



Kenya Electricity Transmission  
Company Limited

**KETRACO/PT/02/2015**

**TENDER FOR PROVISION OF CLEANING, SANITATION,  
GARBAGE COLLECTION AND GROUNDS  
MAINTENANCE/ENVIRONMENTAL SERVICES FOR  
KETRACO PREMISES FOR TWO (2) YEARS**

**This tender is reserved for Youth, Women & Persons Living with  
Disabilities (PLWD) Enterprises**

**CLOSING DATE: 13<sup>th</sup> October 2015**

**Table of Contents**

**Page**

Invitation to Tender -----3

General Information to Tenderers -----4

General Conditions of the Contracts -----12

Special Conditions of the Contract-----15

Technical specifications -----21

Schedule of requirements -----30

Tender Form -----35

Mandatory Business Questionnaire -----40

## SECTION A

### INVITATION TO TENDER

#### **Tender for Provision of Cleaning, Sanitation, Garbage Collection and Ground Maintenance/Environmental Services for Ketraco premises for two (2) years - Reserved for Youth, Women & Persons Living with Disabilities (PLWD) Enterprises**

The Kenya Electricity Transmission Company Ltd (KETRACO) invites open tenders from eligible candidates for **Provision of Cleaning, Sanitation, Garbage collection and Ground Maintenance/Environmental Services** as detailed in the Tender Documents.

Interested eligible candidates may obtain further information from, and inspect the Tender Documents at the office of:

Supply Chain Manager  
Tel: (254) (020) 3666000  
Fax: (254) (020) 3666200  
Email: [pnjehia@ketraco.co.ke](mailto:pnjehia@ketraco.co.ke)  
[rkemboi@Ketraco.co.ke](mailto:rkemboi@Ketraco.co.ke)

The tenderers are advised to thoroughly read and understand the tender document before tendering.

Tenderers shall not be under a declaration of ineligibility for corrupt and fraudulent practices. Bidders who are debarred by Public Procurement Oversight Authority (PPOA) or their previous contract for provision of cleaning and garbage collection services have been previously terminated by Ketraco are ineligible.

Tenders must be delivered to:

Company Secretary  
Kenya Electricity Transmission Co. Ltd.  
2nd Floor, Capitol Hill Square  
Upper Hill  
P O Box  
NAIROBI, KENYA

**On or before: 13<sup>th</sup> October 2015 at 10.00 a.m.**

**Site visit** to Suswa Substation is scheduled to be on **Monday 5<sup>th</sup> October, 2015**. We request you all to converge at Mai Mahiu at a Hotel called, Transit Tourist Hotel along the Narok road at 10.30am where we shall all proceed to Suswa substation. We are all expected to arrange for our own transport to the station.

A visit to Kawi house located in South C next to Red Court Hotel, will be conducted on **Tuesday 6<sup>th</sup> October 2015**. For this, you are requested to meet at **KAWI house at 2.00 pm**.

Any questions you have will be addressed during the said visit. However, if you have any inquiries that require immediate attention, you may direct the same to the following;

Please note that the bidders **MUST VISIT THE SITE** during working hours **MUST** sign the **Site Visit Register** and be issued with **Site Visit Certificate** before submission of tender.

Tenders will be opened on **13<sup>th</sup> October 2015 at 10.00a.m** in the presence of tenderers' representatives who choose to attend in the Meeting Room, 1<sup>st</sup> Floor, Capitol Hill Square.

**SUPPLY CHAIN MANAGER**

## **SECTION B**

### **GENERAL INFORMATION**

#### **Introduction**

##### **1. Eligible Tenderers**

This Invitation is to all eligible tenderers as described in the tender documents. Successful tenderers shall provide the Cleaning, Sanitation, Garbage collection and Ground Maintenance/Environmental Services for the stipulated duration from the date of commencement specified in the tender document

##### **2. Cost of Tendering**

The Tenderer shall bear all costs associated with the preparation and submission of its tender, and the procuring entity, will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the tendering process.

The tenderers at their own responsibility and cost **MUST** visit and examine the sites of assignment to ascertain and

acquaint themselves with the surroundings, environmental conditions and communities living within and around

assignment areas and obtain all the information that may be necessary for preparing the tender.

##### **3. The Tender Document**

###### **3.1 Clarification of Document**

A prospective tenderer requiring any clarification of the tender document may notify the Procuring entity in writing, or by mail at the entity's address indicated in the Invitation for Tenders. The procuring entity will respond to any request for clarification of the tender document, which it receives **not later than 3 days** prior to the deadline for the submission of tenders, prescribed by the procuring entity. Written copies of the Procuring entities response (including an explanation of the query but without identifying the source of inquiry) will be communicated to all prospective tenderers who have received the tender document. **Verbal communication will not be acceptable.**

##### **4. Amendment of Document**

4.1 At any time prior to the deadline for submission of tenders, the procuring entity, for any reason, whether at its own initiative or in response to a clarification requested by a prospective tenderer, may modify the tender documents by amendment.

4.2 All prospective candidates who have received the tender documents will be notified of the amendment in writing or by fax and such amendment will be binding on them.

4.3 In order to allow prospective tenderers reasonable time in which to take the amendment into account in preparing their tenders, the Procuring entity, at its discretion, may extend the submission of tenders.

4.4 The bidders who chose to view and download the document from the internet shall bear responsibility of reviewing the web periodically to ensure that they are informed on any updates.

## Preparation of Tenders

### 5. Language of Tender

5.1 The tender prepared by the tenderer, as well as all correspondence and documents relating to the tender exchanged by the tenderer and Ketraco, shall be written in English language, provided that any printed literature furnished by the tenderer may be written in another language provided they are accompanied by an accurate English translation of the relevant passages in which case, for purposes of interpretation of the tender, the English translation shall govern.

### 6. Documents Comprising the Tender

6.1 The Tender prepared by the tenderer shall comprise a Tender Form and a Price Schedule completed in accordance with paragraph 8, 9, and 10 below.

### 7. Tender Form

7.1 The tenderer shall complete the Tender Form and the appropriate Price Schedule Furnished in the tender documents, indicating the services to be performed.

### 8. Tender Prices

8.1 The tenderer shall indicate on the appropriate Price Schedule the unit prices and total tender price of the services it proposes to provide under the contract. Each unit or area of assignment must be priced separately in the column provided in the price schedules i.e. prices must be broken into area of assignment. **No lump sum pricing of a section or subsection as this will be treated as incomplete price schedule. Incomplete or partially completed price schedule will be treated as non-responsive and will be rejected.**

8.2 Prices indicated on the Price Schedule shall be the cost of the services quoted including VAT and other taxes payable.

8.3 Prices quoted by the tenderer shall be fixed during the Term of the contract and not subject to variation on any account. A tender submitted with an **adjustable price quotation** will be treated as non-responsive and will be rejected, pursuant to paragraph 19.

### 9. Tender Currencies

9.1 Prices shall be quoted in Kenya shillings.

### 10. Tenderers Eligibility and Qualifications.

10.1 Pursuant to paragraph 1 of section B, the tenderer shall furnish, as part of its tender, documents establishing the tenderers eligibility to tender and its qualifications to perform the contract if it's tender is accepted.

10.2 The documentary evidence of the tenderers qualifications to perform the contract if its tender is accepted shall establish to Ketraco's satisfaction that the tenderer has the financial and technical capability necessary to perform the contract.

10.3 The tenderer shall provide accurate information on any litigation or arbitration of complaints pending before any committee or any other forum resulting from his professional practice over the last five years. Ketraco reserves the right to carry out an independent investigation to verify the accuracy of the information so provided. **Verification of documents shall be carried out.**

## 11. Tender Security

There is no tender security required for this tender

## 12. Validity of Tenders

12.1 Tenders shall remain valid for 120 days or as specified in the tender documents after date of tender opening prescribed by Ketraco, pursuant to paragraph 16. A tender valid for a shorter period shall be rejected by Ketraco as non-responsive.

12.2 In exceptional circumstances, Ketraco may solicit the Tenderer's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. A tenderer granting the request will not be required nor permitted to modify its tender.

## 13. Submissions of Tenders

### 13.1 Instruction on Submission of Bids

#### (i) One Envelope Bid

The Tenderer **MUST** submit one-envelope bid.

The tenderer shall prepare an original and two (2) copies of the tender, clearly marking each "**ORIGINAL TENDER**" and "**COPY OF TENDER,**" as appropriate. In the event of any discrepancy between them, the original shall govern.

The tenderer shall indicate on the appropriate Price Schedule the unit prices and total tender price of the services it proposes to provide under the contract. Each unit or area of assignment must be priced separately in the column provided in the price schedules i.e. prices must be broken into area of assignment.

**Lump-sum pricing of a section or subsection will be treated as incomplete price schedule and non responsive. Incomplete or partial pricing of bills of quantities will be treated as non-responsive and will be rejected.**

#### (ii) Sealing and Marking of Bids

The envelope should be clearly marked as follows:

**“PROVISION OF CLEANING, SANITATION, GARBAGE COLLECTION AND GROUND MAINTENANCE/ENVIRONMENTAL SERVICES”**

13.2 The inner envelopes shall indicate the name and address of the tenderer to enable the tender to be returned unopened in case it is declared “late” and/or technically nonresponsive.

13.3 The envelopes shall then be sealed in an outer envelope

(a) The outer envelopes shall be addressed to:

**The Company Secretary  
Kenya Electricity Transmission Company Ltd.,  
2<sup>nd</sup> Floor Capitol Hill Square  
P. O. Box 34942-00100,  
NAIROBI, KENYA**

bear **“PROVISION OF CLEANING, SANITATION, GARBAGE COLLECTION AND GROUND MAINTENANCE/ENVIRONMENTAL SERVICES**

(b) the Invitation for Tenders (IFT) and the words: **“DO NOT OPEN BEFORE 13<sup>th</sup> October 2015 AT 10.00 A.M.”**

13.4 The outer envelope should not have the name or identity of the tenderer.

13.5 If the outer envelope is not sealed and marked as required by paragraph 13.2, Ketraco will assume no responsibility for the tender’s misplacement or premature opening.

13.6 In the event of any discrepancies between the originals and copies of the proposals, the originals must govern.

**14. Deadline for Submission of Tenders**

14.1 Tenders must be received by Ketraco at the address specified under paragraph 13.2 not later than **10.00 a.m.13<sup>th</sup> October, 2015**

14.2 Ketraco may, at its discretion, extend this deadline for the submission of tenders by amending the tender documents in accordance with paragraph 4, in which case all rights and obligations of Ketraco and candidates previously subject to the deadline will thereafter be subject to the deadline as extended.

**15. Modification and Withdrawal of Tenders**

15.1 The tenderer may modify or withdraw its tender after the tender’s submission, provided that written notice of the modification, including substitution or withdrawal of the tenders, is received by the Procuring entity prior to the deadline prescribed for submission of tenders.

15.2 The Tenderer’s modification or withdrawal notice shall be prepared, sealed, marked, and dispatched in accordance with the provisions of paragraph 13. A withdrawal notice may also be sent by cable, but followed by a signed confirmation copy, postmarked not later than the deadline for submission of tenders.

15.3 No tender may be modified after the deadline for submission of tenders.

15.4 No tender may be withdrawn in the interval between the deadline for submission of tenders and the expiration of the period of tender validity specified by the tenderer on the Tender Form.



Withdrawal of a tender during this interval may result in the Tenderer's forfeiture of its tender security, pursuant to paragraph 11.7

## **Opening and Evaluation of Tenders**

### **16. Opening of Tenders**

- 16.1 Ketraco will open tenders in the presence of tenderers' representatives who choose to attend on, **13<sup>th</sup> October 2015 at 10.00 a.m.** and in the following location. **Meeting Room 1<sup>st</sup> Floor Capitol Hill Square.** The tenderers' representatives who are present shall sign a register evidencing their attendance.
- 16.2 The tenderers' names, tender modifications or withdrawals, such other details as Ketraco, at its discretion, may consider appropriate, will be announced at the opening.
- 16.3 Ketraco shall announce to the tenderers the tender sum as submitted.
- 16.4 Ketraco will prepare minutes of the tender opening

### **17. Clarification of Tenders**

- 17.1 To assist in the examination, evaluation and comparison of tenders Ketraco may, at its discretion, ask the tenderer for a clarification of its tender. The request for clarification and the response shall be in writing, and no change in the prices or substance of the tender shall be sought, offered, or permitted.
- 17.2 Any effort by the tenderer to influence Ketraco in its tender evaluation, tender comparison or contract award decisions may result in the rejection of the tenderers' tender.

### **18. Preliminary Examination**

- 18.1 Ketraco will examine the tenders to determine whether they are complete, whether any computational errors have been made, whether required securities have been furnished, whether the documents have been properly signed, and whether the tenders are generally in order.
- 18.2 Arithmetical errors will be rectified on the following basis. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected. If the tenderer does not accept the correction of the errors, its tender will be rejected, and its tender security may be forfeited. If there is a discrepancy between words and figures, the amount in words will prevail.
- 18.3 Ketraco may waive any minor informality or non-conformity or irregularity in a tender which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any tenderer.
- 18.4 Prior to the detailed evaluation, pursuant to paragraph 21, Ketraco will determine the substantial responsiveness of each tender to the tender documents. For purposes of these paragraphs, a substantially responsive tender is one which conforms to all the terms and conditions of the tender documents without material deviations. Ketraco's determination of a tender's responsiveness is to be based on the contents of the tender itself without recourse to extrinsic evidence.
- 18.5 If a tender is not substantially responsive, it will be rejected by Ketraco and may not subsequently be made responsive by the tenderer by correction of the nonconformity.

**18.6 The bid document must be properly paginated and consistent with the table of content for ease of reference during evaluation.**

**19. Evaluation and Comparison of Tender**

19.1 Ketraco will evaluate and compare the tenders which have been determined to be substantially responsive, pursuant to paragraph 20.

19.2 The comparison shall be of the price including all costs, as well as duties and taxes payable on all the materials to be used in the provision of the services.

19.3 Ketraco's evaluation of tender will take into account, in addition to the tender price, the following factors, in the manner and to the extent indicated in paragraph 21.2 and in the technical specifications:

- (a) Operational plan proposed in the tender;
- (b) Deviations in payment schedule from that specified in the Special Conditions of Contract;

19.4 Pursuant to paragraph 21.2 the following evaluation methods will be applied:

- (a) Operational Plan: Ketraco requires that the services under the Invitation for Tenders shall be performed at the time specified in the Schedule of Requirements. Tenders offering to perform longer than Ketraco's required time will be treated as non-responsive and rejected.
- (a) Deviation in payment schedule: Tenderers shall state their tender price for the payment on a schedule outlined in the special conditions of contract. Tenders will be evaluated on the basis of this base price. Tenderers are, however, permitted to state an alternative payment schedule and indicate the reduction in tender price they wish to offer for such alternative payment schedule. Ketraco may consider /the alternative payment schedule offered by the selected tenderer.
- (b) Evaluation Criteria: Tenderers will be evaluated as follows;

## 1. PRELIMINARY REQUIREMENTS (MANDATORY)

No.	Documents to be Submitted	Status
1.	Duly filled and signed Form of Tender	<b>Mandatory</b>
2.	Tender validity period of <b>One Hundred &amp; Twenty (120) days</b> from the tender opening date.	<b>Mandatory</b>
3.	<p>Proof of compliance with prevailing labor laws in respect to minimum wage, statutory remittances (to attach the latest payroll certified by a Professional Accountant registered with ICPAK)</p> <p>NSSF compliance certificate. Evidence of Remittance of Employees latest Contributions.</p> <p>NHIF compliance certificate. Evidence of Remittance of Employees latest Contributions.</p> <p>To Provide a certified copy of current workers injuries benefit insurance cover by the issuing company</p>	<b>Mandatory</b>
4.	<p>Guidelines for structured recommendation letter:</p> <p>Applicants must provide <b>three (3) completed reference forms</b> from <b>three (3) different firms</b> in the last three (3) years. Each recommendation letter should describe in detail the qualities of the firm. KETRACO shall be granted unhindered access to the said client premises to ascertain the tenderer's performance and equipment.</p>	<b>Mandatory</b>
5.	Valid Tax Compliance Certificate(s)	<b>Mandatory</b>
6.	Duly signed SITE VISIT form/certificate by KETRACO	<b>Mandatory</b>

**Tenders which do not satisfy the preliminary requirements set out above shall be rejected and will not proceed to the Technical Evaluation Stage**

### TECHNICAL EVALUATION CRITERIA

No.	Parameters	Scores	Remarks
1.	Provide three (3) clients' references of similar size to KETRACO that you have successfully performed similar contracts in the last 3 years. Provide proof on the clients' letterhead. Indicate the contract price of each. 1 Client - 1mark 2 Clients - 3 marks 3 Clients - 6 marks	6	
2.	Provide number of qualified staff currently employed by your firm. Attach evidence 20 Employees - 1mark 50 Employees - 2 marks 100 Employees - 3 marks 150 Employees - 4 marks 200 Employees and Above 5marks	5	
3.	Certified copy of current workers injuries benefit insurance cover by the issuing company	5	
4.	Evidence/Proof of Professional Indemnity Cover	5	
5.	Certified NSSF Compliance Certificate	5	
6.	Certified NHIF Compliance Certificate	5	
7.	Certified Copy of PIN Certificate	2	
8.	Certified Copy of Current Tax Compliance Certificate	3	
9.	Dully filled Confidential Business Questionnaire. (All parts must be filled in, as required.)	2	
10.	Firm must have a physical address and administrative office(Attach copy of lease agreement from Landlord or ownership title)	2	
11.	Signed Site-Visit Certificate by KETRACO	10	
12.	<b>Physical Facilities</b> List of detergents, chemicals, other appropriate consumables related to the services offered. Indicate the description and trade names of each consumable and categorize them as per the nature of service they will be used for. 1 Windows detergents, chemicals- 1 Mark 2 Floor detergents, chemicals- 1 Marks 3 Furniture detergents, chemicals- 1 Marks 4 Equipment's detergents, chemicals- 1 Marks 5 Sanitary appliances detergents, chemicals - 1 Marks	5	
	A breakdown of machines, equipment and tools related to the services to be Provided Hooving Machine, Scrubbing Machine etc. (Attach	5	

	ownership evidence, if leased attach lease agreement, or confirmation of access) 1 Machine- 1 Mark 2 Machine- 2 Marks 3 Machine- 3 Marks 4 Machine- 4 Marks 5 Machine, and above- 5 Marks		
	Personal protective equipment list: <ul style="list-style-type: none"> <li>• Protective clothing- 1 Mark</li> <li>• Protective footwear- 1 Mark</li> <li>• Gas mask protection - 1 Mark</li> <li>• Eye protection - 1 Mark</li> <li>• Head gear equipment- 1Marks</li> </ul>	5	
<b>13.</b>	<b>Experience/Reputation</b> Tenderer's work experience (Attach copies of the contracts)	<b>7</b>	
<b>14.</b>	Provide CV's for at least (2) supervisory staff that you intend to attach for the execution of the contract if successful. Supervisors must have:- <ul style="list-style-type: none"> <li>• KSCE C- and above Certificate- 1 Mark</li> <li>• Certificate of Good Conduct- 1 Mark</li> <li>• Tertiary level certificate- 1 Mark</li> <li>• Certificates in housekeeping, knowledge in hospitality from a recognized institution- 2 Marks</li> <li>• Minimum work experience for three (3) years in supervisory position- 5 Marks</li> </ul> <b>Attach certified copies of certificates</b>	10	
<b>15.</b>	List the number of staff to be deployed in each specific areas of service as provided in the Schedule of Requirements and state the wage rate in accordance with the labor laws	10	
<b>16.</b>	Provide Methodology/work plan of execution of the contract	5	
<b>17.</b>	Safety measures including emergency or contingency measures in terms of staffing for any eventuality	3	
	<b>TOTAL MARKS</b>	<b>100</b>	
	KETRACO may inquire validity of the submitted document from relevant issuing authority.		

**NOTE; Cut off points for the technical evaluation shall be 70 marks and bidders who shall not have attained this mark shall not proceed to the Financial Evaluation Stage Process.**

## **FINANCIAL EVALUATION**

Award shall be to the lowest qualifying bidder per lot.

### **Award of Contract**

#### **20. Post-qualification**

- 20.1 In the absence of pre-qualification, Ketraco will determine to its satisfaction whether the tenderer that is selected as having submitted the lowest evaluated responsive tender is qualified to perform the contract satisfactorily.
- 20.2 The determination will take into account the tenderer financial, technical and management capabilities. It will be based upon an examination of the documentary evidence of the tenderers qualifications submitted by the tenderer, pursuant to paragraph 10.2, as well as such other information as Ketraco deems necessary and appropriate. Ketraco reserves the discretion of visiting physical facilities from which the applicant conducts business or locations which they are providing similar scope as those in this tender to confirm existence and capability to deliver the said goods and services.
- 20.3 An affirmative determination will be a prerequisite for award of the contract to the tenderer. A negative determination will result in rejection of the Tenderer's tender, in which event Ketraco will proceed to the next best evaluated lowest tenderer to make a similar determination of that Tenderer's capabilities to perform satisfactorily.

#### **21. Award Criteria**

- 21.1 Subject to paragraph 8, 21 and 26 Ketraco will award the contract to the successful tenderer whose tender has been determined to be substantially responsive and has been determined to be the lowest evaluated tender, provided further that the tenderer is determined to be qualified in terms of ability and capacity to perform the contract satisfactorily.
- 21.2 The procuring entity reserves the right to accept or reject any tender and to annul the tendering process and reject  
all tenders at any time prior to contract award, without thereby incurring any liability to the affected tenderer or  
tenderers or any obligation to inform the affected tenderer or tenderers of the grounds for the procuring entity's  
action. If the procuring entity determines that none of the tenderers is responsive; the procuring entity shall notify  
each tenderer who submitted a tender.
- 21.3 A tenderer who gives false information in the tender document about its qualification or who refuses to enter into a contract after notification of contract award shall be considered for debarment from participating in future public procurement.

#### **22. Procuring entity's Right to Vary quantities**

- 22.1 Ketraco reserves the right at the time of contract award to increase or decrease the quantity of services originally specified in the Schedule of requirements without any change in unit price or other terms and conditions.

**23. Procuring entity's Right to Accept or Reject Any or All Tenders**

23.1 Ketraco reserves the right to accept or reject any tender, and to annul the tendering process and reject all tenders at any time prior to contract award, without thereby incurring any liability to the affected tenderer or tenderers or any obligation to inform the affected tenderer or tenderers of the grounds for Ketraco's action.

**24. Notification of Award**

24.1 Prior to the expiration of the period of tender validity, Ketraco will notify the successful tenderer in writing that its tender has been accepted.

24.2 The notification of award will signify the formation of the Contract subject to the signing of the contract between the tenderer and the procuring entity pursuant to clause 25. Simultaneously the other tenderers shall be notified that their tenders have not been successful.

24.3 Upon the successful Tenderer's furnishing of the performance security pursuant to paragraph 26, Ketraco will promptly notify each unsuccessful Tenderer, pursuant to paragraph 11.

**25. Signing of Contract**

25.1 At the same time as Ketraco notifies the successful tenderer that its tender has been accepted, Ketraco will send the tenderer the Contract Form provided in the tender documents, incorporating all agreements between the parties.

25.2 Within ten (10) days of receipt of the Contract Form, the successful tenderer shall sign and date the contract and return it to Ketraco.

**26. Performance Security**

26.1 Within eight (8) days of the receipt of notification of award from Ketraco, the successful tenderer shall furnish the performance security in accordance with the Conditions of Contract, in the Performance Security Form provided in the tender documents, or in another form acceptable to Ketraco.

26.2 Failure of the successful tenderer to comply with the requirement of paragraph 25.1 or paragraph 26.1 this shall constitute sufficient grounds for the annulment of the award, in which event Ketraco may make the award to the next best evaluated Candidate or call for new tenders.

**27. Corrupt Fraudulent Practices**

27.1 Ketraco requires that tenderers observe the highest standard of ethics during the procurement process and execution of contracts. In pursuance of this policy, Ketraco:-

(a) defines, for the purposes of this provision, the terms set forth below as follows:

- (i) "corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution; and

- (ii) “fraudulent practice” means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of Ketraco, and includes collusive practice among tenderer (prior to or after tender submission) designed to establish tender prices at artificial non-competitive levels and to deprive Ketraco of the benefits of free and open competition;
- (b) will reject a proposal for award if it determines that the tenderer recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question;
- (c) will declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded any contract if it at any time determines that the firm has engaged in corrupt or fraudulent practices in competing for, or in executing, a contract.

27.2 Furthermore, tenderers shall be aware of the provision stated in the **General Conditions of Contract**.

## **28. Composition of the Bid Documents**

28.1 The bid documents consist of the following annexes which shall form and be read as part thereof

- (i) Invitation for Tenders
- (ii) General information
- (iii) General Conditions of Contract
- (iv) Special Conditions of Contract
- (v) Schedule of Requirements
- (vi) Technical Specifications
- (vii) Evaluation criteria
- (viii) Tender Form and Price Schedules
- (ix) Contract Form
- (x) Performance Security Form
- (xi) Reference Form
- (xii) Service level requirements
- (xiii) Certificates of site visit



## SECTION C

### GENERAL CONDITIONS OF CONTRACT

#### **1. Definitions**

- 1.1 In this Contract, the following terms shall be interpreted as indicated:
- (a) "The Contract" means the agreement entered into between Ketraco and the contractor, as recorded in the Contract Form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.
  - (b) "The Contract Price" means the price payable to the contractor under the Contract for the full and proper performance of its contractual obligations.
  - (c) "The services" means services to be provided by the contractor to Ketraco under the Contract.
  - (d) "The Procuring entity" means the organization sourcing for the services under this Contract.
  - (e) "The contractor" means the individual or firm providing the services under this Contract.

#### **2. Application**

- 2.1 These General Conditions shall apply in all Contracts made by Ketraco for the procurement of services.

#### **3. Standards**

- 3.1 The services provided under this Contract shall conform to the standards mentioned in the Technical Specifications.

#### **4. Use of Contract Documents and Information**

- 4.1 The contractor shall not, without Ketraco's prior written consent, disclose the Contract, or any provision thereof, or information furnished by or on behalf of Ketraco in connection therewith, to any person other than a person employed by the contractor in the performance of the Contract.
- 4.2 The contractor shall not, without Ketraco's prior written consent, make use of any document or information enumerated in paragraph 4.1 above.
- 4.3 Any document, other than the Contract itself, enumerated in paragraph 4.1 shall remain the property of Ketraco and shall be returned (all copies) to Ketraco on completion of the contractor performance under the Contract if so required by Ketraco.

#### **5. Patent Rights**

- 5.1 The contractor shall indemnify Ketraco against all third-party claims of infringement of patent, trademark, or industrial design rights arising from use of the services or any part thereof in the Procuring entity's country.

#### **6. Performance Security**

- 6.1 Within eight (8) days of receipt of the notification of Contract award, the successful tenderer shall furnish to Ketraco the performance security in the amount specified in Special Conditions of Contract.
- 6.2 The proceeds of the performance security shall be payable to Ketraco as compensation for any loss resulting from the Tenderer's failure to complete its obligations under the Contract.

- 6.3 The performance security shall be denominated in the currency of the Contract, or in Kenya Shillings acceptable to Ketraco and shall be in the form of a bank guarantee or an irrevocable letter of credit issued by a reputable bank located in Kenya, acceptable to Ketraco, in the format provided in the tender documents.
- 6.4 The performance security will be discharged by Ketraco and returned to the Candidate not later than fourteen (14) days following the date of completion of the Tenderer's performance obligations under the Contract, including any warranty obligations, under the Contract.

### **7. Inspection and Tests**

- 7.1 The Procuring entities or its representative shall have the right to inspect and/or to test the services to confirm their conformity to the Contract specifications. Ketraco shall notify the tenderer in writing, in a timely manner, of the identity of any representatives retained for these purposes.
- 7.2 The inspections and tests may be conducted on the premises of the tenderer or its subcontractor(s). If conducted on the premises of the tenderer or its subcontractor(s), all reasonable facilities and assistance, including access to drawings and production data, shall be furnished to the inspectors at no charge to Ketraco.
- 7.3 Should any inspected or tested services fail to conform to the Specifications, Ketraco may reject the services, and the tenderer shall either replace the rejected services or make alterations necessary to meet specification requirements free of cost to Ketraco.
- 7.5 Nothing in paragraph 7 shall in any way release the tenderer from any warranty or other obligations under this Contract

### **8. Payment**

- 8.1 The method and conditions of payment to be made to the contractor under this Contract shall be specified in Special Conditions of Contract.
- 8.2 Payments shall be made promptly by Ketraco as specified in the contract.

### **9. Prices**

- 9.1 Prices charged by the contractor for Services performed under the Contract shall not, with the exception of any price adjustments authorized in Special Conditions of Contract, vary from the prices by the contractor in its tender.

### **10. Assignment**

- 10.1 The contractor shall not assign, in whole or in part, its obligations to perform under this Contract, except with Ketraco's prior written consent.

### **11. Subcontracts**

- 11.1 The contractor shall notify Ketraco in writing of all subcontracts awarded under this Contract if not already specified in the tender. Such notification, in the original tender or later, shall not relieve the contractor from any liability or obligation under the Contract.

### **12. Termination for Default**

- 12.1 Ketraco may, without prejudice to any other remedy for breach of Contract, by written notice of default sent to the contractor, terminate this Contract in whole or in part:

- (a) if the contractor fails to provide any or all of the services within the period(s) specified in the Contract, or within any extension thereof granted by Ketraco.
- (b) if the contractor fails to perform any other obligation(s) under the Contract.
- (c) if the contractor, in the judgment of Ketraco has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.

12.2 In the event Ketraco terminates the Contract in whole or in part, it may procure, upon such terms and in such manner as it deems appropriate, services similar to those undelivered, and the contractor shall be liable to Ketraco for any excess costs for such similar services.

### **13. Resolution of Disputes**

13.1 Ketraco and the contractor shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the contract, under the Laws of Kenya.

13.2 If, after thirty (30) days from the commencement of such informal negotiations both parties have been unable to resolve amicably a contract dispute the provisions of the Arbitration Act of the Laws of Kenya shall apply.

### **14. Language and Law**

14.1 The language of the contract and the law governing the contract shall be English language and the Laws of Kenya respectively unless otherwise stated.

### **15. Force Majeure**

15.1 The tenderer shall not be liable for forfeiture of its performance security, or termination for default if and to the extent that its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

## SECTION D

### SPECIAL CONDITIONS OF CONTRACT

#### 1. DEFINITIONS

1.1 In this Contract, except where context otherwise requires, the following terms shall be interpreted as indicated; **Procuring Entity Definition: Kenya Electricity Transmission Company Ltd.**

**“Schedule of Rates”** means the priced Schedule of Rates forming part of the tender [where applicable].

**“The Completion Date”** means the date of completion of the Services as certified by the Employer’s Representative.

**“The Contractor”** refers to the person or corporate body whose tender to carry out the Services has been accepted by the Employer.

**“The Contractor’s Tender”** is the completed tendering document submitted by the Contractor to the Employer.

**“Days”** are calendar days; **“Months”** are calendar months.

**“Equipment”** is the Contractor’s machinery and vehicles brought in during the period of the contract.

**“Site”** means the place or places where the Services are to be carried out.

**“Ketraco’s Representative”** is the person appointed by the Employer and notified to the Contractor for the purpose of supervision of the Services.

**“Specification”** means the Specification of the Services included in the Contract.

**“Agreement”** means this Agreement made between Ketraco and the Contractor including the First and second schedules and to other document forming the Agreement;

**“Effective Date”** means the date that the services shall commence as stipulated in the Agreement.

**“Party”** means either Ketraco or the Contractor

**“Both Parties”** means Ketraco and the Contractor

**“Rates”** means the costs and charges of the services the Contractor shall provide to Ketraco; as provided for in the Second Schedule of this Agreement;

**“Unit”** means area of assignment.

**“Cleaning,”** means the Cleaning, that will be provided to Ketraco by the Contractor pursuant to this Agreement and includes any additional or incidental services that may be requested by Ketraco from time to time;

**“Cleaning offices”** means cleaning of offices, equipments, curtains, blinds shears, furniture and fittings therein

**“Duties”** means providing, performing, actioning, executing, engaging and or obliging to a moral legal duty to provide services by the Contractor to Ketraco as provided for in the First and Second Schedule of this Agreement; or any other assignment directed on request by signing of a Temporary Works Order.

## **2. CONTRACT DOCUMENTS**

2.1 The following documents shall constitute the Contract documents and shall be interpreted in the following order of priority;

- (1) Agreement,
- (2) Contractors Tender
- (3) Letter of Award and Acceptance,
- (4) Special and General Conditions of Contract,
- (5) Technical Specifications,
- (6) Schedule of Rates
- (7) Service Level Requirements
- (8) Performance Bond

## **3. EMPLOYER’S REPRESENTATIVE’S DECISIONS**

3.1 Except where otherwise specifically stated, the Employer’s Representative will decide contractual matters between the Employer and the Contractor in the role representing the Employer.

## **4. INSTRUCTIONS**

4.1 The Contractor shall carry out all instructions of the Employer’s Representative which are in accordance with the Contract.

## **5. MANAGEMENT MEETINGS**

5.1 A Contract top management meeting shall be held quarterly and attended by the Employer’s Representative and the Contractor. Its business shall be to evaluate periodic performance of the Work. The Employer’s Representative shall record the business of management meetings and provide copies of the record to those attending the meeting and the Employer. The responsibility of the parties for actions to be taken shall be decided by the Employer’s Representative either at the top management meeting or after the management meeting and stated in writing to all who attend the meeting.

5.2 An informal meeting between the supervisor of the contract and Ketraco representative shall be held when deemed necessary. Any results from this meeting shall be reflected on the monthly evaluation and performance assessment as per clause 7.

5.3 Communication between parties shall be effective **ONLY** when in writing.

## **6. DURATION OF CONTRACT (GCC)**

- a) This Agreement shall unless extended or terminated by both parties terminate at the end of two (2) years from the commencement date subject to performance and evaluation of service delivery after one year.

## **7. PERFORMANCE APPRAISAL**

On a monthly basis the employer's representative(s) and the contractor shall on an agreed date and time conduct a comprehensive assessment/appraisal and record the findings in format as derived from the SCHEDULE OF REQUIREMENTS. Such records shall form part of performance evaluation during and at the end of the probation period, subsequent deliberations and or action as stipulated in clause 8 & 9. The performance evaluation form is attached in appendix II. This form will be customized to reflect the scope derived from the Bills of Quantities in the various locations.

## **8. NON PERFORMANCE PENALTY**

In the event that the Contractor does not administer the contract in whole or in part, Ketraco **shall** procure, upon such terms and in such manner as it deems appropriate, and without reference to the contractor, services similar to those undelivered, and the contractor **shall** be liable to Ketraco for the actual costs incurred for such procured services. These costs shall be offset from the invoices provided by the contractor.

Non performance shall also include:

- a) Failure by the contractor to manage their affairs hence occasioning their staff to result to industrial action.
- b) Where the contractor fails to comply to the minimum wage as prescribed by the Ministry of Labour from time to time.
- c) Failure by the contractor to provide protective clothing to their staff as prescribed.
- d) Failure by the contractor to perform services of acceptable standards set by Ketraco.

## **9. TERMINATION**

Ketraco may without prejudice to any other remedy accruing to it terminate this Agreement in writing in whole or in part if:-

### **(a) By Breach of Contract**

- (i) The Contractor frequently fails to provide services of acceptable standards set by Ketraco in the performance of this Agreement and
- (ii) The Contractor fails to perform any other obligation under this Agreement.

**(b) By Agreement**

Either party may terminate the Agreement by giving to the other party Three (3) months notice in writing or payment of Three (3) months the set fees and charges in lieu of such notice;

On termination of this Agreement, howsoever terminated, the Contractor shall be permitted to remove all its equipment which may have been placed by the Contractor upon the employer's premises.

**c) By Insolvency**

Either party may at any time terminate the contract by giving written notice to the other party in case of insolvency.

**d) By Bankruptcy**

Either party may at any time terminate the contract by giving written notice to the other party in case of bankruptcy

**10. CONFIDENTIALITY**

The Contractor, its staff and agents shall not at any time during or after termination of this Agreement divulge or allow to be divulged to any person or third party any information relating to the business or affairs of Ketraco.

**11. ASSIGNMENT**

The Contractor shall not assign or sub-contract any of its rights under this Agreement

**11 SUB-CONTRACT**

The contractor shall notify Ketraco in writing of all subcontracts awarded under this Contract if not already specified in the tender. Such notification, in the original tender or later, shall not relieve the contractor from any liability or obligation under the Contract.

**13. PAYMENT TERMS (GCC 8)**

Kenya Electricity Transmission Company's payment terms are within 30 days upon receipt of certified invoices confirming that the services have been delivered in accordance with the contract.

**14. PROVISION AND STANDARD OF SERVICE**

- (a) The Contractor shall provide services of acceptable standards as set by Ketraco in the performance of this Agreement and unacceptable performance shall be grounds for summary termination of the Agreement without any notice at the sole discretion of Ketraco;
- (b) Frequent and inexcusable delays by the Contractor in the performance of its obligations hereunder shall give rise to sanctions and imposition of liquidated damages by Ketraco.
- (c) If at any time during the performance of this Agreement the Contractor encounters conditions affecting timely provision of services, the Contractor shall immediately and without any delay notify Ketraco in writing of the condition, its cause and duration and possible solution thereto and as soon as practicable Ketraco shall evaluate the condition and may, at its sole discretion, waive the Contractor's obligations without the risk of sanctions impositions of liquidated damages and or the summary termination of this Agreement without any notice.

- (d) The Contractor shall provide a **work plan** which will form part of evaluation. The work plan will contain the following details:

**For cleaning services;**

- i. Number of staff to be deployed in each specific areas of service as provided in the SCHEDULE OF REQUIREMENTS i.e. deployment of staff on daily, weekly and monthly basis. This shall include their intended wage rates, which shall be in accordance with the labor law
- ii. Safe use training and hospitality Schedule
- iii. A Supervisor daily checklist
- iv. Equipment, Vehicles, Tools and Machines to be used to achieve intended purpose in all areas.
- v. Emergency or contingency measures in terms of staffing for any eventuality.
- vi. Type of chemicals and detergents to be used.
- vii. Cleaning, Garbage Collection and schedules.
- viii. Method of disposal of various wastes as per specified in the technical Requirements and NEMA Regulations.

**For sanitation services**

- i. Number of staff to be deployed in each specific areas of service as provided in the SCHEDULE OF REQUIREMENTS . This shall include their intended wage rates, which shall be in accordance with the labor law
- ii. Details on any staff training on workplace Safety and Health
- iii. A Supervisor's monthly checklist
- iv. Equipment, Vehicles, Tools and Machines to be used in execution of duties to achieve intended purpose in all areas.
- v. Details of transport arrangements
- vi. Collection of sanitary bin schedules.
- vii. Method of disposal of bin contents once collected wastes as per specified in law , the technical Requirements and NEMA Regulations.

**For fumigation and environmental services**

- i. Number of staff to be deployed in each specific areas of service as provided in the SCHEDULE OF REQUIREMENTS i.e. deployment of staff per service. This shall include their intended wage rates, which shall be in accordance with the labor law
- ii. Details on any staff training and competency on workplace safety and Health
- ii. A Supervisor checklist for offices
- iii. A supervisors checklist for substations
- iv. Equipment, Vehicles, Tools and Machines to be used in execution of duties to achieve intended purpose in all areas.
- v. Details of transport arrangements
- vi. Fumigation schedule for the year
- vii. Method of disposal of any vermin resulting from the fumigation exercise as per specified in law , the technical Requirements and NEMA Regulations.
- ix. Details on arrangements for ensuring safety of contractors staff as well as Ketraco staff and others on assigned areas including schedule of protective gear.



**15. STAFF QUALIFICATIONS**

15.1 The contract supervisor(s) on the ground **MUST** have the under listed qualifications:

- (a) At least a C- or its equivalent .
- (b) Certificates in housekeeping, knowledge in hospitality from a recognized institution.
- (c) Minimum work experience for three (3) years in supervisory position
- (d) Good communication
- (e) Managerial skills for management staff and supervisors
- (f) Certificate of Good Conduct for management and staff.
- (g) Certificates of competence in the respective areas

**\*\*\* Proof of training and work near and safety around power equipment and relevant certificates in each specific specialized area will be an added advantage**

15.2 The contractor shall undertake basic training of his staff on Environmental Management, Occupational Safety and Health, Fire Fighting, First Aid, Handling of hazardous Chemicals and any other relevant training as prescribed by existing laws once contracted.

Ketraco shall verify these qualifications and those below these qualifications **shall** not be accepted.

**16. STAFF IDENTIFICATION AND PROTECTIVE WEAR**

The contractor shall provide branded uniforms and name tags which shall be worn all the time and protective gear as shall be appropriate. Uniforms refer to shirt/blouse, pair of trouser/skirt or dress, and shoes/gumboots. The brand name/label **MUST** be conspicuously displayed on the uniforms for easy identification. Braded T-shirts is optional for weekend dress down.

The contractor shall provide to Ketraco a list of staff and the copies of their National Identity Cards and Certificates of Good Conduct for each staff. Where there are changes in staffing Ketraco should be notified prior to deployment of the new staff.

**17. PERFORMANCE SECURITY**

The Contractor shall within eight (8) days from the date of executing this Agreement furnish Ketraco with a Performance security whose value shall be equivalent to **Ten per cent (10%) of the annual Contract Value**. The performance security will have a one year value, renewable three months before the expiry of each year of the contract period.

**18. INDUCEMENT/PAYMENT OF COMMISSION AND CORRUPT GIFTS**

The Contractor shall not;

Offer or give or agree to give to any person in the service of the Employer any gifts or consideration of any kind as an inducement or reward for doing or forbearing to do or for having done or forborne to do any act in relation to the obtaining or execution of this or any other contract with the Employer or for showing or forbearing to show favour or disfavour to any person in relation to this or any other contract with the Employer.

Any breach of this Condition by the Contractor or by anyone employed by him or acting on his behalf (whether with or without the knowledge of the Contractor) shall be an offence under the Laws of Kenya.

**19. PROBATION PERIOD**

19.1 The Contractor shall provide the services to Ketraco on a probationary basis during the first Three (3) months of this Agreement and thereafter, subject to proper performance and evaluation by Ketraco's authorised representative thereof, the Agreement may be confirmed or terminated in writing at the discretion of Ketraco as stipulated in clause 6, 7, 8 and 9. The minimum performance score mark shall be 70% based on joint weekly evaluations by the employer and contractors representatives.

**20. NOTICE ADDRESSES**

Any notice to be served on either of the parties by the other shall be sent by prepaid recorded delivery or registered post to the address of the relevant party or by facsimile transmission or by and shall be deemed to have been received by the addressee within Three (3) days of posting or 24 hours if sent by facsimile transmission or by electronic mail.

**21. TENDER PRICES (GCC 9)**

The contract price will be fixed during the term of contract and not subject to variation on any account.

**22. INDEMNITY**

The Contractor shall indemnify and keep indemnified Ketraco, its servants and agents against loss of or damage to property or bodily injury sustained by it or them by reason of any act, omission or neglect of the Contractor, its servants or agents whilst performing their duties under this Agreement and against the dishonesty of its servants whilst performing their duties hereunder and this shall include any loss, damage, injury or any consequential or indirect loss sustained by Ketraco, its servants or agents or third parties lawfully on the Premises by reason of any act or omission or neglect of the Contractor its servants or agents.

**23. CLAIMS**

Notice of all claims by Ketraco in respect of any loss damage or injury or consequential or indirect loss shall be given in writing to the Company giving details of such loss, damage or injury of consequential or indirect loss within Fourteen (14) days after the discovery of such damage loss or injury.

**24. INSURANCE**

24.1 The Contractor shall insure its servants engaged in the performance of this Agreement against injury sustained by them in the course of carrying out their duties in pursuance hereof and unless such injury shall be due to the act negligence or default of Ketraco, its servants or agents. The Contractor will indemnify Ketraco against all actions, claims and demands in respect of such injury.

24.2 The Contractor shall be required by Ketraco to avail the Policy of Insurance in respect thereof and proof of payment of current premium.

**25. LIQUIDATED DAMAGES**

If the contractor fails to provide any or all of the services within the period(s) specified in the contract, Ketraco shall, without prejudice to its other remedies under the contract, deduct from the contract prices liquidated damages sum equivalent to 0.5% of the price of the unperformed services, per day until actual delivery of services, up to a maximum education of 10% of the unperformed services. After this Ketraco may consider termination of the contract.

26. The contractor shall within ten (10) days upon acceptance of the Award of the contract and/or before commencement date avail the following:-

- i. Professional Indemnity Insurance Cover
- ii. Workers Injuries Benefit Policy
- iii. Organizational Environmental Safety and Health Policy
- iv. County Government license to transport waste.
- v. Staff Certificates of Good Conduct
- vi. Work Plan
- vii. List of Chemicals, Detergents and other consumables to be used.
- viii. Copies of log books for vehicles assigned to given areas of operation if any.
- ix. Certified copies of CVs, certificates Good Conduct and academic qualifications of the proposed supervisors and managers for the contract.
- x. Staff certificates as proof of competency in their respective areas
- xi. Licenses to engage in cleaning, sanitation and fumigation service provision

## **SECTION E**

### **TECHNICAL SPECIFICATIONS**

#### **SPECIFICATIONS AND SCOPE OF CLEANING WORKS**

The objective of the specifications is to provide sufficient information to enable the Tenderer to prepare their tenders accurately, especially the Price Schedules, for which a form is prepared.

#### **CLEANING SERVICES METHODS**

##### **STRIPPING**

Stripping means carrying out the following tasks on floors and walls of offices, conference/meeting rooms, washrooms, stairways, corridors, reception areas and other areas within the facilities and or as directed by the Ketraco representative.

- (a) Put warning signs when cleaning and remove after cleaning (Supplier to provide).
- (b) Staff must be in protective gear such as gloves, gumboots etc.
- (c) Open all windows in the room
- (d) Cleaning of light fixtures with a cloth to remove dust and stains
- (e) Wiping and cleaning of all curtain boxes with a wet cloth and water and drying them
- (f) Cleaning of all wooden partitions with a wooden cleaner and polishing it with a wood polish
- (g) Cleaning of all window grills, window panes and windows frames with a window cleaner
- (h) Cleaning of walls to remove stains
- (i) Move the furniture from the rooms to allow cleaning
- (j) Clean the furniture with furniture polish before returning to the room
- (k) Sweep the floor to remove all litter and dust on the floor
- (l) Remove any visible stain on the floor
- (m) Soak the floor with a mixture of water and super stripper
- (n) Leave it for 10 minutes to soak
- (o) Scrub the floor with a scrubbing machine and a black pad
- (p) Use steel wool to scrub the corners, skirting and along the wall where the machine can't reach
- (q) Remove the water using a sucking machine
- (r) First rinse with clean water and remove the water using a sucking machine
- (s) Check and confirm that there are no stains on the floor, if there are, scrub again to ensure stains are removed
- (t) Rinse the floor a second time and remove the water using a sucking machine
- (u) Confirm that there are no stains and if any remove by hand scrubbing using steel wool and stripper
- (v) Clean the skirting to remove the stripper that split during cleaning
- (w) Rinse the floor the third and final time, remove the water using a sucking machine and leave it for thirty minutes to dry
- (x) Return and arrange the furniture in the room
- (y) Empty and clean the dustbins and dress the bins with a liner bag

## **DAILY DUTIES**

- (a) Place warning signs when cleaning
- (b) Open the curtains/window blinds, windows and doors
- (c) Sweep the floor using a soft and/or feather dusters
- (d) Dust and clean all equipment (this includes computers, printers, shredders, telephones, etc) with a soft damp cloth. Ensure equipment is not damaged by water during cleaning
- (e) Wipe all furniture including tables, seats and all cables with a wood polish and damp cloth and dry them
- (f) All cables to be cleaned using super brite and steel wool, then wiped with a clean damp cloth
- (g) Mop the floor with a neutral maintainer
- (h) Remove any stubborn stain from the floor with a buffing machine and green pad
- (i) Arrange the furniture
- (j) Moving of furniture if need be
- (k) Clean all louvers and all windows
- (l) Dust and clean all wooden cabinets using a wood cleaner and polish
- (m) Dust and clean all metal cabinets using a wet damp cloth
- (n) Clean all skirting with a wet damp cloth
- (o) Clean doors and door frames along the corridors
- (p) Remove and clean cobwebs everywhere using appropriate equipment
- (q) Clean all the reception areas
- (r) Clean all leather seats using leather polish and fabric seats using appropriate detergent and method
- (s) Remove dirt from all the walls
- (t) Clean all direction signs, notice boards, with soap and a clean damp cloth
- (u) Empty, clean and dress/line dustbins

### **Cleaning of Carpeted Rooms**

Vacuum clean the carpeted areas daily using a vacuum cleaner and shampooing and thorough carpet cleaning to be done twice a month.

### **Washrooms**

#### **Ladies washrooms services**

- (a) Provide air freshener dispenser per washroom
- (b) Provide hand wash soap dispensers at the sink area within each set of toilets
- (c) Provide antibacterial soap in the soap dispensers
- (d) Provide paper hand towels in all washrooms
- (e) Washrooms cleaning and freshening should be done after every two hours and a half hours.
- (f) Provide quality tissue papers at every given time.

#### **Gentlemen's washroom services**

- (g) Provide an air freshener dispenser per washroom
- (h) Provide hand wash soap dispensers at the sink area within each set of toilets
- (i) Provide antibacterial soap in the soap dispensers

- (j) Provide paper hand towels in all washrooms
- (k) Provide adequate urinal sanitizers to prevent the buildup of uric acid and remove bad odor
- (l) Ensure presence of adequate urinal sanitizers at all times
- (m) Washrooms cleaning and freshening should be done after every thirty minutes.
- (n) Provide quality tissue papers at every given time.

### **General washroom services**

- (a) Keep toilets and urinals clean, dry and disinfected at all times – Scrub sinks and toilet bowls with approved detergent and disinfectant
  - (b) Provide hand wash soap dispensers at the sink area within each set of toilets (confirm number)
  - (c) Constantly provide quality approved liquid hand washing soap, sanitizers and hand paper driers in the dispensers
  - (d) Provide a Hand dryer per set of toilets and ensure it remains in working condition at all times
  - (e) Refill soap/tissue/paper driers/sanitizer dispensers continuously.
  - (f) Replace dispensers when and if faulty
  - (g) Maintain all Toilet/ Hand tissue and Sanitizer dispensers
  - (h) Constantly provide quality cotton white toilet and hand drying tissues in the dispensers
  - (i) Instruct staff to promptly report any faults observed in any of the sanitary equipment and fittings
  - (j) Disinfect all hand touch facilities i.e. door handles, flush & tap handles etc
  - (k) Wipe mirrors and remove marks
  - (l) supply approved white toilet papers in rolls (The toilet papers must first be approved by Ketraco representative)
  - (m) Observe the highest standards of hygiene
- Provide auto dispensing air freshener dispensers per washroom

### **SPECIFICATIONS AND SCOPE OF SANITARY SERVICES**

#### **Ladies washroom services**

- (a) Provide sanitary bins in toilets within the ladies washrooms in the offices and substations
- (b) Provide a sanitary bin for each toilet within each set of toilets (confirm specific number )
- (c) Collect the used sanitary bins twice a month
- (d) Provide a fresh, clean bin at the time of collection of used bin

### **SPECIFICATIONS AND SCOPE OF FUMIGATION AND ENVIRONMENTAL SERVICES**

The service provider will provide professional services at all specified premises and rules governing the provision of professional services and the scope of services will include the following ;

- (a) Submit a comprehensive work schedule on the pest control and fumigation services for the contract period

- (b) Supply all the chemicals , tools , skilled labour and appropriate equipment necessary for the proper execution of pest control services
- (c) Supply chemicals that meet the requirements of relevant government authorities
- (d) Supply chemicals that are least toxic and harmless to the people in the work environment
- (e) Supply a list of the names of the chemicals and insecticides to be used together with some information on the safety and efficacy of these
- (f) Provide a schedule of the staff (and their specific details) to Ketraco prior to every fumigation exercise.
- (g) Use chemicals that are not corrosive or that cause damage to the buildings, equipment and appliances on which they are used
- (h) Not keep chemicals within the work areas – ie bring them in when and if the service is being carried out
- (i) During the execution of work, keep all chemicals properly labeled and safely stored
- (j) Handle any chemicals used very hygienically and ensure no spillage
- (k) Engage the most effective rodent defense mechanism to prevent the intrusion of rodents into assigned areas
- (l) In the unlikely event that a rodent is encountered, take immediate action to ensure full eradication
- (m) Arrange for the most suitable method of disposal of any carcass found in the course of the eradication of pests
- (n) Ensure no exposure for staff by providing guidelines to any staff present on any requirements at the commencement of EVERY fumigation exercise
- (o) Report to Ketraco office before each exercise
- (p) Be accompanied by Ketraco staff at the time of execution of work
- (q) Provide a written report after every service
- (r) Submit a detailed list of baits stations ( rodents, cockroaches etc) prevalent in an area within two months of award of contract.
- (s) Quarterly check to ensure all work assigned areas are free of pests and vermin
- (t) Fumigate all assigned areas at least four times a year
- (u) Obtain clearance to proceed with carrying out work
- (v) Provide a trends report analyzing areas where pests are sighted and captured and specify which pests
- (w) Provide reports comparing results found with previous observations to show efficacy of service
- (x) Attend to and treat any major pest sightings by Ketraco staff immediately
- (y) Report any pest related hazards, defects and situations identified within the work areas and suggest appropriate corrective measures for action
- (z) Indicate areas for improvement within the report

#### **Office and Substation grounds**

- (a) Plant and replace plants and flowers as necessary where flower beds are available in the substations
- (b) Gardening/weed all flower beds on monthly basis
- (c) prune, trim hedges and maintain cleanliness throughout the year
- (d) Clean stores daily and maintain cleanliness throughout.

- (e) Empty all the dustbins within the substation grounds.
- (f) Collection and disposal of all rubbish, dirt, waste materials or refuse from the substation and dispose of appropriately
- (g) After emptying and disposing of the litter, wash and dry all dustbins.
- (h) Washing of canopies, gutters and all drains
- (i) Parking areas should be swept daily
- (j) Parking areas should be scrubbed
- (k) Ensure that there is no litter and the compound is clean All the time
- (l) Keep grounds well-manicured at all times
- (m) Clear bushes within grounds
- (n) Clear around the fence for security and cleanliness

### **SPECIFIC SCOPE OF WORK AND FREQUENCY OF ASSIGNMENTS FOR CLEANING SERVICES**

- a) ALL PVC tiles, red cement and epoxy screed floors, terrazzo, ceramic and granito, mazeras floors, wooden floors, tiles and concrete floors should be mopped twice a day and scrubbed once a week and should always be kept clean and dry. Polishing, stripping, sanding and buffing should be done weekly. Care should be taken to ensure that machines used do not damage the floors. Ensure no stains and discolouration. ALL daily cleaning of office floors must be done first thing in the morning by 7.00 a.m. using the approved detergent.
- a) ALL carpeted floors should be vacuum cleaned daily and spot cleaned to remove stains and discolouration. Thorough cleaning and shampooing should be done twice a month. Care should be taken to ensure that machines used do not damage the carpets.
- b) ALL walls should be wiped daily with detergents approved by the client to remove all marks and stains upto the ceiling level.
- c) ALL cigarette urns and dustbins should be emptied periodically throughout the day and should always be kept clean.
- d) ALL door mats should be kept clean always.
- e) ALL office furniture, fittings, glass windows, phone headsets and office equipment should be cleaned using approved detergents and disinfectants. Daily cleaning of the office furniture, doors, phone headsets and equipment should be done first thing in the morning by 7.00 a.m.
- f) ALL Lifts call buttons must be cleaned daily using a disinfectant to the manufacturer's specification.
- g) ALL light tube compartment and the air conditioning systems in the lifts and offices must be dust free.
- h) ALL Mirrors inside the lifts must be cleaned with approved detergent.
- i) Any stain and marks in the lifts should be rubbed off with approved detergent.
- j) ALL material and stationery stores should be cleaned damp mopped, dust floor screed, apply polish, and machine buffed with approved detergent daily, shelves and cabinet should always be kept clean and free of dust under the supervision of Ketraco staff.



### **ALL Equipment, Furniture and Fittings**

All desks, chairs and storage units (wooden or metal) should always be cleaned and polished using the appropriate polish and any stains removed.

All Telephone headsets should be wiped, cleaned and disinfected daily. Computers, printers, photocopiers, shredders and typewriters should be dusted and cleaned daily.

All furniture covered with fabric should be shampooed and sanctioned cleaned once a month. Discolouration and stains removed as and when necessary. Excess water should be mechanically sucked and chairs dried in readiness for the next day of business. Care should be taken to ensure that the fabric is not damaged during cleaning. The contractor will be liable for any damage. Plastic Chairs should always be kept clean.

### **Notice Boards**

ALL notice boards with glass sliding doors and metal frames shall be wiped daily. Soft board notice boards should be dusted daily and removal of cobwebs, birds' nests and wasp nests should be done daily.

### **Company Signage plates Placed in different Locations giving direction to different locations**

Should be washed fortnightly using soft brush and appropriate detergents and continuous keep clean

### **All Bathrooms and Toilets**

ALL toilet floors should be wiped and mopped, kept dry and disinfected using approved disinfectants continuously and always kept clean. Scrub, brush and disinfect the inside and outside toilet bowls under the rim, toilet seat, toilet cover and flush both the Asian and English type toilet. For all washrooms place approved air fresheners to curb the foul odour.

Any system failures such as leakages should be reported for prompt repair.

### **Basins, Sinks and Urinals**

Scrubbing with suitable detergent and disinfecting twice daily. Disinfect daily all hand-touch facilities i.e. door handles, wipe mirrors flush and tap handles to be wiped and polished. Removal of marks noticed and reporting of any leakages always.

### **Walls, Ceiling and Mirrors**

- All stains and marks on the walls, and ceilings should be removed using approved spot cleaner.
- Birds, insects, bats droppings, bird's and wasp's nests, cobwebs should always be cleaned and removed.
- Any signs of dampness on the ceiling should be reported promptly to the premises caretaker or Ketraco representative.
- Mirrors including lifts' mirrors should always be wiped and kept clean.

### **All Kitchens**

These should be damp mopped, dust floor screed, scrub, apply polish, and machine buffed with approved detergent daily. They should be kept clean and dry all the time. Dust, clean and wipe all furniture, fittings, electronics and electric appliances using approved detergents. Each Kitchen to be provided with a separate mop and bucket.

### **Doors and Partitions**

- All doors and doors handles must be cleaned and disinfected daily and polished once a week.
- All door hinges should be oiled regularly when need arises. The oil should be supplied and applied by the contractor and should be non-staining.
- All office partitions should be wiped daily.

### **Provision of Toilet Papers and Fresheners**

- Supply moth balls, sanitary blocks, self-dispensing air fresheners, liquid hand washing soap, high quality brilliant white toilet papers and hand tissues throughout the day and refilling them all the time.
- Any faulty soap dispensers and/or hand dryers should be replaced and invoiced separately. Ketraco will require a quotation before replacement.
- Samples of the toilet paper, hand tissue, hand soap and fresheners should be approved by Ketraco

### **Parking Areas**

These must be swept every day early in the morning before cars occupy the parking bays. The parking areas should be cleaned with water whenever possible at least once every two weeks preferably during the weekends. Remove all motor vehicle oil stains.

### **Corridors, Fire Exits and Staircases**

- All corridors and staircases in common areas in office building or any Company premises should always be swept and mopped daily and the floor must be dry. Scrubbing should be done once a week using approved detergent.
- Ceiling should be free of cobwebs.

### **Security Desk and Reception Areas**

- These should be swept, mopped daily and scrubbed once a week and applicable wax/polish applied.
- Chairs and Tables should also be dusted and wiped daily.
- Security Lights and Fire Extinguishers should always be cleaned and wiped all the time under supervision of Ketraco Staff.

### **Ceilings Windows, Window Panes and Grills**

- All ceilings must always be spotless and cobweb free.
- All windows, panes and grills must be cleaned and dusted every day. All efforts should be put to reach all the parts of such windows. Application of sheen on windowpanes as well as thorough cleaning of all windows should be done once a week.

### **Curtains, Blinds**

All curtains and blinds, should be laundered/dry cleaned and pressed once a month or as determined by Ketraco from time to time.

### **Pavements and Verandahs**

Pavements should be swept, thoroughly cleaned daily. Paper and other litter thrown carelessly should be collected and disposed of immediately in accordance with NEMA Regulations.

- All verandahs should be swept and washed daily and kept dry at all times.
- Canopy Roof, tents, pagoda should be washed once a week.
- Drainages and gutters should be free from stagnant water, blockages and debris at all times

### **Removal of debris from roof tops and gutters and dispose**

By use of a ladder and hard brooms ensure all the debris is swept from the roof tops and gutters then dispose the debris and any other foreign matter as per the NEMA regulations.

### **Restricted Areas**

To be cleaned in the presence/supervision of a designated Ketraco employee.

- (a) Server Rooms
- (b) Kitchen
- (c) Registries
- (d) pay office
- (e) Archiving rooms
- (f) Substations
- (g) Control Rooms
- (h) Power Rooms
- (i) Executive Office
- (j) Storage Areas

### **Garbage Collection and Management**

- a. All Dust Bins/Waste Paper Baskets, Shredders bins and Ashtrays must always be emptied and cleaned. Ensure the refuse chute and rubbish collection areas are cleaned as scheduled.
- b. The Contractor to supply dustbin-lining, polythene bags 1000 gauge in all bins at all times.

### **Servicing of Drainage, Culverts and Sewage system**

The Contractor should use appropriate tools and method in unblocking, cleaning and disinfecting the drainages and sewage system. Cases of persistent blockages should be reported to the employer.

### **Grounds, Paved Areas, Access Pathways and Unpaved Parking**

- (a) Plant / replace plants and flowers monthly or as and when necessary
- (b) Gardening all flower beds weekly
- (c) Pruning, trimming hedges and maintaining cleanliness throughout the year
- (d) Clean stores daily and maintain cleanliness throughout.
- (e) Empty all the dustbins within the substation grounds once daily and/or as and when required.
- (f) Collection and disposal of all rubbish, dirt, waste materials or refuse from the substation and dispose of appropriately – daily and/or as and when required.
- (g) After emptying and disposing of the litter, all dustbins and dump sites should be washed and dried- daily and/or as and when required.
- (h) Contractor should supply dustbin lining 500 gauge for the garbage collection throughout
- (i) Washing of canopies, gutters and all drains weekly and/or as and when required.
- (j) Parking areas should be swept daily
- (k) Parking areas should be scrubbed once a week
- (l) Ensure that there is no litter and the compound is clean All the time
- (m) Emptying of dustbins once a day and/or as and when required.
- (n) Keeping grounds well-manicured at all times
- (o) Clearing bushes within grounds Weekly and /or as and when required
- (p) Clearing area around the fence for security Weekly and /or as and when required

### **SPECIFIC SCOPE OF WORK AND FREQUENCY OF ASSIGNMENTS FOR SANITARY SERVICES**

- (a) Adequate sanitary bins should be provided within the ladies washrooms.
- (b) Used sanitary bins will be collected twice a month
- c. Fresh, clean bins will be provided in exchange of the used bins
- d. A record will be kept to show the service delivery – signing on collection and replenishment

### **SPECIFIC SCOPE OF WORK AND FREQUENCY OF ASSIGNMENTS FOR FUMIGATION AND ENVIRONMENTAL SERVICES**

- (a) A comprehensive work schedule on the pest control and fumigation services will be submitted for the contract period
- (b) Supply all the chemicals, tools, skilled labour and appropriate equipment necessary for the proper execution of pest control services
- (c) Nontoxic, non-corrosive chemicals and insecticides (that do not cause damage to buildings, equipment and appliances) that meet the requirements of relevant government authorities on fumigation and environment will be supplied for use in the periodic fumigation exercises
- (d) A list of the names of the chemicals and insecticides to be used together with some information on the safety and efficacy of these will be provided
- (e) Chemicals will not be kept within the work areas. They will be brought to site when and if the service is being carried out

- (f) During the execution of work, all chemicals and insecticides will be properly labeled and safely stored
- (g) All chemicals used will be handled very hygienically and staff will ensure no spillage occurs
- (h) The most effective rodent defense mechanism will be utilized to prevent the intrusion of rodents into assigned work areas
- (i) In the unlikely event that a rodent is encountered, immediate action will be taken to ensure full eradication
- (j) The most suitable method of disposal will be applied if any carcass is found in the course of the eradication of pests
- (k) Guidelines will be provided to any staff or agents of Ketraco present on any requirements at the commencement of EVERY fumigation exercise to ensure no exposure for staff
- (l) Service provider will give a two week notice to Ketraco office and obtain clearance before commencement of each fumigation exercise – a schedule will be provided for every fumigation exercise prior to commencement
- (m) Service provider will be accompanied by Ketraco staff at the time of execution of work
- (n) Service provider will provide a written report after every service
- (o) A detailed list of baits stations (rodents, cockroaches etc) prevalent in an area will be provided within two months of award of contract.
- (p) A Quarterly will be done to ensure all work assigned areas are free of pests and vermin
- (q) Fumigate all assigned areas twice a year
- (r) A trends report analyzing areas where pests are sighted and captured and specify which pests were observed will be provided
- (s) Reports comparing results found with previous observations to show efficacy of service will be provided
- (t) Any major pest sighted by Ketraco staff immediately will be attended to
- (u) Reports on any pest related hazards, defects and situations identified within the work areas will be provided and proposals made on appropriate corrective measures for action
- (v) Contact Ketraco office before each exercise
- (w) Be accompanied by Ketraco staff at the time of execution of work
- (x) Service provider will make recommendations on areas for improvement within their report

## **SPECIAL INSTRUCTIONS**

### **STAFFING FOR CLEANING SERVICES**

- i. Ensure a minimum of one Supervisor per Region
- ii. Ensure a minimum of one worker /caretaker per Substation
- iii. Ensure a clear reporting structure and clear communication with contact information for the supervisor
- iv. All staff should be fluent in English and Kiswahili
- v. The staff should be of high moral integrity and with the relevant testimonials e.g. Certificate of Good Conduct.
- vi. All staff should at all times be in branded uniforms - skirt/pair of trousers and blouse/shirts i.e. conspicuously labeled.
- vii. Staff shall have presentable and suitable footwear for use in their respective areas of work.
- viii. The staff to have clean, well maintained uniforms for daily use bearing in mind that the company hosts high level functions and visitors.
- ix. Staff should be always presentable smart and note that staffs who wear dirty and/or torn uniforms shall be denied entry to the company premises.
- x. The Company reserves the right to request immediate removal of any staff member of the contractor if in its opinion such staff is no longer desirable. The contractor shall arrange to immediately replace the staff so removed and advise the company of its action accordingly.
- xi. The Company should be informed incase of any staff movements and rotations.
- xii. The recommended and generally accepted safety, health and occupational measures for the staff should be complied with.
- xiii. Deploy adequate number of staff. The company reserves the right to request for additional staff at contractor's cost if the number proposed is not adequate.
- xiv. The contractor shall provide staff with protective clothing including branded rain coats (when necessary), safety boots to be used on a power substation, overalls, boots, hand gloves, face masks and other clothing recommended by the Occupational Safety and Health Act and the Labour Laws.
- xv. Staff shall have **approved safety footwear recommended and required for use in a power substation.**
- xvi. The contractor shall make arrangements and be responsible at their own cost for;
  - Transport requirements for all their personnel to and from the assignments
  - Communication radios/mobile phones in all assignment areas.
  - Meals, accommodation and subsistence for their staff.
- xvii. The contractors shall be expected to familiarize themselves with the prevailing local working conditions and the respective community interests in the areas of operations
- xviii. Working hours for cleaning staff shall be as follows:

Station Office(s) from Mondays to Fridays  
Saturdays - Half day

## STAFFING FOR SANITARY SERVICES

- i. Ensure a minimum of one Supervisor per region
- ii. All staff should be fluent in English and Kiswahili
- iii. The staff should be of high moral integrity and with the relevant testimonials e.g. Certificate of Good Conduct.
- iv. All staff should at all times be in branded conspicuously labeled uniforms when picking the bins
- v. The staff to have clean, well maintained uniforms bearing in mind that the company hosts high level functions and visitors.
- vi. Staff should be always presentable smart and note that staffs who wear dirty and/or torn uniforms shall be denied entry to the company premises.
- vii. Staff should have clearly visible identification tags while carrying out their duties within a substation
- viii. The Company reserves the right to request immediate removal of any staff member of the contractor if in its opinion such staff is no longer desirable. The contractor shall arrange to immediately replace the staff so removed and advise the company of its action accordingly.
- ix. The recommended and generally accepted safety, health and occupational measures for the staff should be complied with.
- x. Staff shall be provided with protective clothing including branded rain coats (when necessary) gum boots, overalls, boots, hand gloves, face masks and other clothing recommended by the Occupational Safety and Health Act and the Labour Laws.
- xi. Staff shall have approved safety footwear recommended and required for use in a power substation.**
- xii. The contractor shall make arrangements and be responsible at their own cost for;
  - Transport requirements for all their personnel to and from the assignments.
  - Communication radios/mobile phones in all assignment areas.
  - Meals, accommodation and subsistence for their staff.
- xiii. The contractors shall be expected to familiarize themselves with the prevailing local working conditions and the respective community interests in the areas of operations
- xiv. Working hours for sanitation services shall be as per the specifics provided in the contract to be entered into.

## **STAFFING FOR FUMIGATION AND ENVIRONMENTAL SERVICES**

- i. Ensure a minimum of one Supervisor per region
- i. All staff should be fluent in English and Kiswahili
- ii. The staff should be of high moral integrity and with the relevant testimonials e.g. Certificate of Good Conduct.
- iii. All staff should at all times be in branded conspicuously labeled uniforms
- iv. The staff to have clean, well maintained uniforms bearing in mind that the company hosts high level functions and visitors.

- v. Staff should be always presentable smart and note that staffs who wear dirty and/or torn uniforms shall be denied entry to the company premises.
- vi. Staff should have clearly visible identification tags while carrying out their duties within a substation
- vii. The Company reserves the right to request immediate removal of any staff member of the contractor if in its opinion such staff is no longer desirable. The contractor shall arrange to immediately replace the staff so removed and advise the company of its action accordingly.
- viii. The recommended and generally accepted safety, health and occupational measures for the staff should be complied with.
- ix. Deploy adequate number of staff. The company reserves the right to request for additional staff at contractor's cost if the number proposed is not adequate.
- x. Staff shall be provided with protective clothing including branded rain coats (when necessary) gum boots, overalls, boots, hand gloves, face masks and other clothing recommended by the Occupational Safety and Health Act and the Labour Laws.
- xv. Staff shall have approved safety footwear recommended and required for use in a power substation.**
- xvi. The contractor shall make arrangements and be responsible at their own cost for;
  - Transport requirements for all their personnel to and from the assignments.
  - Communication radios/mobile phones in all assignment areas.
  - Meals, accommodation and subsistence for their staff.
- xvii. The contractors shall be expected to familiarize themselves with the prevailing local working conditions and the respective community interests in the areas of operations
  - xi. Working hours for fumigation and environmental services shall be as per the specifics provided in the contract to be entered into.

### **LOGISTICS**

The Contractor shall in all categories of workers, make arrangements and be responsible at their own cost for the following:-

- (a) General transport requirements for all its personnel to and from the premises and
- (b) Accommodation and site office for all personnel and operations
- (c) Acquisition of relevant permits and passes where applicable
- (d) Communication Services.
- (e) Medical Services and all work related insurance.



## **LIST OF SITES WHERE WORK IS TO BE DONE**

### **LOT 1 – KETRACO OFFICES**

1. KETRACO OFFICES - KAWI COMPLEX
2. ETHIO-KENYA OFFICES – AFRICAN AIRWAYS BUILDING

### **LOT II – KETRACO SUB – STATIONS**

1. MALINDI
2. GARSEN
3. LAMU
4. RABAI
5. GALU
6. NYAHURURU
7. SOTIK
8. BOMET
9. KABARNET
10. KITALE

### **LOT III – KETRACO SUB-STATIONS**

1. RANGALA
2. SUSWA
3. KISII
4. MERU
5. GITHAMBO
6. ISIOLO
7. SULTAN HAMUD
8. MWINGI
9. KIENI
10. ISHIARA
11. GARISSA

**PLEASE NOTE THAT NOT ALL JOBS WILL BE AVAILABLE FOR AWARD AT THE SAME TIME**

## SCHEDULE OF REQUIREMENTS

The tenderer shall indicate on the Price Schedule the unit prices and total tender price of the services it proposes to provide under the contract. Each unit or area of assignment must be priced separately in the column provided in the price schedules i.e. prices must be broken into area of assignment. Lump sum pricing of a section will be treated as non-responsive and will be rejected.

### SCHEDULE OF REQUIREMENTS FOR PROVISION OF CLEANING, SANITATION, GARBAGE COLLECTION AND GROUNDS MAINTENANCE/ENVIRONMENTAL SERVICES - KETRACO OFFICES – KAWI COMPLEX

All Bidders are required to visit the offices to assess the situation before providing a bid for services.

ITEM	AREA OF ASSIGNMENT	DESCRIPTION OF WORKS (SCOPE OF WORK)	COST PER MONTH (KSHS.)	TOTAL ANNUAL COST (KSHS.)
<b>Works - The Following Areas</b>				
1.1	<b>Ground Floor</b>			
	Reception area, open plan offices, enclosed offices, common areas	As per specification and scope of cleaning works		
		As per specification and scope of sanitary services		
		As per specification and scope of fumigation and environmental services		
1.2	<b>Mezzanine floor</b>			
	Reception area, open plan offices, enclosed offices, common areas  1 No. Kitchen	As per specification and scope of cleaning works		
		As per specification and scope of sanitary services		
		As per specification and scope of fumigation and environmental services		
1.3	<b>First Floor</b>			
	Reception area, open plan offices, enclosed offices, common areas	As per specification and scope of sanitary services		
		As per specification and scope of cleaning works		
		As per specification and scope of fumigation and environmental services		
1.4	<b>Second Floor</b>			
	Reception area, open plan offices, enclosed offices, common areas	As per specification and scope of cleaning works		
		As per specification and		

ITEM	AREA OF ASSIGNMENT	DESCRIPTION OF WORKS (SCOPE OF WORK)	COST PER MONTH (KSHS.)	TOTAL ANNUAL COST (KSHS.)
	1 No. Kitchen	scope of sanitary services		
		As per specification and scope of fumigation and environmental services		
1.5	<b>Third Floor</b>			
	Reception area, open plan offices, enclosed offices	As per specification and scope of cleaning works		
		As per specification and scope of sanitary services		
		As per specification and scope of fumigation and environmental services		
1.6	<b>Executive Floor</b>			
	Reception area, open plan offices, enclosed offices, common areas,	As per specification and scope of cleaning works		
	1 No. Kitchen	As per specification and scope of sanitary services		
		As per specification and scope of fumigation and environmental services		
1.7	<b>Fifth Floor</b>			
	<b>Reception area, open plan offices, enclosed offices, common areas</b>	As per specification and scope of cleaning works		
	<b>1 No. Kitchen</b>	As per specification and scope of sanitary services		
		As per specification and scope of fumigation and environmental services		
1.8	<b>Washrooms</b>			
	<b>Set of Ladies Washrooms</b>	As per specification and scope of cleaning works		
	<b>Set of Gents Washrooms</b>	As per specification and scope of sanitary services		
	<b>Set of executive toilets</b>	As per specification and scope of fumigation and environmental services		
	<b>4 No. Washrooms for the disabled</b>			
	<b>1 No. Executive toilet</b>			
1.9	<b>Common areas</b>			
	<b>Corridors both inside and outside the offices, area in front of the lift, open spaces for use by all, service areas.</b>	As per specification and scope of cleaning works		
	<b>Note – A number of corridors</b>	As per specification and scope of sanitary services		
		As per specification and		

ITEM	AREA OF ASSIGNMENT	DESCRIPTION OF WORKS (SCOPE OF WORK)	COST PER MONTH (KSHS.)	TOTAL ANNUAL COST (KSHS.)
	outside are in mazeras stones and terrazzo. These will require polishing every month	scope of fumigation and environmental services		
2.0	<b>Grounds</b> <b>*** Canopies and Gutters</b> <b>Storm Drains</b> <b>Drains</b> <b>Parking's</b> <b>Paved areas</b> <b>Unpaved parking's</b> <b>Access pathways</b> <b>Flower beds</b> <b>Potted plants</b> <b>Gardens</b> <b>Grass</b> <b>*** Parking at College of Insurance</b>	As per specification and scope of cleaning works		
		As per specification and scope of sanitary services		
		As per specification and scope of fumigation and environmental services		
	<b>SUB TOTAL in Kenya Shillings</b>			
	<b>16% VAT</b>			
	<b>TOTAL per Month inclusive of 16% VAT</b>			
	<b>TOTAL for Twelve(12) months inclusive of 16% VAT</b>			

**FOR PROVISION OF CLEANING, SANITATION, GARBAGE COLLECTION AND  
 GROUNDS MAINTENANCE/ENVIRONMENTAL SERVICES – KETRACO  
 ETHIOPIA KENYA OFFICES AFRICAN AIRWAYS BUILDING**

ITEM	AREA OF ASSIGNMENT	DESCRIPTION OF WORKS (SCOPE OF WORK)	COST PER MONTH (KSHS.)	TOTAL ANNUAL COST (KSHS.)
<b>Works - The Following Areas</b>				
1.1	<b>3rd Floor</b>			
1.1	<b>Reception area, open plan offices, enclosed offices, common areas, Kitchen</b>	As per specification and scope of cleaning works		
		As per specification and scope of sanitary services		
		As per specification and scope of fumigation and environmental services		
1.2	<b>Washrooms</b>			
	<b>Ladies Washrooms Gents Washrooms</b>	As per specification and scope of cleaning works		
		As per specification and scope of sanitary services		
		As per specification and scope of fumigation and environmental services		
1.3	<b>Grounds – parking</b>	As per specification and scope of cleaning works		
		As per specification and scope of sanitary services		
		As per specification of fumigation and environmental services		
<b>SUB TOTAL in Kenya Shillings</b>				
<b>16% VAT</b>				
<b>TOTAL per Month inclusive of 16% VAT</b>				
<b>TOTAL for Twelve(12) months inclusive of 16% VAT</b>				

**SCHEDULE OF REQUIREMENTS FOR PROVISION OF CLEANING,  
SANITATION, GARBAGE COLLECTION AND GROUNDS  
MAINTENANCE/ENVIRONMENTAL SERVICES - KETRACO SUBSTATIONS**

**Note: The information provided here below is of a typical substation. Bidders are expected to inspect one of the subject SUBSTATION and use this as a basis for presenting bids where applicable. Ketraco will not be liable for any additional costs occasioned by variations.**

**Note II – Cleaning is STRICTLY restricted to the non live areas in the substation. Cleaners MUST NOT interfere with electrical equipment**

**Note III - Tabulated below is the Scope of Works for Substations. Please Quote Separately for EACH Substation.**

ITEM	AREA OF ASSIGNMENT	DESCRIPTION OF WORKS (SCOPE OF WORK)	COST PER MONTH (KSHS.)	TOTAL ANNUAL COST (KSHS.)
<b>Works - The Following Areas</b>				
1.1	<b>Control room</b>			
	<b>1 No control room comprising of offices Electrical panels Air-conditioning equipment Battery room, Kitchen Guard room Washrooms Meeting room</b>	As per specification and scope of cleaning works		
		As per specification and scope of sanitary services		
		As per specification and scope of fumigation and environmental services		
1.2	<b>Gatehouse</b>			
		As per specification and scope of cleaning works		
		As per specification and scope of sanitary services		
		As per specification and scope of fumigation and environmental services		
1.3	<b>Paved areas</b>			
		As per specification and scope of cleaning works		
		As per specification and scope of sanitary services		
		As per specification and scope of fumigation and environmental services		
1.4	<b>Grounds</b>			
	*** Canopies and Gutters	As per specification and		

ITEM	AREA OF ASSIGNMENT	DESCRIPTION OF WORKS (SCOPE OF WORK)	COST PER MONTH (KSHS.)	TOTAL ANNUAL COST (KSHS.)
	Storm Drains Drains Parking's Paved areas Unpaved parking's Access pathways Flower beds Gardens Grass	scope of cleaning works		
		As per specification and scope of sanitary services		
		As per specification and scope of fumigation and environmental services		
1.5	<b>Gate and Fence</b>			
		As per specification and scope of cleaning works		
		As per specification and scope of sanitary services		
		As per specification and scope of fumigation and environmental services		
1.6	Additional developments where present			
	Store, Latrine	As per specification and scope and scope of cleaning works		
		As per specification and scope of sanitary services		
		As per specification of fumigation and and scope environmental services		
	<b>SUB TOTAL in Kenya Shillings</b>			
	<b>16% VAT</b>			
	<b>TOTAL per Month inclusive of 16% VAT</b>			
	<b>TOTAL for Twelve(12) months inclusive of 16% VAT</b>			

## **SECTION F**

### **STANDARD FORMS AND PRICE SCHEDULE**

- 1. Bidding Schedule**
- 2. Tender Form**
- 3. Contract Form**
- 4. Performance Bank Guarantee Form**
- 5. Qualification Information (Schedules)**
- 6. Tender Questionnaire**
- 7. Confidential Business Questionnaire**
- 8. Insurance Evaluation Table**
- 9. Site Visit Clearance Certificates**



## Bidding Schedule

KETRACO OFFICES KAWI COMPLEX, KETRACO ETHIO- KENYA OFFICES AFRICAN AIRWAYS BUILDING, &KETRACO SUB-STATIONS	QUOTED TENDER PRICE PER MONTH, 16% VAT Incl.	QUOTED TENDER PRICE PER QUARTER, 16% VAT Incl.	QUOTED TENDER PRICE FOR 12 MONTHS, 16% VAT Incl.
<b>TOTAL</b>			

**TOTAL PER MONTH (M) = Kshs.** \_\_\_\_\_  
**INCLUSIVE OF VAT**

**TENDER PRICE = 12 months x (M) = KShs.** \_\_\_\_\_  
**INCLUSIVE OF VAT**

**TENDERER** \_\_\_\_\_

**Signature** \_\_\_\_\_

**Date** \_\_\_\_\_

## SECTION G. TENDER FORM

**To: Kenya Electricity Transmission Company Ltd,  
2<sup>nd</sup> Floor Capitol Hill Square  
P. O. Box 34942-00100,  
NAIROBI, KENYA.**

Gentlemen and/or Ladies:

Having examined the bidding documents the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide **Cleaning, Garbage Collection Services, Sanitary Services, Fumigation and Environmental Services** in conformity with the said bidding documents for the sum of \_\_\_\_\_ VAT Inclusive or such other sums as may be ascertained in accordance with the Schedule of Rates attached herewith and made part of this Tender.

We undertake, if our Tender is accepted, to deliver the services in accordance with the schedule specified in the Schedule of Assignment.

If our Tender is accepted, we will obtain the guarantee of a bank in a sum equivalent to 10% percent of the Contract Price for the due performance of the Contract, in the form prescribed by the Employer.

We agree to abide by this Tender for a period of **120** days from the date fixed for Tender opening under Clause 5 of the Instructions to Tenderers, and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

Until a formal Contract is prepared and executed, this Tender, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

We understand that you are not bound to accept the lowest or any Tender you may receive.

We hereby declare that we have not been debarred from any procurement process and shall not engage in any fraudulent or corrupt act with regard to this purchase.

Dated this \_\_\_\_\_ day of \_\_\_\_\_ 2015

\_\_\_\_\_  
[Signature]

\_\_\_\_\_  
[In the capacity of]

Duly authorized to sign Tender for and on behalf of \_\_\_\_\_

**SECTION I**

**CONTRACT FORM**

THIS AGREEMENT made the \_\_\_\_\_ day of \_\_\_\_\_ 2015 between **Kenya Electricity Transmission Company Limited** of Kenya (hereinafter called “the Procuring entity”) of the one part and..... of..... [City and country of tenderer] (Hereinafter called “the tenderer”) of the other part:

WHEREAS the Procuring entity invited tenders for certain goods, viz. , **Provision of Cleaning, Garbage Collection Services, Sanitary Services, Fumigation and Environmental Services** has accepted a tender by the tenderer for the provision of services in the sum of..... [Contract price in words and figures] (hereinafter called “the Contract Price”).

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to.
  1. The following documents shall be deemed to form and be read and construed as part of this Agreement, viz.:
    - (a) **the Tender Form and the Price Schedule submitted by the tenderer;**
    - (b) **the Schedule of Requirements;**
    - (c) **the Technical Specifications;**
    - (d) **the General Conditions of Contract;**
    - (e) **the Special Conditions of Contract; and**
    - (f) **the Procuring entity’s Notification of Award.**
3. In consideration of the payments to be made by the Procuring entity to the tenderer as hereinafter mentioned, the tenderer hereby covenants with the Procuring entity to provide the goods and to remedy defects therein in conformity in all respects with the provisions of the Contract
  3. The Procuring entity hereby covenants to pay the tenderer in consideration of the provision of the goods and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the contract at the times and in the manner prescribed by the contract.

IN WITNESS whereof the parties hereto have caused this Agreement to be executed on the day and year first above written.

Signed, sealed, delivered by \_\_\_\_\_ the \_\_\_\_\_ (for the Procuring entity)

Signed, sealed, delivered by \_\_\_\_\_ the \_\_\_\_\_ (for the tenderer)  
in the presence of \_\_\_\_\_

**J. PERFORMANCE BANK GUARANTEE**  
(To be on the Letterhead of the Bank)

To: **Kenya Electricity Transmission Company Ltd,**  
**2<sup>nd</sup> Floor Capitol Hill Square**  
**P. O. Box 34942-00100,**  
**NAIROBI, KENYA**

WHEREAS \_\_\_\_\_ [name of Contractor]  
(hereinafter called "the Contractor") has undertaken, in pursuance of Contract No. \_\_\_\_\_ dated  
\_\_\_\_\_ 2015 to \_\_\_\_\_ provide  
\_\_\_\_\_ (hereinafter called "the Contract").

AND WHEREAS it has been stipulated by you in the said Contract that the Contractor shall furnish you with a bank guarantee by a reputable bank for the sum specified therein as cleaning for compliance with the Contractor's performance obligations in accordance with the Contract.

AND WHEREAS we have agreed to give the Contractor a guarantee:

THEREFORE WE hereby affirm that we are Guarantors and responsible to you, on behalf of the Contractor, up to a total \_\_\_\_\_  
(words) \_\_\_\_\_ (figures), and we undertake to pay you, upon your first written demand declaring the Contractor to be in default under the Contract and without cavil or argument, any sum or sums within the limits of \_\_\_\_\_  
\_\_\_\_\_ as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This guarantee is valid until the \_\_\_\_\_ day of \_\_\_\_\_ 2015.

Signature and seal of the Guarantors

\_\_\_\_\_  
[name of bank]

\_\_\_\_\_  
[address]

\_\_\_\_\_  
[date]

## K. QUALIFICATION INFORMATION

Note : this requires proof of competence in all three areas of service provision in this Bidders may be joint for all three areas or separate for each category

### 1. Individual Tenderers or Individual Members of Joint Ventures

1.1 Constitution or legal status of tenderer (attach copies of the follow up Certificates);

1.2 Registration Certificate

\_\_\_\_\_

VAT/PIN Certificate

\_\_\_\_\_

Power of Attorney of signatory of tender

\_\_\_\_\_

Trade License

\_\_\_\_\_

1.3 Work performed as Main Contractor on works of a similar nature and volume over the last three years. Also list details of work under way or committed, including expected completion date. Attach reference letter of previous contracts.

Project Name	Name of client & contact Person	Type of work Performed and year of completion	Value of Contract

1.4 Audited Financial report for the last two (2) years: Attach a copy.

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

1.5 Name, address and telephone, and facsimile numbers of banks that may provide reference if contacted by the Employer.

\_\_\_\_\_  
 \_\_\_\_\_

1.6 Statement of compliance with the requirements of Clause 1.2 of the Instructions to Tenderers.

---

---

---

## TENDER QUESTIONNAIRE

**Please fill in block letters.**

1. Full names of tenderer;

.....  
.....

2. Full Physical address of tenderer to which tender correspondence is to be sent (unless an agent has been appointed below);

.....  
.....

3. Telephone number (s) of tenderer;

.....  
.....

4. Facsimile, e-mail of the of tenderer;

.....  
.....

5. Name of tenderer's representative to be contacted on matters of the tender during the tender period;

.....  
.....

6. Details of tenderer's nominated agent (if any) to receive tender notices. This is essential if the tenderer does not have his registered address in Kenya (name, address, telephone);

.....  
.....  
.....  
.....

\_\_\_\_\_  
Signature of Tenderer

Rubber stamp of company

Make copy and deliver to: \_\_\_\_\_ (Name of Employer)



**M. MANDATORY CONFIDENTIAL BUSINESS QUESTIONNAIRE**  
**(Must be filled by all applicants or renderers' who choose to participate in this tender)**

Name of Applicant (S)

You are requested to give the particulars in Part 1 and either Part 2 (a), 2 (b) or 2 (c), whichever applies to your type of business. Part 2 (d) to part 2(i) must be filled.

You are advised that giving wrong or false information on this Form will lead to automatic disqualification / termination of your business proposal at your cost.

**Part 1 – General**

Business

Name:.....

.....  
 Certificate of Incorporation / Registration No.  
 .....

Location of business premises:                      Country  
 .....

Physical address  
 .....Town

Building.....Floor.....

Plot No. ....Street / Road  
 .....PostalAddress.....Postal / Country

Code.....

Telephone No's ..... Fax No's.

E-mail address .....

Website .....

Contact Person (Full Names) ..... Direct / Mobile No's.

Title

..... Power of Attorney (**Yes / No**)    If **Yes**, attach written document.

Nature of Business (Indicate whether manufacturer, distributor, etc) .....

<b>(Applicable to Local suppliers only)</b>	
Local Authority Trading License No. ....	Expiry
Date.....	
Value Added Tax	
No.....	

Value of the largest single assignment you have undertaken to date (**US\$/KShs**)

.....s this successfully undertaken? **Yes / No**.

.....(If **Yes**, attach reference)

Name (s) of your banker (s) .....

Branches ..... Tel No's .....

**Part 2 (a) – Sole Proprietor**

Full names .....

Nationality..... Country of Origin

\*Citizenship details .....

Company ..... Profile

(Attach brochures or annual reports in case of public companies)

**Part 2 (b) – Partnerships**

Give details of partners as follows:

<u>Full Names</u>	<u>Nationality</u>	<u>Citizenship Details</u>	<u>Shares</u>
-------------------	--------------------	----------------------------	---------------

1. ....  
.....

2. ....  
.....

3.....  
.....

4.....  
.....

Company Profile .....(Attach brochures)

**Part 2 (c) – Registered Company**

Private or public .....

Company Profile .....(Attach brochures or annual reports in case of public companies)

State the nominal and issued capital of the Company

Nominal KShs .....

Issued KShs .....

List of top ten (10) shareholders and distribution of shareholding in the company.

Give details of all directors as follows:-

<u>Full Names</u>	<u>Nationality</u>	<u>Citizenship Details</u>	<u>Shares</u>
-------------------	--------------------	----------------------------	---------------

1.....  
.....

2.....  
.....

3.....  
.....

4.....  
.....

**Part 2 (d) – Debarment**

I/We declare that I/We have not been debarred from any procurement process and shall not engage in any fraudulent or corrupt acts with regard to this or any other tender by Ketraco and any other public or private institutions.

Full Names .....

Signature .....

Dated this .....day of  
.....2015.

In the capacity of .....

Duly authorized to sign Tender for and on behalf of .....

**Part 2 (e) – Criminal Offence**

I/We, (Name (s) of Director (s)):-

a) .....

b) .....

...

c) .....

d) .....

have not been convicted of any criminal offence relating to professional conduct or the making of false statements or misrepresentations as to its qualifications to enter into a procurement contract within a period of three (3) years preceding the commencement of procurement proceedings.

Signed .....

For and on behalf of M/s .....

In the capacity of .....

Dated this .....day of.....2015

Suppliers' / Company's Official Rubber Stamp .....

**Part 2 (f) – Conflict of Interest**

I/We, the undersigned state that I / We have no conflict of interest in relation to this procurement:

a) .....

b) .....

c) .....

d) .....

...

For and on behalf of M/s .....

In the capacity of ..... is ..... day of .....2015

Suppliers' / Company's Official Rubber Stamp .....

**Part 2 (g) – Interest in the Firm:**

Is there any person / persons in Ketraco or any other public institution who has interest in the Firm?

Yes / No ..... (Delete as necessary) Institution .....

.....  
.....

**(Title)** **(Signature)** **(Date)**

**Part 2(h) – Experience**

Please list here below similar projects accomplished or companies / clients you have supplied with similar items or equipments in the last two (2) years.

**Company Name** **Country** **Contract/ Order No.** **Value**

- 1.....
- 2.....
- 3.....

Contact person (Full Names) ..... E-mail address.....

Cell phone no .....  
..... (Note: The person should be at the level of director)

- \*Attach proof of citizenship
- \* Attach certified copies of the following documents:
  - a) Previous orders from companies supplied before
  - b) Certificate of Incorporation / Registration
  - c) Valid Tax Compliance Certificate

**Part 2(i) – Declaration**

I / We, the undersigned state and declare that the above information is correct and that I / We give Kenya Electricity Transmission Company Limited authority to seek any other references concerning my / our company from whatever sources deemed relevant, e.g. Office of the Registrar of Companies, Bankers, etc.

Full names

.....

Signature

.....  
.....

For and on behalf of M/s

.....

In the capacity of

.....

Dated this .....day of

.....2015.

Suppliers' / Company's Official Rubber Stamp

.....

**INSURANCE EVALUATION TABLE**

<b>INSURANCE POLICY</b>	<b>INSURANCE PROVIDER(S)</b>	<b>POLICY NO.</b>

**KENYA ELECTRICITY TRANSMISSION COMPANY LIMITED  
PROVISION OF CLEANING, SANITATION, GARBAGE COLLECTION AND  
GROUND MAINTENANCE/ENVIRONMENTAL SERVICES**

## SITE VISIT CLEARANCE CERTIFICATE(S)

This is to certify that M/s. \_\_\_\_\_  
have visited,

inspected and verified the scope of works at

\_\_\_\_\_  
(Name of  
site).

### **Ketraco Representative**

Name: \_\_\_\_\_

Sign:  
\_\_\_\_\_

Date: \_\_\_\_\_

### **Tenderers Representative**

Name: \_\_\_\_\_

Sign: \_\_\_\_\_

Date: \_\_\_\_\_

## PERFORMANCE EVALUATION

Sample performance evaluation forms for all three areas of service provision are provided here below. These will be used together with the specifications and scope of works indicated to inspect the work done.

The service provider will be required to keep a completed and verified performance evaluation form for all services as indicated in the performance and evaluation forms below. A copy of this form will be submitted to Ketraco officer for the record

### SAMPLE OF PERFORMANCE EVALUATION FORM FOR CLEANING SERVICES

Name of Contractor \_\_\_\_\_ Station \_\_\_\_\_

Month \_\_\_\_\_ Year \_\_\_\_\_

No	Task Item	Frequency of delivery	Performance measure (Acceptable/ U		
			Week 1	Week 2	Week 3
1.	Moping and dusting floor surfaces	Daily and should remain clean throughout.			
2.	Cleaning and dusting work surfaces	Daily and should remain clean throughout.			
3.	Dusting fixtures and fittings	Daily and should remain clean throughout.			
4.	Cleaning stained wall finishes	Daily and should remain clean throughout.			
5.	Hoofing carpeted areas (where applicable)	Daily and should remain clean throughout.			
6.	Cleaning and disinfecting washrooms (this includes provision of cleaning detergents and disinfectant)	Continuously – should remain clean throughout.			
7.	Cleaning and polishing office equipment	Daily and should remain clean throughout. Ensure no discoloration.			
8.	Dusting and cleaning office furniture	Daily and should remain clean throughout. Ensure no discoloration			
9.	Disinfecting telephone heads and receivers	Daily and as and when required			
10.	Collection and disposal of waste paper and rubbish	Twice a day or as and when required			
11.	General cleaning of the premises	Weekly			
12.	Scrubbing the non carpeted areas with a floor scrubber	once a week			
13.	Cleaning windows and windowsills and casements	Twice a week			
14.	Stripping and polishing non carpet areas	Weekly			
15.	Shampooing, spot cleaning and vacuum cleaning carpeted areas	Fortnightly and as and when necessary			
16.	Keep premises clean and tidy	Continuous			
17.	Correct any discoloration of wall and floor finishes, fixtures and fittings	Whenever and immediately discoloration spots are spotted.			
18.	Ensuring premises are tidy and clean.	Continuous			
19.	Shampooing and cleaning office/reception chairs	Monthly and/or as and when required. Ensure no discolorations			



No	Task Item	Frequency of delivery	Performance measure (Acceptable/ U		
			Week 1	Week 2	Week 3
20.	Laundering of office curtains & blinds	Once a month			
<b>CORRIDORS AND STAIRCASES</b>					
21.	Cleaning office kitchen	Twice a day and/or as and when required.			
22.	Floor sweeping, mopping and machine buffing	Daily and/or as and when required.			
23.	Dusting office files and cabinets	Daily			
24.	Dusting the glasses along the staircase	Daily and/or as and when required			
25.	Polishing of glass along the staircase	Daily			
26.	Notice Boards polishing	Daily and/or as and when required			
<b>LIFT CARS – FLOORS AND WALLS</b>					
27.	Cleaning of lift cars	Daily and as and when required			
28.	Cleaning of lift doors using disinfectants	Daily and as and when required			
29.	Floor to be kept clean and dry	Throughout			
30.	Lift mirror should be cleaned with the appropriate detergent	Daily and/or as and when required			
<b>STATIONERY STORE</b>					
31.	Stores cleaning with the supervision of Ketraco personnel	Daily and should remain clean throughout.			
32.	Cleaning of office desks, chairs, computers and telephone	Daily and should remain clean throughout.			
33.	Emptying of all the dustbins within the stores	Twice daily and/or as and when required.			
34.	Vacuum cleaning of all upholstered furniture	Weekly basis			
<b>GARBAGE COLLECTION AND DISPOSAL</b>					
35.	Collection and disposal of all rubbish, dirt, waste materials or refuse from the buildings to the place designated for this purpose	Daily and/or as and when required.			
36.	After emptying and disposing of the litter, all dustbins and dump sites should be washed and dried	Daily and/or as and when required.			
37.	Contractor should supply dustbin lining 500 gauge for the garbage collection	Throughout			
<b>EXTERNAL WORKS AND PAVEMENTS</b>					
38.	Washing of canopies, gutters and all drains.	Weekly and/or as and when required.			
39.	Sweeping parking areas	Daily			
40.	Scrubbing parking areas	Once a week			
41.	Ensuring that there is no litter and the compound is clean	All the time			
42.	Emptying of dustbins and ashtrays	Twice a day and/or as and when required.			
43.	Grounds should be kept well-manicured at all times	Weekly and/or as and when required			
44.	Bushes within grounds should be cleared	Weekly and/or as and when required			

No	Task Item	Frequency of delivery	Performance measure (Acceptable/ U		
			Week 1	Week 2	Week 3
45.	Bushes around the fence should be cleared for security	Weekly and/or as and when required			
46.	Gardening should be done for all flower beds	weekly			
47.	Pruning, trimming hedges and maintaining cleanliness	weekly			
48.	Planting and replacing of plants and flowers	weekly			

Monthly Comments by Ketraco Representative:

.....  
.....  
.....  
.....  
.....  
.....  
.....

Name ..... Signature ..... Date

.....

Monthly Comments by Contractor's Supervisor

.....  
.....  
.....  
.....  
.....

Name ..... Signature ..... Date

.....

## SAMPLE OF PERFORMANCE EVALUATION FORM FOR SANITARY SERVICES

Name of Contractor \_\_\_\_\_ Station \_\_\_\_\_

Month \_\_\_\_\_ Year \_\_\_\_\_

No	Task Item	Frequency of delivery	Performance measure (Acceptable/ U		
			Week 1	Week 2	Week 3
<b>INSTALLATION, MAINTENANCE AND PROVISION OF TOILETRIES</b>					
1.	Providing adequate sanitary bins at Ketraco offices ( put number )	at commencement of contract			
2.	Collecting used sanitary bins	Twice a month on agreed date			
3.	Providing clean sanitary bin in exchange of used bin	Twice a month on agreed date			
4.	Keeping a record to show the service delivery – signing on collection and replenishment	Twice a month on a greed date			
<b>SINKS, TOILET BOWLS &amp; MIRRORS</b>					
5.	Scrubbing with approved detergent and disinfectant	Twice daily and/or as and when required			
6.	Disinfecting all hand touch facilities i.e. door handles, flush & tap handles etc.	Daily and/or as and when required			
7.	Wiping mirrors and remove marks, supplying approved white toilet papers in rolls (The toilet papers must first be approved by Ketraco representative)	All the times			
8.	Observe high standards of hygiene	At all times			

Monthly Comments by Ketraco Representative:

.....

.....

.....

.....

.....

.....

Name ..... Signature ..... Date

.....

Monthly Comments by Contractor's Supervisor

.....

.....

.....  
 .....  
 .....  
 Name ..... Signature ..... Date  
 .....

**SAMPLE OF PERFORMANCE EVALUATION FORM FOR FUMIGATION AND ENVIRONMENTAL SERVICES**

Name of Contractor \_\_\_\_\_ Station \_\_\_\_\_  
 Month \_\_\_\_\_ Year \_\_\_\_\_

Task		Performance measure (Acceptable/ U			
No	Item	Frequency of delivery	Week 1	Week 2	Week 3
1.	Providing a comprehensive work schedule on the pest control and fumigation services	At start of contract and periodically prior to the each exercise			
2.	Supplying all the chemicals , tools , skilled labour and appropriate equipment necessary for the proper execution of pest control services	Prior to each fumigation exercise and when and if necessary			

No	Task		Performance measure (Acceptable/ U		
	Item	Frequency of delivery	Week 1	Week 2	Week 3
3.	Supplying nontoxic, non-corrosive chemicals and insecticides ( that do not cause damage to buildings, equipment and appliances )that meet the requirements of relevant government authorities on fumigation and environment for use in the periodic fumigation exercises	Prior to each fumigation exercise and when and if necessary			
4.	Providing a list of the names of the chemicals and insecticides to be used together with some information on the safety and efficacy	Prior to each fumigation exercise			
5.	Ensuring no chemicals are kept within the work areas.	Throughout			
6.	Properly labeling all chemicals and insecticides and safely store during the execution of work	During every exercise			
7.	Handle all chemicals used very hygienically to ensure no spillage occurs	At all times			
8.	Engaging the most effective rodent defense mechanism to prevent the intrusion of rodents into assigned work areas	For the life of the contract			
9.	Taking immediate action if a rodent is encountered, to ensure full eradication	At the start of contract and subsequently as need arises			
10.	Using the most suitable method of disposal to dispose of any carcass if found in the course of the eradication of pests	As need arises			
11.	Providing guidelines to any staff or agents of Ketraco present on any requirements at the commencement of EVERY fumigation exercise to ensure no exposure for staff				
12.	Giving notice to to Ketraco office and obtain clearance before commencement of each fumigation exercise – a schedule will be provided for every period prior to commencement	At start of contact and subsequently two weeks before fumigation exercise			
13.	Confirming availability of Ketraco staff for every fumigation	With every service			
14.	Providing a written report after every service	After every service			
15.	Providing a detailed list of baits stations (rodents, cockroaches etc) prevalent in an area within three months of award of contract.	After initial service			
16.	Providing a quarterly report confirming all work assigned areas are free of pests and vermin	Quarterly			
17.	Fumigating all assigned areas at least twice a year	Bi annual			
18.	Providing a trends report analyzing areas where pests are sighted and captured and specifying which pests were observed if any	After every service			

No	Task Item	Frequency of delivery	Performance measure (Acceptable/ U		
			Week 1	Week 2	Week 3
19.	Submitting reports comparing results found with previous observations to show efficacy of service being provided				
20.	Providing reports on any pest related hazards, defects and situations identified within the work areas will be provided and suggestions made on appropriate corrective measures for action	every service			
21.	Contacting Ketraco office before each fumigation exercise	every service			
22.	Be accompanied by Ketraco staff at the time of execution of work	At every service			
23.	Giving a report indicating areas for improvement within the report	At every service			
24.	Carrying out fumigation at least twice a year	Bi annual (at least)			

Monthly Comments by Ketraco Representative:

.....  
.....  
.....  
.....  
.....  
.....

Name ..... Signature ..... Date  
.....

Monthly Comments by Contractor's Supervisor

.....  
.....  
.....  
.....

Name ..... Signature ..... Date  
.....

## **SERVICE LEVEL REQUIREMENT FOR CLEANING SERVICES**

The successful bidder will be expected to sign the service level agreements below and perform work as specified in the specifications and scope of work and service level requirements below for the Provision of cleaning, sanitation, Garbage collection and grounds maintenance for Ketraco.

Clear periodic and timely records will be kept by the service provider as indicated in the performance evaluation forms

## **SERVICE LEVEL REQUIREMENT FOR CLEANING SERVICES**

### **IT IS EXPECTED THAT AFTER COMPLETION OF TASK:-**

- a) All surfaces shall be free from litter, debris, dust and any foreign matter.
- b) All surfaces shall have a uniform appearance, shiny, dry, and free from spillages, removable stains, superficial marks and loose debris.
- c) The surfaces shall be dry and free from stubborn stains, spillages, ingrained dirt, scuffmarks, debris and have a uniform appearance.
- d) All mats and carpeted surfaces shall be clean, dry and free from litter, dust, stains/marks and any foreign matter.
- e) The surface shall be free from visible loose debris, dust and cobwebs.
- f) Damp wipe/spot wash the surface shall be free from debris, dust, cobwebs and stubborn stains.
- g) Wiping and washing fixtures and fittings shall be shiny, free from debris, dust and cobwebs and removable stains/marks, have a uniform appearance and be dry.
- h) Polishing, the surfaces shall be dry and free from stubborn stains/marks, spillage, debris and shall have a bright even sheen.
- i) Damp wiping and washing all sanitary fittings surface shall be free from debris, dust removable stains/marks, oils, fluids and dry odour free and shall have a uniform appearance.
- j) Drainages shall be free of silt, debris, blockages, algae, bad odour, stagnant water, rodents and vermin.
- k) The Compounds shall be a litter free zone.
- l) Louvers, windows and window panes and grills shall be free of dust and stains/marks.
- m) Floor corners, door frames, socket covers, walls, rails, skirting, shall be free from debris, dust, cobwebs and stubborn stains/marks.
- n) Waste/paper baskets and shredders shall be empty and clean.
- o) Dustbins shall be empty, clean and lined with fresh clean bags.
- p) Cleaning all washrooms shall be dry, clean, free of foul smell, stainless, dust free
- q) Cleaning toilet bowls, toilet seats, toilet covers, sinks, flush handles, door handles, hand driers, tissue/soap dispensers, dustbins, partitions and walls shall be clean, dry and free from debris, dust and stains/marks.
- r) Roads, parking lots and walkways shall be free of debris, litter, oil spills, soil and mud.
- s) Sports areas shall be free from dust, dry, stains, dirt, debris, cobwebs, oil and vapour stains/marks.

- t) There shall be no breakages and/or damages to the company assets and in the event of any breakages/damages, the Contractor shall be surcharged.
- u) Cleaning curtains and blinds shall be clean, dry and free from creases.
- v) Cleaning, wiping and polishing all furniture the surface shall have a clean, dry, shiny uniform appearance, free from dust and stains/marks.
- w) All electrical appliances, electronics and cables shall be clean, dry and free from dust and stains/marks.
- x) Telephone sets shall be disinfected, clean, dry and free from dust, stains/marks.
- y) All documents/files shall be free from dust.
- z) Water Treatment Plants and Tanks shall be free from silt, debris, residue, discolourations and stains/marks.
- aa) The door hinges shall be well greased.
- bb) Material Safety Data Sheet must be provided.
- cc) Failed plants and flowers will be replaced
- dd) flower beds will be weeded
- ee) pruning, trimming hedges and maintaining cleanliness will be done throughout the year
- ff) Accessible equipment stores will be cleaned daily and cleanliness maintained throughout.
- gg) All the dustbins within the substation grounds shall be emptied
- hh) All rubbish, dirt, waste materials or refuse from the substation will be collected and disposed of appropriately
- ii) After emptying and disposing of the litter, all dustbins and dump sites shall be washed and dried
- jj) Contractor will supply dustbin lining 500 gauge for the garbage collection throughout
- kk) Canopies, gutters and all drains will be washed weekly and/or as and when required.
- ll) Parking areas shall be swept
- mm) Parking areas shall be scrubbed
- nn) Grounds will be kept well-manicured at all times
- oo) Bushes within grounds will be cleared
- pp) (p) Clearing area around the fence will be done for security

**Ketraco Representatives**

Name: \_\_\_\_\_

Sign: \_\_\_\_\_ Official Stamp \_\_\_\_\_

Date: \_\_\_\_\_

**Contractor Representatives**

Name: \_\_\_\_\_

Sign: \_\_\_\_\_ Official Stamp \_\_\_\_\_

Date: \_\_\_\_\_



## **SERVICE LEVEL REQUIREMENT FOR SANITARY SERVICES**

### **IT IS EXPECTED THAT AFTER COMPLETION OF TASK:-**

Adequate numbers of qualified staff will be deployed in assigned areas as agreed

- (a) All assigned work areas will have adequate equipment for use by workers
- (b) All workers engaged by the contractor will observe the highest level of hygiene at all times
- (c) Full records on service delivery including dates and times, will be kept and will be available for perusal at the work stations and can be availed by the workers on site on request.
- (d) Should any faulty sanitary be observed, replacement will be done within one day of receiving report

### **Ketraco Representatives**

Name: \_\_\_\_\_

Sign: \_\_\_\_\_ Official Stamp \_\_\_\_\_

Date: \_\_\_\_\_

### **Contractor Representatives**

Name: \_\_\_\_\_

Sign: \_\_\_\_\_ Official Stamp \_\_\_\_\_

Date: \_\_\_\_\_

## **SERVICE LEVEL REQUIREMENT FOR FUMIGATION AND ENVIRONMENTAL SERVICES**

### **IT IS EXPECTED THAT AFTER COMPLETION OF TASK:-**

- (a) A comprehensive work schedule on the pest control and fumigation services covering the contract period will be available at the onset
- (b) Appropriate and adequate chemicals, tools, skilled manpower and appropriate equipment necessary for the proper execution of pest control services
- (c) Nontoxic, non-corrosive chemicals and insecticides (that do not cause damage to buildings, equipment and appliances) that meet the requirements of relevant government authorities on fumigation and environment will be supplied for use in the periodic fumigation exercises will be supplied
- (d) A list of the names of the chemicals and insecticides to be used together with some information on the safety and efficacy of these will be provided
- (e) No chemicals will be kept within the work areas. Chemicals will be brought to site when and if the fumigation is being carried out.
- (f) Ketraco workers or agents will be advised on chemicals and equipment brought to the work areas
- (g) During the execution of work, all chemicals and insecticides will be properly labeled and safely stored
- (h) All chemicals used will be handled very hygienically and safely by contractor staff who will ensure no spillage occurs
- (i) The contractor will utilize the most effective rodent defense mechanism to prevent the intrusion of rodents into assigned work areas
- (j) In the unlikely event that a rodent is encountered, the contractor will take immediate action to ensure full eradication
- (k) The contractor will use the most suitable method of disposal if any carcass is found in the course of the eradication of vermin
- (l) The contractor will give guidelines to any staff or agents of Ketraco present on any requirements at the commencement of EVERY fumigation exercise to ensure no exposure for staff
- (m) Service provider will give a two week notice to Ketraco office and obtain clearance before commencement of each fumigation exercise – a schedule will be provided for every fumigation exercise prior to commencement
- (n) Service provider will be accompanied by Ketraco staff or agent at the time of execution of work
- (o) Service provider will provide a written report after every service
- (p) Contractor will provide a detailed list of bait stations (rodents, cockroaches etc) prevalent in an area within two months of award of contract.
- (q) A Quarterly inspection will be done to ensure all work assigned areas are free of pests and vermin and a report will be submitted to Ketraco following such inspection
- (r) all assigned areas will be fumigated at least twice a year
- (s) Contractor will submit a trends report analyzing areas where pests are sighted and captured and specify which pests were observed twice a year
- (t) Contractor will provide reports comparing results found with previous observations to show efficacy of service over time once a year
- (u) Service provider will immediately attend to any major pest sighted by Ketraco staff

- (v) Contractor will submit reports on any pest related hazards, defects and situations identified within the work areas and make recommendations on appropriate corrective measures for action
- (w) Contractor will contact Ketraco office before each fumigation exercise
- (x) Contractor will be accompanied by Ketraco staff at the time of execution of work
- (y) Contractor will make recommendations on areas for improvement within the report

**Ketraco Representatives**

Name: \_\_\_\_\_

Sign: \_\_\_\_\_ Official Stamp \_\_\_\_\_

Date: \_\_\_\_\_

**Contractor Representatives**

Name: \_\_\_\_\_

Sign: \_\_\_\_\_ Official Stamp \_\_\_\_\_

Date: \_\_\_\_\_