements where the contract has been awarded to two or more Service Providers.



Such management meetings are meant to review and have feedback on the services provided to the organization as a whole and to jointly draw conclusions on how to ameliorate the service performance level and tap on shortcoming. The meetings are not meant to substitute the regular consultations and meetings that are usually held at regional or section level for day-to-day matters. In case of discrepancies concluded, such meetings are meant to review on the services provided to the Bank as a whole.

The purposes of such meeting are meant to review on the services provided to the Bank as a whole and to jointly draw conclusions on how to ameliorate the service performance level and tap on shortcomings.

Performance Benchmark

The reviews shall comprise of:

- (a) reviewing major incidences that have occurred on the sites in the pass months and measures taken thereon; taking cognizance of complaints made by the Bank’s representatives and action taken by the Service Provider;
- (b) attending to weaknesses in respect of facilities available on the sites and causes for improvement;
- (c) assessing the arrangements made by the Service Provider in terms of human resource and logistics;
- (d) attending to other matters related to contractual obligations of the Service Provider;
- (e) the Service Provider shall be informed of all shortcomings. Such monitoring shall not in any way substitute or alleviate the Service Provider’s contractual obligations towards providing a satisfactory service;
- (f) such shortcomings shall be corrected by Service Provider within the length of time specified by the Bank and if the Service Provider has not corrected a shortcoming within specified time, the bank shall consider same as a complaint and may affect the monthly Key Performance Indicator (“KPI”) as listed in below table.
- (g) the monthly KPI should be maintained above 90% monthly. Should it be below 90% consecutively for three (3) months, the bank may consider this as lack of performance.



KPI Template Sheet

Below a KPI template (subject to change) may be made as a reference.

		MONTH:		
s/n	KPI	Marks allocated	Marks assessed	Remarks
1.	Uniform and equipment	15		
2.	Delivery of preventive maintenance activity as per requirements	30		
3.	Complaint (from clients or bank officials) – no more than 1 complaint per month in any premise	15		
4.	Submission of technical report in less than 15 days post completion of preventive plan of works	15		
5.	Submission of invoices in less than 15 days post completion of preventive plan of works	10		
6.	Professionalism of staffs	15		
	TOTAL	100		

Post Contract Evaluation Report

After the completion of the contract period, the Bank shall prepare a performance report that shall reflect the service level based on recorded facts. A copy of the report shall be forwarded to the SP for its information and allowing the latter at the same time the possibility to express its disagreement with the report, if any. A copy of the report and response of the SP shall be kept in the procurement file for all intent and purpose.

7. SLA Terms and Conditions

Obligations of the Service Provider

The Service Provider shall perform the Services in accordance with the Scope of Service and Performance Specification, the Activity Schedule, and carry out its obligations with all due diligence and efficiency in accordance with generally accepted professional techniques and practices, and shall observe sound management practices, and employ appropriate human resources and logistics indicated to the Contract Form. The SP shall always act, in respect of any matter relating to this Contract or to the Services, as



faithful adviser to the Bank, and shall at all times support safeguard the Bank's legitimate interests in any dealing with subcontractors or third parties.

Confidentiality & Fraudulence

- (a) The Service Provider and its personnel shall not, either during the terms or within two (2) years after the expiration of this Contract, disclose any proprietary or confidential information relating to the Project, the Services, this Contract, or the Employer's business or operations without the prior written consent of the Bank.
- (b) Similarly, the Service Provider shall take steps to ensure that no person acting for it or on its behalf will engage in any type of fraud and corruption during the contract execution:
- (c) Transgression of the above is a serious offence and appropriate actions will be taken against such Service Providers.



Working Hours

Bank Business hours:

Monday to Thursday : 08h45 to 16h30

Fridays : 08h45 to 17h00

Bank may open exceptionally on some **Saturdays** where this service might be required and this shall be at no extra charges. The duration of working hours per Saturday shall be in line with the normal working hours and is limited to one (1) Saturday per month.

For any excess hours, the Service Provider shall be required to provide the cost implications for the extra charges and shall be subject to the Bank's approval.

Emergency Call-outs and Contingency Mode

- (a) The Service Provider shall undertake to provide service on a 24/7 basis and 365 days to the Bank as may be required during emergencies or contingencies.
- (b) In case of any emergencies such as flooding, post-cyclonic situations or any other circumstances beyond control of the Bank, the Service Provider shall be readily available to provide exceptional services to assist the Bank to resume to its normal working conditions.
- (c) The Service Provider shall provide a list of main point of contacts of their personnel/ site supervisors, as well as emergency contact numbers and such list shall be kept up to date.
- (d) A valid Business Continuity Plan (BCP)/ Contingency Planning shall be submitted by the Service Provider, which clearly describe the contingency mode of operations, facilities, logistics, support and services that Service Provider shall provide to the Bank in case of such circumstances; like riots, cyclones, pandemic, any natural disaster or force major events, sickness or leave of employees, amongst others.

Site induction and In-house rules

- (a) The Bank may provide Site Induction training on its internal practices and culture to the Service Provider's personnel working on the Bank's premises and it is the responsibility of the Service Provider to ensure that its personnel duly follows the Bank's in-house rules. Those personnel of the Service Provider who are not inducted or not compliant, might be subject to replacement.



- (b) The Service Provider shall be obliged to comply with the latest approved Occupational Safety and Health Administration Act (“OSHA”), and it is the Service Provider’s responsibility to ensure Health and Safety of all its personnel on site, as well as for onsite individuals.
- (c) The Facilities Management staffs, Health & Safety, Audits or Control functions of the Bank's shall carry regular inspection on each site as per Bank’s internal processes.
- (d) The personnel of the Service Provider who are posted on the Bank’s sites, are required to behave in a highly professional manner on all the Bank’s premises, and are required to maintain only professional relationship with the Bank’s staff.
- (e) Any misbehaviour, bad conduct, irregularities, unpleasant attitudes or poor grooming, shall not be tolerated.
- (f) Likewise, the Bank reserves the right, at its sole discretion, to request the Service Provider to remove any guard from any site for any lawful reason, and request a suitable immediate replacement.
- (g) The Bank may also request the Service Provider to carry out job rotation amongst its different personnel posted at each site.

Training of Staff

- (a) The Service Provider shall be responsible for the hiring and training of all its personnel, including the replacement pools.
- (b) The Service Provider is required to provide appropriate training to its personnel, so that all works undertaken in the premises of Bank are completed with high level of workmanship, respecting all Health & Safety requirements and meeting Bank’s requirements, without any compromise to continuity of services and hygiene of the Bank.
- (c) The sanitary protocols and physical social distancing theories should be well explained to the personnel, and who will in turn implement these as part of in-house rules on the Bank’s premises.
- (d) The Service Provider shall ensure that all its personnel have the relevant skills, aptitudes and training to ensure proficient service deliveries.
- (e) As and when required, the Service Provider shall submit to the Bank all relevant training programs and proof of attendance for the personnel posted on the Bank’s premises.



Dress code and requirements

- (a) All the personnel posted on the Bank's site should be well presented, groomed and project professionalism
- (b) The Service Provider shall provide these personnel with decent uniforms bearing the SP's logo and names. The uniforms should be of appropriate trousers, long sleeves shirt/t-shirts (as applicable) and closed footwear.

Reporting

- (a) The Service Provider shall report to the Bank's Head of Facilities, where Service Review Meeting on performance shall be carried out on a periodic basis.
- (b) Such reporting shall comprise of incidents logs, potential threats and risks amongst others.
- (c) For any planned intervention, replacement or rotation of their personnel, the Service Provider shall liaise with the Bank's Head of Facilities or the immediate subordinates, as assigned.
- (d) The Service Provider shall put in place a proper process to ensure immediate notification to the Bank's Business Centre Managers and to the Facilities Management department of any routine absenteeism or replacement plans.

Maintenance/ Services Inspection Check List

- (a) The Service Provider shall ensure that the duties and scopes of services are fully accomplished and shall put in a place a comprehensive checklist to record and monitor such actions on a daily basis. Such records to be kept neatly and easily retrievable for enquiry purposes.

Health & Safety on-site

- (a) At the premises of Bank, the Service Provider shall at all times ensure, as far as possible and as reasonably as practicable, that all health and safety precautionary measures are taken to avoid any kind of work accidents for Service Provider's staff, Bank's staff and any other third-party present on the Bank's premises & common spaces.



- (b) The personnel of the Service Provider shall not tamper with any other systems or installations that could cause harm or bodily injuries and which can directly or indirectly affect any business unit of Bank. Such actions shall be subject prior agreed with the Bank's Head of Facilities.
- (c) The personnel of the Service Provider shall be asked to attend to regular site induction and Health & Safety trainings, refreshers courses and meetings conducted by the Bank, as often as required by Bank. It is therefore the duty of the Service Provider to ensure that the concerned cleaner duly attend such trainings and adheres to the teachings.
- (d) All health and safety and sanitary measures should be taken by Service Provider's for its personnel posted at any of the Bank's premises. It is the obligation of the Service Provider to carry any prior risk assessments on the working site prior to signature of this Service Level Agreement as well as discussing with the Bank for a joint solution.

Insurances and Liabilities

- (a) During the duration period of this Service Level Agreement, the Service Provider shall ensure to have insurance policies covering Service Provider's obligations as laid down in the terms and conditions, and the charges incurred shall be accounted by Service Provider.
- (b) The Service Provider shall provide and thereafter maintain insurance against all risks in respect of the Bank's property and any equipment used for the execution of this Contract.
- (c) No insurance policy excesses shall be deducted from any claim raised by the Bank, following damages caused by the Service Provider or from its installation.
- (d) The Bank shall not be liable for, or in respect of any damages or compensation payable at law in respect of or in consequence of any accident or injury to any worker or any other person in the employment of the SP or any sub-contractor and except an accident or injury from any act or default of the Bank, his agents or employees.
- (e) Any loss sustained by the Bank under contract awarded to the successful SP caused through poor performance, professional negligence, dishonesty and any wrongly acts by its personnel in the course of their duties, including loss caused by accidents, fire, vandalism, robbery etc. shall have to be made good by the Service Provider up to the amount of claim from the Bank or any 3rd party who has directly or indirectly suffered a loss.



- (f) The Service Provider shall be requested to provide the Bank with evidences (including certificates from the relevant insurance companies), that Service Provider has complied with all its obligations and is fully covered.

Payment Terms

- (a) Payment will be made on the last day of the month upon submission of a proper invoice by the 28th of each month. Statement of accounts should be submitted on a quarterly basis and it is expected that the Service Provider notify the Bank within three weeks in case of non-payment of an invoice.
- (b) In the event of late notifications or after the prescribed period and that could cause burden for reconciliations, the Bank may consider the invoice/ reconciliation process void.
- (c) Likewise, the Bank may also require prolonged services from time to time. Such costs are subject prior to approval of the Bank to approved by the Bank and the billings should be claimed separately with appropriate supporting documents.
- (d) The Bank reserves the right to add/remove any Business Centre or any site from the existing list before expiry of the Service Level Agreement, and the cost submitted on bid, will be prorated thereof.



Penalties

- (a) The Bank reserves the right to apply penalty fees of 3% on the premium in the event of persistent non-adherence to the terms and conditions of this Service Level Agreement, and as to poor level of services provided or deliverables.
- (b) Liquidated and ascertained damages will be at the rate of 10 % of the contract price payable for non-respect of any clause of the contract.
- (c) The Bank also reserves the right to apply penalties wherever there is a serious breach of contract or may as well request Credit Note on particular claims of unaccomplished tasks/ services.

Liquidated Damages

The Liquidated Damages for delays or absence of rapid response shall be twice the are quoted in the Bill of Quantities

Termination

- (a) The Bank reserved the right to add/ remove any Business Centre from the existing list before expiry date in the course of business purposes, renovation, and closure, amongst others.
- (b) If the services provided by the Service Provider are not delivered diligently, or in case of adverse reports from the Bank's representatives as to poor, unsatisfactory performance or regular absence/late reporting of Service Provider's personnel to the determined site, the Bank reserves the right to terminate the contract by giving simple notice in writing without prejudice to claims of either party. Additionally, either party shall have the right to terminate this Service Level Agreement by providing thirty (30) days written notices to the concerned party.
- (c) The monthly KPI should be maintained above 90% monthly. Should it be below 90% consecutively for three (3) months, the bank may consider this as lack of performance and may as well consider termination of this Service Level Agreement.

Dispute Settlement

If a dispute between the parties arises in connection with performance of obligations under this Service Level Agreement, either party shall serve a written notice of dispute providing adequate details of the



nature of the dispute. Notwithstanding the existence of the dispute, all parties shall continue to perform their obligations under the Service Level Agreement.

Other Terms and Conditions

- (a) The Service Provider shall not be allowed to subcontract under this present contract unless prior written approval has been obtained from the Bank.
- (b) During this Service Level Agreement, all communications may be verbal, by fax, e-mail or otherwise. Verbal communications in case of urgency should be conveyed in written form by the next working day.
- (c) Since the services are being outsourced, in compliance with Bank of Mauritius regulations, the latter may at its discretion call for information and any document to ensure that the Service Provider has taken all necessary steps for adequate risk management and confidentiality measures in the provision of their services to the Bank. Such documents should be made easily available to the Bank upon demand.



E. Annexures:

Annexure 1

I/We hereby confirm that the cost will be fixed during the duration of the contract and no adjustment shall be made to the contract sum in respect of rise or fall in the cost of labour, materials, taxes, exchange rate, transport, fuel, inflation etc. For statutory increases imposed by the government by force of law, this has to be mutually agreed formally through discussion with the bank.

I/We also understand that the Bank may split the contract between several Service Providers, i.e., one Service Provider may be awarded the contract for branches and another one for Ebene Head Office or offsite locations, and I/We have no objection to this clause.

#	Locations	Year 1 Amount (Mur)	Year 2 Amount (Mur)
1	Chemin Grenier		
2	Curepipe		
3	Flacq		
4	Goodlands		
5	Grand Bay		
6	Lallmatie		
7	Mahebourg		
8	Port Louis, Place D'Armes		
9	Port Louis, Pope Hennessy		
10	Quatre Bornes		
11	Riviere Du Rempart		
12	Rose Belle		
13	Rose Hill		
14	Saint Pierre		
15	Terre Rouge		
16	Triolet		
17	Vacoas		
18	Ebene Sub Office		
19	Ebene Head Office		
20	Beau Bassin		
21	Phoenix Mall		
22	Pope Hennessy		
23	La Croisette		
24	Petite Riviere		
25	Bramer House Ebene		



26	Wellkin		
27	Velore		
28	Peninsula		
29	Yukondale		
Sub Total			
Vat			
Grand Total			



Annexure 2

WARRANTY CLAUSE & AGREEMENT TO SLA's / TERMS AND CONDITIONS

"I/We hereby warrant and represent to MauBank Ltd that: -

- (a) All my/our statements herein are true, correct and complete, and shall remain so for one hundred and twenty (120) days from the response due date;
- (b) I/we have understood the clauses specified in this bid and will abide to same in this response to the Bid;
- (c) All my/our services described, proposed and presented shall be conducted in a good and workmanlike manner, and I/we are willing, ready and able to perform the same;
- (d) I/we undertake to inform the Bank of expiry and submit updated copies of the following operating licenses (if Applicable);

1.1 Trade License.

1.2 Permit in handling of a dangerous chemical or any other licences enforced by the Ministry of Health & Quality of Life, as applicable.

1.3 Permit or Licences from other control enforcing authorities for this economic activity.

1. I/we will inform the Bank in writing within seven (7) days of our receipt of notice of any litigation, arbitration or administrative or bankruptcy/insolvency proceedings threatened or instituted against us, and which may adversely affect the use, delivery or performance of any deliverable set out herein.
2. I/We also confirm my/our agreement to the SLAs & Terms and Conditions specified in the Bid document and shall abide to all conditions without any prejudice, if contract is allocated to my company."



Company : _____

Authorised Signatory

Name : _____

Title : _____

Signature : _____

Company Seal : _____

Telephone : _____ Fax: _____

Email : _____



Annexure 3

OATH OF CONFIDENTIALITY

I _____, the undersigned, employed by / representing _____ agree and bind myself / the organisation not to disclose any information relating to MauBank Ltd and its customers, to any representative of its organisation, or its affiliates members of the public, to the press and any outside person or body institution.

I/We shall maintain the confidentiality and secrecy of all information, which might expose to us/ me.

This agreement will be binding even if I leave my employment with the company.

(Read, understood and agreed in own handwriting)

Name : _____

NIC Number : _____

Signature : _____

Date : _____



Annexure 4

Checklist of documents to be provided along with financial proposal

1	Documentations	Yes	No
1.1	Company Profile - also clearly stating the following:	<input type="checkbox"/>	<input type="checkbox"/>
	- Health & Safety practices of your organization	<input type="checkbox"/>	<input type="checkbox"/>
	- Risk Assessment practices	<input type="checkbox"/>	<input type="checkbox"/>
1.2	Certificate of Incorporation	<input type="checkbox"/>	<input type="checkbox"/>
1.3	BRN Certificate	<input type="checkbox"/>	<input type="checkbox"/>
1.4	VAT Registration Certificate	<input type="checkbox"/>	<input type="checkbox"/>
1.5	Trade License	<input type="checkbox"/>	<input type="checkbox"/>
1.6	List of Directors and list of shareholders	<input type="checkbox"/>	<input type="checkbox"/>
1.7	List of references of business carried out over the last five years in Banking institutions or financial organizations and list of referrals with valid contact details	<input type="checkbox"/>	<input type="checkbox"/>
1.8	Audited accounts and financial statement for the last three years	<input type="checkbox"/>	<input type="checkbox"/>
1.9	Structure of Organization	<input type="checkbox"/>	<input type="checkbox"/>
1.10	Oath of Confidentiality (as per annexed template)	<input type="checkbox"/>	<input type="checkbox"/>
1.11	Letter of Undertaking/ Warranty clause (as per annexed template), also engaging with the Bank that the following documents shall be provided within fifteen (15) days at the request of the Bank:	<input type="checkbox"/>	<input type="checkbox"/>
	- Insurance Certificates/Evidences/Coverages	<input type="checkbox"/>	<input type="checkbox"/>
	- Character Certificates of your employees that shall be posted on the Bank's site organization	<input type="checkbox"/>	<input type="checkbox"/>
	- Proof of vaccinated employees against COVID-19 (as applicable)	<input type="checkbox"/>	<input type="checkbox"/>
1.12	Acknowledgement that the Service Provider's organization have not been debarred from any tendering processes, forcefully been terminated due to bad performance or under any legal pursuit	<input type="checkbox"/>	<input type="checkbox"/>
2	Human Capital – Qualities and skills:		
2.1	Evidence to demonstrate Service Provider has sufficient logistic and manpower to deliver the service diligently	<input type="checkbox"/>	<input type="checkbox"/>
2.2	Details and specifications on the pool of replacement of Cleaning Operators for the bank's Premises	<input type="checkbox"/>	<input type="checkbox"/>