



ADDENDUM # 3

Date: October 29, 2022

Title: Cleaning Services for the High Commission of Canada to India, in New Delhi

The Department of Foreign Affairs, Trade and Development hereby amends, in accordance with this addendum the Request for Proposals (RFP) for the provision of Cleaning Services, bearing number #21-186288. This addendum hereby forms part of the RFP and the purpose is to:

1. Answer questions related to the RFP that we recently received;

This addendum is issued prior to receipt of bids to provide for certain revisions to and clarification of the solicitation documents.

QUESTIONS AND ANSWERS

- Q1.** Estimates provided in Financial Bid form are strictly for evaluation purposes and are not a guarantee under the contract. Please clarify.
- A1.** Please refer to the RFP, Attachment 2 to Part 3, clause B.2. Canada's usage may be higher or lower. Canada will be invoiced according to the actual usage (number of hours used) and not based on the estimated number of hours per year.
- Q2.** We would like to have your kind guidance on the following points to evaluate and plan for the best possible services:
1. Number of footfall/employee working at the premises;
 2. Total number of rooms, cubicles, cabins;
 3. Total sq ft area - built up area and carpet area;
 4. Total number of work station;
 5. Type of floors at office area / gallery area / corridors / outer side;
 6. Total number of female washroom / male washroom/ handicapped washroom;
 7. Total number of WC;
 8. Total number of urinals;
 9. Total number of basins;
 10. Total number of dustbins and its sizes to evaluate the requirement of garbage bags;
 11. Number and type of toilet dispenser (Like M-Fold / C-Fold/ Toilet Roll);
 12. Number of Soap dispensers;
 13. Should we provide consumables like Tissue paper / Paper napkin / Hand Soap / Sanitizer etc. - Yes/No?
 14. Any scope for deep cleaning of - Carpet / Sofa / Upholstery / chair - Yes/No?
 15. Facade cleaning of glasses (inside/outside) above 6 ft - required or not?
 16. Tank cleaning (water tank - overhead and underground) - required or not?
 17. Cleaning of Rainwater drainage required or not?
 18. What will be the evaluation ground of quality checking of cleaning (daily/monthly/yearly) - like will you maintain any checklist or will there be any parameters for evaluation?



19. Can our staff carry their mobile phone with them inside the premises - Yes/No?
20. Working hours;
21. Time frame given for the deployment of manpower;
22. Pain area/dissatisfaction with the current cleaning service provider.

A2. Please find below the required information:

1. Number of footfall/employee working at the premises - Approximate number is 525.

2. Total number of rooms, cubicles, cabins –

Total rooms/cubicles/cabins: 115/11/24;
High Commission Compound: 115/11/24;
Official Residence Compound: Nil.

3. Total Sq ft area - built up area and carpet area –

Total estimated surface area: 17242 Sq.mt.;
HC Compound: 12,179.3 Sq.mt.;
OR Compound: 5,062.7 Sq.mt.

4. Total number of work stations -

Total Work Station: 407;
HC Compound: 407;
OR Compound: NIL.

5. Type of floors at office area / gallery area / corridors / outer side - Mosaic, Kota stone and PCC.

6. Total number of female washroom / male washroom/ handicapped washroom –

Total Washrooms: Female: 23, Male 26 & 2 staff toilets;
HC Compound: 22 female/25 male;
OR Compound: 1 female/1 male and 2 staff toilet.

7. Total number of WC –

Total WC: 66;
HC Compound: 60;
OR Compound: 6.

8. Total number of urinals –

Total Urinals: 22;
HC Compound: 20;
OR Compound: 2.

9. Total number of basins –

Total basins: 22;
HC Compound: 20;
OR Compound: 2.



10. Total number of dustbins and its sizes to evaluate the requirement of garbage bags –

Total Dustbins: 416 Size: 11"(W) X 15"(L) X 16"(H);
HC Compound: 407;
OR Compound: 9.

11. Number and type of toilet dispenser (Like M-Fold / C-Fold/ Toilet Roll) –

Please refer to the RFP, Annex A – Statement of Work, clause 5.3.1 Materials, supplies, tools and equipment, page 63. The High Commission will supply toilet paper towels, cloth towel rolls, hand and surface sanitizer, tissue papers, paper cups, floor sealers, garbage bins and trolleys for use within the premises of the High Commission and Official Residence only, as well as the common areas of the four residential blocks.

12. Number of Soap dispensers –

Total Soap Dispenser: 51;
HC Compound: 47;
OR Compound: 4.

13. Should we provide consumables like Tissue paper / Paper napkin / Hand Soap / Sanitizer etc.– No.

14. Any scope for deep cleaning of - Carpet / Sofa / Upholstery / chair - Deep cleaning is not required. However, vacuuming and routine cleaning is covered in the RFP, Annex A – Statement of Work, page 57.

15. Facade cleaning of glasses (inside/outside) above 6 ft - not required above 8ft.

16. Tank cleaning (water tank - overhead and underground) – not required.

17. Cleaning of Rainwater drainage – not required.

18. What will be the evaluation ground of quality checking of cleaning (daily/monthly/yearly) - like will you maintain any checklist or will there be any parameters for evaluation –

Vendor to be provided with the checklist for daily/weekly/monthly/early) for cleaning and quality check to be certified by the Supervisors. (sample attached for reference).

Every month, the Supervisor must develop a complete schedule/work plan for all the locations and must provide it to the Project Authority or its representative for their approval. Please refer to the RFP, Annex A – Statement of Work, clause 5.4.1 Contractor's Personnel, page 63. Please refer to the RFP, Annex A – Statement of Work, clause 6.2 Logbook and Attendance Record, page 67. The Contractor must maintain a logbook and attendance record. This logbook will be used to record all requests, complaints, deficiencies or any other situations observed and relevant to the cleaning activities. The Contractor must also immediately report any malfunctions or issues to the Project Authority. Corrective actions must also be recorded. The logbook and attendance record must be available for consultation by the Project Authority.

Please refer to the RFP, Annex A – Statement of Work, clause 6.6 Quality Assurance Plan, page 67. The contractor must submit a Quality Assurance Plan that demonstrates how he is going to ensure the quality of the deliverables. The format can be mutually discussed & finalized after the award of the contract. It must be submitted electronically on a monthly basis.



19. Can our staff carry their mobile phone with them inside the premises - Not allowed inside chancery building, secured zones and any other restricted area.
20. Working hours - 8 am to 5 pm (Mon-Fri), 7 am to 4 pm (SAT/SUN/Mission Holiday). The working hours are subject to change, based on operational requirements.
21. Time frame given for the deployment of manpower - Minimum of 15 days from issuance of Contract, will be notified to the successful bidder.
22. Pain area/dissatisfaction with the current cleaning service provider – N/A.
- Q3.** Can you please share the floor plan for better understanding and allocation of manpower?
- A3.** It cannot be shared due to Security Restrictions. Please let us know if the response provided in **A2** is sufficient or if you require more details.
- Q4.** Minimum Number of Manpower required for the services.
- A4.** This solicitation is for the delivery of provided scope of work and not for the supply of manpower. However, we would suggest a minimum number, but not limited to, and indicative only, for contractor to assess the SOW and depute required number of cleaners accordingly, as below:
HC Compound: 25 Housekeepers and 02 Site Supervisors;
OR Compound: 3 Housekeeper and it will be managed by assigned supervisor.
- Q5.** Number of manpower required at embassy flexible or fixed? Estimated calculation of hours has been mentioned on page number 18 & 19. Please clarify the calculation as mentioned like 2912 hours - supervisor & 3424 hours - hk - page 18 and 96 hours - supervisor & 350 hours regular cleaner - page 19.
- A5.** Please refer to **A4** above. The estimated number of hours on pages 18 and 19 are only an estimate so that we can compare the proposals. We should be charged as per our usage (please see **A1**).
- Q6.** 2.0 Point-Rated Technical Criteria (Page 25), point no. R1 – Proposed Supervisor's Experience - The contract is yet to award to us and this is under process as well. At this stage, it is not feasible to share with you the proposed manpower details whom we are going to depute. If you would like to know about our existing Supervisor details we can definitely share, kindly advise.
- A6.** We understand that you have not yet hired a Supervisor for this project, but we need to know that the Contractor's proposed resources will meet the level of expertise and qualification required by Canada. Please refer to the RFP, Attachment 1 to Part 3 – Certifications, clause C2.

ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED