

Request for Tender

For

Cleaning Services

For

Mobile Interim Company 1 S.A.L

Reference Number: MIC1/RFT/CFO-PRO/ 0304-23

Beirut-Lebanon, July, 10th, 2023

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Introduction: Company's Profile

MIC1, operating under the brand name Alfa Nowadays, Alfa caters for the mobile needs of more than 2M subscribers including businesses and offers a variety of services and products that fit all age groups and preferences. Alfa vision is to provide competitive telecommunications services, while maintaining the highest quality of service and upholding sustainable commitments.

Article 1: Object

Bidders as defined in article 2 hereunder are hereby invited to submit their offers (herein referred to as **"Tender"** or collectively as **"Tenders"**) for the supply of Cleaning Services, to the Mobile Interim Company 1 S.A.L (herein referred to as **"MIC1"**) who is managing one of the two national GSM networks for the benefit of the Republic of Lebanon.

The services required by MIC1 from the Bidders under the RFT (as defined in article 2 hereunder) are mentioned in appendix 1.

This tender process is subject to the provisions of Public Procurement law (PPL) no. 244 dated July 19th, 2021.

Article 2: Scope

This request for tender (herein referred to as **"RFT"**) is restricted to companies which are specialists in Cleaning Services and related services (herein referred to as **"Bidders"** or **"Bidder"** for any one of them separately), have signed a nondisclosure agreement or a confidentiality agreement with MIC1 and have received an invitation letter from MIC1 to participate in the RFT.

Article 3: General Terms

3.1. Participation in the RFT process

Bidders shall participate in the RFT process at their own risk. Such participation does not give the Bidders any grounds whatsoever for any right for compensation from MIC1.

The Bidders expressly acknowledge that their participation in the RFT process will be deemed as an undertaking that: (i) they have the full capacity, right, power and authority and have taken all necessary actions to enter into the RFT process; and (ii) the performance of their obligations under the RFT and or any potential purchase order (hereinafter **"PO"**) / contract will not result in the breach of any terms or provisions of, or constitute a default under, any judgment, decree, or agreement or instrument to which they are a party or by which they are bound. Furthermore, the Bidders expressly acknowledge that their participation in the RFT process will be deemed as an undertaking that: (i) they are not and shall not be, directly or indirectly, associated with any person or entity involved in terrorism and / or money laundering; (ii) they shall not be engaged, directly or indirectly, in any illegal, corrupt, and / or fraudulent practices; (iii) they shall adhere to the highest ethical standards in the performance of their obligations under the RFT and / or any potential PO / contract, and (iv) they shall not be engaged, directly or indirectly, in activities involving child labor, trafficking in arms, sexual exploitation or discrimination.

Thus, Bidders will be solely liable for and will hold MIC1 harmless from any claim, damage, action of any nature by any third party, and any consequences thereof, relating to any such breach or default as mentioned hereabove.

3.2. Joint Offer

Two or more Bidders may form a consortium and submit a joint offer under the terms and conditions defined herein. The offer must be submitted under the name of one member of the consortium which shall be responsible for undertaking all negotiations and discussions with MIC1 and performing the services under the RFT.

3.3. Cost of Tender

Bidders shall bear any and all costs, expenses or investments in connection with the preparation and / or submission of their offer and / or any presentation and / or any other cost or expense incurred by the Bidders as a result of the RFT.

MIC1 shall not be, in any case, directly or indirectly, responsible or liable for any cost, expense or investment associated with the preparation and / or submission of the offers and / or any presentation and / or any other cost or expense incurred by the Bidders as a result of the RFT.

3.4. Offer Ownership

Notwithstanding the ultimate outcome, all the offers submitted by the Bidders shall become the sole property of MIC1.

3.5. Offer Errors

Bidders are solely responsible for any error, misstatement or omission contained in their offer.

If any Bidder identifies an error, misstatement, or omission contained in its offer, it may at its own risk, effort and expense submit a replacement offer (herein referred to as "**Replacement Offer**") provided that the Replacement offer fully complies with the RFT and is delivered within the Closing Date. Bidders will not be allowed to alter their Offer after the Closing Date.

However, if a Bidder identifies, after the Closing Date, a material error, misstatement or omission contained in its Offer, it must notify MIC1 in writing within ___ days as of the date of such identification.

In the event the Offer contains an error in cost, time or other calculations, quoted items shall prevail. In case of inconsistencies between various sections in the Offer, MIC1 retains the right to select the option which shall be applied and be valid for the Offer.

3.6. Miscellaneous

MIC1 reserves the right to cancel, postpone or modify the RFT, including all its terms and conditions, at any time, or to repeal the RFT, at its absolute discretion, under the provisions of Article 25 of the Public Procurement Law n0. 224 dated July 19th 2021, without incurring any liability towards the Bidders and/ or any third party.

No responsibility or liability is or will be accepted by MIC1 in respect of any error or misstatement in or omission from the RFT and / or any response to request for Clarifications (as defined in article 4 hereunder) and / or any information or data provided by MIC1 in connection with the RFT.

All information regarding MIC1 included in the RFT and / or any response to request for Clarifications is intended to assist the Bidders in the preparation and submission of their Offer. This information is provided for information purposes only and is not exhaustive. No representation or undertaking is given as to accuracy, adequacy, or completeness of this information. MIC1 shall not be liable for any inaccuracy, oversight, or omission in or from any such material.

Bidders have the right to object as per article 103 of the PPL no.244/2021.

Article 4: Clarifications

4.1. General Terms

Clarifications needed by the Bidders to prepare the Offer (herein referred to as "Clarifications") should be consolidated and submitted to MIC1 in 1 set. Applications for Clarifications should be submitted within a maximum of **10** calendar days before the Closure Date of the RFT set by MIC1.

to:

Ms. Daniella Zeitouny - DANIELLA.ZEITOUNY@alfamobile.com.lb

Copying:

Ms. Claudine Bedran – CLAUDINE.BEDRAN@alfamobile.com.lb

Ms. Mira Barbar – MIRA.BARBAR@alfamobile.com.lb

MIC1 answers will be submitted to all Bidders after **6** calendar days before the Closure Date of the RFT set by MIC1.

Bidders should not contact, directly or indirectly, MIC1 concerning the RFT process, starting from the Issue Date until the final selection. The only contact would be for clarification purposes and only by virtue of the mechanism described in this article.

4.2. Q&As format

The Clarifications submitted as per article 4.1 above should be in excel format filled as per below:

RFT Name REF# xxx- 1x (Q&As)		
AREA	Bidder Questions	ALFA- MIC1 Answers

Questions should be "serious and valid". This means that any inquiry should be in connection with the subject of this Tender and the response to which could be of impact on the offer to be offered by the Bidder. MIC1 upon its discretionary authority shall determine if the questions are serious and valid, and subsequently whether or not a response shall be given.

Failure to submit serious and valid Questions will be considered as an attempt to delay the tender process and MIC1 will have the right to ignore such Questions without any justification.

Article 5: Presentation of Offers

- The technical offer part (herein referred to as "**Technical Offer**") described hereafter should be enclosed in an envelope separated from the commercial/financial offer part (herein referred to as "**Commercial/Financial Offer**").
- All Offers shall be written in English language.
- The RFT has to be reviewed thoroughly by bidders. The selected bidder, and as a prerequisite for his award, will be requested to remit back the RFT document after being initialed on all its pages.

- A copy of "Supplier Compliance Form" are enclosed to this RFT for Bidders' review and reference. However, it should be noted that the selected Bidder will be requested to sign this document upon project award and prior to contract signature. This document is an integral part of the contract and their signature is mandatory.
- The Bidders shall submit a clear and complete list of references for similar services in a relevant environment.
- **All Offers shall be in US Dollars & Lebanese Pound**, shall include all taxes, duties and levies (excluding only Lebanese VAT), and shall be fixed, unconditional, unreserved and binding for the Period of Validity (as defined in article 7 hereunder). All Offers should cover the full range of services requested under the RFT.
- Each Bidder shall be solely responsible to pay and bear its own taxes and duties levied on it under any relevant jurisdiction or territory. For the sake of avoiding any doubts, Bidder shall be individually responsible to ascertain its tax liabilities under any subject territory and settle the same with its own resources without having any recourse whatsoever towards MIC1.
- Bidders should submit their Offer in a sealed envelope, with RFT Name and Reference clearly mentioned, which should contain two separate sealed envelopes, containing the below:

5.1. Envelop 1

Envelop 1 is labelled by the "RFT reference- Technical Offer & the Bidder 's name", and should include:

- A cover letter, in two copies, addressed to MIC1 showing the Bidder's interest in submitting the Offer to the RFT for Cleaning Services duly signed and stamped by the authorized representative and listing the documents enclosed whether in hard or soft copy. The cover letter should also mention the names of partners (if any) that are participating under the umbrella of the company in question.
- 3 sets of the signed & stamped Compliance Matrix—in Hardcopy.
- 3 labeled CDs with the complete Technical Offer to RFT, in WinWord, Compliance Matrix in MS Excel and in PDF format with company logo, unpriced BoM in MS Excel & supporting technical documentation in WinWord or PDF format.
- A Bid Bond amounting LBP 360,000,000 from the participating bidders' bank to MIC1 is requested. This bid bond is ruled by article 34 of the Public Procurement Law dated July 19th, 2021, and is considered as a major condition for the compliance to this Tender document and selection criteria. The validity of the LOG should be for 208 days as of offers submission date (shall exceed the Offer's validity by 28 days as per article 34.2)
- A signed copy of the enclosed Frame Agreement & Draft Contract as proof of approval on the terms & conditions. The selected bidder shall sign both document within 15 days after tender award, otherwise he will be excluded from the tender and MIC1 shall retain the bid bond.
- The bidder shall submit the following documentations joined to the RFP technical response (in Envelop 1):

General Qualifications:

1. A brief History of the company must be submitted along with the organization chart and CV of members.
2. A minimum of 5 years' experience in the cleaning business with an extensive yearly turnover.
3. Previous experience with MIC1 if any. Mentioning Period/Number of contractual years.
4. Company list of reference. At least 3 company names from existing clients of a similar scope as in MIC1, with a related detailed scope of work and the number of consecutive years of business with said company, stating their experience and level of satisfaction with the services provided.
5. Recommendation letters from at least 3 clients with whom the company has conducted a similar scope.
6. Valid awarded standards & certificates granted to the bidder company.
7. A letter of commitment from the bidder on all terms stipulated by MIC1, subject to this RFT.

Staffing Qualifications:

1. Unpriced cleaning agents' distribution list – Annex 1.
2. CV of supervisor; minimum of 3 years working experience in the same field and similar scope.
3. List of Lebanese agents; mention years of practical experience in the same field and previous work locations and assignments.
4. Sample of Uniforms (for winter and summer seasons) as detailed and required in clause 10.5 (point 10)
5. Mobile attendance system (could be application on mobile) with related specifications; A mobile attendance system to keep track of when their employees are available or absent from work, and control their presence and movement during working hours, which is important for making sure that employees are working the exact number of hours they are supposed to be working...etc.
6. Proof document of insurance inclusions and liability coverage.

Operations Qualifications:

1. Janitorial service plan (work Program) for MIC1 premises.
2. On-site staff training program for cleaning staff and supervision policies.
3. A cleaning checklist to help cleaners follow instructions, manage their time, and remember everything they need to do.
4. A process that describes the steps for usual or immediate replacement of an agent and training in case the agent is appointed on a permanent basis.
5. Company's Quality assurance process: Quality building inspection plan, Quality review program, such as how the bidder will measure and track cleaning performance, and what measures are needed to address deficiencies...etc.
6. Communication and Reporting process; mentioning channels of communication, types, and samples of submitted reports...etc.
7. A sample employment contract between the Cleaning Company and the agent, attached to a handbook (agent obligations, which will be updated once Cleaning Company is awarded).
8. The bidder may submit additional offers for cleaning services if he finds a need for that.

N.B: No prices even Free of Charge (FoC) term shall be mentioned in the technical offer envelope whatsoever.

All submitted documents should be Signed and Stamped by bidder.

5.2. Envelop 2

Envelop 2 is labelled by the "RFT reference- Commercial Offer & the Bidder 's name", and should include:

- 2 sets of the complete signed and stamped commercial response to the RFT –in Hardcopy . **Please make sure to use Annex 1, and quote for Option 1, Option 2, Option 3 & Option 4 separately**
- 2 labeled CDs with the complete price list (Annex 1) in MS Excel Softcopy with formulas and equations clearly applied along with the filled Commercial sheet - Commercial.xlsx (in case embedded within this RFT).
- Fees or prices should be communicated excluding VAT, however invoices when sent will be subject to VAT unless the bidder is not VAT registered.

RFT envelopes must be sealed with a large adhesive tape. Envelop must hold RFT Reference and title without mentioning the bidder's name.

N.B: Bidders must strictly comply with all the requirements above mentioned in this article 5. Any Bidder which fails to comply with any of the requirements listed in article 5 above will be immediately disqualified.

Article 6: Time limit for Presenting Offers

Every Bidder is bound to present its complete offer along with all the required and additional documents as mentioned in the RFT, to MIC1, **on July 31th, 2023 at 10 am** for the attention of:

Mobile Interim Company 1
Procurement Department
Attention: **Daniella Zeitouny**
Office: +961 3 391 697 - Fax: +961 3 391 620
Email: daniella.zeitouny@alfamobile.com.lb
Address:
Parallel Towers, 17th floor, near Freeway Center, Dekwaneh, Beirut.
P.O.B: 55-534 Sin El Fil.

MIC1 may, at its own discretion, extend the Closing Date for the submission of Offers by notifying all Bidders thereof in writing.

Any Proposal received by MIC1 after the Closing Date will be automatically rejected.

Article 7: Period of Validity of Offer

The Offers submitted by the Bidders shall be commercially/financially and technically binding for the Bidders for a period of 6 months at least as of the Closing Date or any extension of the Closing Date decided by MIC1 (herein referred to as "**Period of Validity**").

Any Offer valid for a shorter period may be rejected by MIC1 at MIC1's sole discretion. The latter may solicit the Bidder's consent to an extension of the Period of Validity. The request and the response thereto shall be made in writing. Any Bidder granting its consent to such extension will not be entitled / permitted to modify its Offer.

No offer may be withdrawn before the expiration of the Period of Validity.

Article 8: Compliance Matrix

The following should be considered, while filling the compliance matrix (herein referred to as "**Compliance Matrix** "):

- Every Offer shall contain a clear reference to the supporting documentation within the Bidder's provided set of technical documentation. The reference must indicate explicitly the document title, page and section.
 - "Fully Compliant", when the Bidder fully complies with the requirements or fully agrees to the related statement, along with a clear explanation in both cases, in addition to the related reference to the supporting documentation when applicable.
 - "Partially Compliant", when the Bidder partially complies with the requirements or partially agrees to the related statement, along with a clear explanation in both cases for the compliance limits and / or agreement limitation, in addition to the related reference to the supporting documentation when applicable.
 - "Non Compliant", where the Bidder does not comply with the requirements or does not agree to the related statement, along with a clear explanation in both cases for the non-compliance / limitation, and with the related reference to the supporting documentation when applicable.
 - "Noted" when a statement is not a requirement but is only for information purposes. "Noted" will be accepted as meaning that the Bidder has read and understood the information. "Noted" is not accepted when a "Compliant" or "Non-Compliant" is the proper response.
- In cases of doubt, during the evaluation of the Offer by MIC1 as provided for in article 12 hereunder, any "Noted" statement shall be considered as "Compliant" for the purpose of such evaluation, and for contract purposes as the Offer to the RFT will form an integral part of any potential contract signed with the Bidder.
- The Compliance Matrix will be analyzed by MIC1 in detail and the compliance statements will be used within the RFT assessment model.
- In case the Offer states "Compliant" to a MIC1 requirement and the analysis of the solution shows that there is no full compliance, such statement will be assessed as "NonCompliant", and an additional penalty will be applied.

- In case the Offer states “Compliant” to a MIC1 requirement while not specifying any reference, such statement will be assessed as “NonCompliant “and an additional penalty will be applied.
- **For any clause that is marked by “K”, within the Compliance Matrix, it means the clause/item is a “Killer” point. Any partial or non- compliance to a “Killer” point, leads to a complete disqualification from the RFT process.**
- For any item that is not supported and / or for which no quote exists in the Commercial/Financial Offer, the price penalty is computed by taking the highest price amongst other Bidders.

If at any stage during the evaluation of the Compliance Matrix it becomes obvious to MIC1, that the solution offered by the Bidder substantially deviates from the requirements as defined in this RFT, such Offer will be disqualified at MIC’s sole discretion with **immediate effect**.

Article 9: Special terms

9.1. Terms of Payment

The below describes the minimum payment requirements which are based on a careful analysis of the solution components and required deliverables. However, such minimum payment requirements are not in any way binding to MIC1 and modification of the same might be applied by MIC1 at its sole discretion after selection, on PO or contract level, in case the same is deemed necessary by MIC1.

Monthly invoices to be paid 30 days from invoice receipt.

9.2 Commercial/Financial Conditions

Bidders shall submit their best and final prices. **No negotiations shall be made after offers submissions.**

- Bidders to propose their best and final prices for 4 years with a split between USD & LBP. **Considering that USD Fresh payment is not possible, all payments will be settled in LBP at market rate on payment date set by MIC1.**
- **VAT will be settled at BDL official rate.**
- Bidders to quote for 4 years (split offer for each year), with the possibility to proceed with a yearly contract for one year or for up to 4 years, and with complete rights to MIC1 to launch a new RFP upon contract expiry in case supplier couldn’t commit to his offered fees or fails to live up to its engagements and obligations as detailed in in the signed contract.
- MIC1 reserves the right to negotiate with the selected Bidder all or part of the Offer as MIC1 deems convenient. In other words, MIC1 has the full flexibility to buy the full scope of the Offer or certain parts of it without any impact on unit rates and discount granted. It might also select different Bidders to supply different parts of the RFT’s scope of work depending on its strategy and needs.
- MIC1 shall have the right to reduce or increase the number of agents and related costs at its own discretion at any time during the duration of the present contract without any impact on the fees / agent.

- A Bid Bond from the participating bidders' bank to MIC1 with a value of LBP 360,000,000 should be presented for participation within envelop 1. The validity of this LG should be for 208 days as of offers submission date; it will be returned to non-selected bidders.
This LG will be returned to selected bidder after submission of the Performance Bond mentioned below.
- Another mandatory Performance bond from winning bidder' bank to MIC1 with a value of 10% of the quoted services should be presented upon tender award only within 15 days from contract start date.
The performance bond shall remain valid and effective from the date of issuance up to the contract expiry date.
The Performance Bond is ruled as by the article 35 of Public Procurement Law 244 dated July 19th, 2021.
- The bidder is not allowed to introduce any new technical offer in the commercial envelop which will be considered a subject to disqualification.
- Fees submitted by bid winner will be announced on PPA website following tender award as per the Public Procurement Law requirements.
- Bidders should not in any way, subcontract more than 50% of the bid scope.
- If some items were not quoted by the bidder and not indicated as Free of Charge, then the highest offered price of those items in the tender will be considered in the commercial evaluation of this specific bidder.

9.3 Delivery Penalty

- In case of delay in the delivery, a penalty of **2%** per day of delay shall be deducted from the total submitted amount for a maximum of **20%**.
- The filled Compliance Matrix as well as the Offer and BoQ are an integral part of the contract to be issued by MIC1 following the selection of the Bidders. Bidders' abidance by and respect of their Offer, and more particularly on the delivery date mentioned therein, and based on which the contract is issued, is mandatory.
In case the above is not respected by the Bidder or in case the latter fails to deliver for which he has already inserted "Compliant" in the Compliance Matrix and included in the Offer, then the following will be applied:
 - A penalty of 5% from the total amount of the cost will be applied for each subject.
 - If the penalty value exceeds the amount remaining to be paid for the contract, then MIC1 has the right to cancel the contract with immediate effect and the Bidder will have to refund the total amount paid to the Bidder without the need for a prior notice or any judicial or extra-judicial proceedings.

If any article, is marked as a Killer Point (and the Bidder fails to deliver it upon implementation, then MIC1 has the right to cancel the contract with immediate effect and the Bidder will have to refund the total amount paid without the need for a prior notice or any judicial or extra-judicial proceedings.

- The Cleaning Company (supplier) shall be subject to an official notification that can extend to the termination of its services, in case one (or more) agent, is identified working for a third party during the working hours expected at MIC1 premises as per the Annex 1.

- The Cleaning Company shall be subject to a penalty of Forty (40) US Dollars (Or its equivalent in LBP at market rate on payment date) per day for any failure in replacing any absenteeism among its agents within 3 hours of time, considering support team shall be available at the Cleaning Company. MIC1 and the Cleaning Company shall coordinate on the penalty amount and the set penalty amount will be deducted from the monthly invoice of Cleaning Company
- The Cleaning Company shall be subject to a penalty of One hundred (100) US Dollars (Or its equivalent in LBP at market rate on payment date) per day for any failure in executing the agreement mainly and not limited to Clause 10.5 (Cleaning Company and agents' obligations), 10.7 (Work Program) and 10.9 (Internal Control & Reporting). MIC1 and the Cleaning Company shall coordinate on the penalty amount and the set penalty amount will be deducted from the monthly invoice of Cleaning Company.
- Cleaning Company / Agents shall respect the working schedule assigned by MIC1 as conditioned in Clause 10.5 (point 6). Otherwise, penalty of Ten (10) US Dollars (Or its equivalent in LBP based on market rate on penalty date) per each absence will be deducted from the monthly invoice of supplier for any shortage caused by a cleaning agent.
- The Cleaning Company and MIC1 shall coordinate on the penalty amount prior to execution and the set penalty amount will be deducted from the monthly invoice of Cleaning Company. The penalty may be a deduction from the monthly salary of the agents and termination of the duties of the agent in case of repeating the same notification for more than three times.

9.4 Miscellaneous

- Bidder must explicitly mention, in the Offer and the BoQ, any prerequisite not stated within the RFT requirements and specifications and that might entail additional cost or impact while adding its respective price or the additional deliverables it needs (if not within Bidder's scope).
- Based on the provisions of the income tax law (Articles 41, 42 and 43), a 7.5% (on Opex) and 2.25% (on Capex) are to be deducted from the invoice for the Bidders that do not maintain a place of business or do not have a legal structure in Lebanon.
- All Bidders with local presence should have a corporate contract with MIC1 that covers 100% of their employees' business lines before entering into business relations with MIC1. If the selected Bidder does not fulfill this option at the time of project award, MIC1 corporate sales team will contact its representative for this purpose.
- **The bidder should declare any relative relations with any Alfa employee up to the 4th degree, for MIC1 to be able to assess the existing of any potential conflict of interests which may lead to deprive the bidder from participating to the tender under the risk of disqualification”.**

Article 10: Technical Specifications

10.1 Scope of work

The Cleaning Company (bidder) undertakes to do the cleaning work in premises detailed herein below.

Locations:

Pine	9 floors including Canteen, Warehouses, Archive, Data center, Technical Rooms, and Indoor Parking spaces, Building Surroundings.
Parallel Towers	All Floors including, 2 back offices, Canteen, NOC, Archive, Technical and Store Rooms, Data Center and 1 Outdoor Parking area.
Alfa Stores	Chtaura, Saida, Nabatiyeh, Halba Miniara, Tripoli Mina, Parallel Towers dekwaneh, Pine Furn El Chebbak Unesco, Bikfaya, Jbeil, Baalback, Jounieh, Tyr upon deployment date.
Warehouse	Jeita
Switches	Libatel
	Adma
	Justice

Various types of spaces within an office building that may require cleaning services, including.

1. **Offices:** These are individual workspaces that require cleaning services such as dusting, vacuuming, and wiping down surfaces like desks and chairs, floors, emptying trash cans, vacuuming curtains, wall touch up cleaning, Window glasses, shampooing carpet...etc. The cleaning service should also include disinfecting high-touch areas like telephones, computer keyboards, and doorknobs...etc.
2. **Meeting and Training rooms:** Conference rooms are used for meetings, presentations, and client discussions. They require regular cleaning services, which should include dusting, vacuuming, wiping down surfaces, and disinfecting high-touch areas such as tables, chairs, and audiovisual equipment...etc.
3. **Kitchens:** Cleaning services should include emptying trash cans, cleaning countertops, wiping down appliances like microwaves and refrigerators, and mopping the floor, washing dishes...etc.
4. **Restrooms:** Restrooms are high-traffic areas that require frequent cleaning services to maintain hygiene and prevent the spread of germs. Cleaning tasks should include cleaning and disinfecting toilets, sinks, and floors, as well as restocking paper towels, toilet paper, and soap dispensers...etc.
5. **Lobby and reception areas:** The lobby and reception area are the first impressions of the office building, and they should be kept clean and tidy. Cleaning services should include cleaning glass doors, dusting furniture, and disinfecting high-touch areas such as doorknobs and elevator buttons...etc.
6. **Stairwells and hallways:** Stairwells and hallways are high-traffic areas that require regular cleaning services to keep them clean and safe. Cleaning tasks should include vacuuming carpets, mopping floors, dusting handrails, and removing debris...etc.

7. Underground and External parkings: cleaning tasks should include sweeping, removing debris, cleaning water channel drains...etc.
8. Front shop glass profiles of building entrance, stores, canopies above entrance doors of Alfa Stores...etc.

It's important to understand the specific cleaning requirements for each space within an office building to provide high-quality cleaning services that meet the needs of the building's occupants.

Detailed cleaning work plan schedule is attached as ANNEX 2, subject to this RFT, for the bidder to review and have an idea of the scope and work plan required.

10.2 Work Remuneration

The amount of work remuneration shall be detailed according to the number of agents per location and related shifts, within the attached Annex 1 where the locations and work schedule are stated.

The present amount of the work remuneration shall be valid and fixed for 1 year subject to change only with the minimum wage amendment by a governmental decree with the transportation fees modification and any changes in law, and until prices after deployment of any new site (floor or store) of MIC1 on the Lebanese territory. Fees will be added to the monthly invoice. Similarly, when cleaning services are terminated at any location, they will be deducted from the monthly invoice.

10.3 Professional skills

The Cleaning Company acknowledges, at the risk of contract termination, that it is, as well as its staff, fully skilled, specialized and capable of the execution of works, subject of this RFT.

10.4 Sub-contracting

Sub-contracting all or part of the cleaning works is forbidden.

Cleaning Company should ensure the legal registration of all Lebanese cleaning in the NSSF after a 3-month probationary period for any agent.

10.5 The Cleaning Company & the Agents Obligations

The Cleaning Company undertakes to take in charge the following matters and obligations related to its employees working at MIC1 premises subject to this RFT:

1. Supplier shall provide experienced cleaning agents in Lebanese nationality only (Agents Listed in Annex 1 along with their working schedule).
2. Agents must have at least 1-year general experience in cleaning field, having acceptable qualifications and communication skills, such as.
 - Able to read Arabic or English languages (handbook, schedule...), with proper communication skills.
 - Able to lift and carry the cleaning supplies and office furniture/equipment., during the cleaning duties.
 - Able to stand, kneel and climb stairs.
 - Good at organizing.
 - Good work ethic and positive attitude
 - Can work both independently and as part of a team environment.

3. Cleaning agents and supervisor must read and sign a handbook of the listed working conditions, rules and regulations imposed based on RFT and contract requirements as well as MIC1 instructions. This must be reviewed by the respective agent during the appointment process, confirmed and signed upon appointment (and when it is updated). The Cleaning Company and MIC1 will therefore be covered when any non-compliance issue is raised.
4. Appearance, cleanness, and hygiene of agents, fall under the Cleaning Company sole responsibility and control.
5. Supplier shall assign full-time job Lebanese Supervisor upon schedule set in Annex 1, assigned to monitor hygiene conditions of MIC1 Premises (Buildings, Alfa Stores, WHS and Switches) in accordance with the specified schedule detailed in Annex2 and reviewed by both parties when awarded the RFT. Also, supervisor shall train, monitor the performance of agents, and to understand their needs and identify the gaps for improvement required at any level...etc.
6. Cleaning agents and supervisor shall stick to the working schedule assigned by MIC1 (as per Annex 1), while registering the morning and evening attendance (**Punching In/Out**). Accordingly, their attendance report will be monitored on monthly basis, and the necessary measures will be taken in case of breach (referring to penalty clause).
7. The Cleaning Company is required to impose a firm commitment (1 year) with the agents and the supervisor working at MIC1 premises, based on all regulations stated in the handbook and contract signed by both parties, and disciplinary or financial actions to be taken in case of non-abidance.
8. The Cleaning Company must present a valid employment contract signed by both parties, with the obligation to register with NSSF after a 3-month probationary period for any agent. All other legal documents non-conforming to the Lebanese labour law will lead to contract termination.
9. Any legal conflict related to its agents, falls under the Cleaning Company responsibility.
10. The Cleaning Company shall provide 3 Uniforms for each agent per season (summer and winter) and provide MIC1 with samples to approve quality, design and colour. Extra shirts and pants to be provided for agents, when necessary, throughout the year.
 - Summer uniform; short sleeve shirt with its pant,
 - Winter uniform; long sleeve shirt, pant, and jacket.
 - Dark coloured shoes for both male and female agents.
11. The Cleaning Company shall provide essential medical tests once a year for each agent such as Tuberculosis, PPD and Chest X-ray. Also, any special medical examination and subsequent follow-up required at any time throughout the contractual year at its own expenses.
12. In case of medical or health issues with one or more agents at MIC1 premises, MIC1 has the right to ask the Cleaning Company to perform the needed medical tests and the medication to the subject agents.
13. Cleaning agent shall notify respectively the Cleaning Company and MIC1 for employment termination request, prior 15 working days of last working date.
14. Any sudden (not pre-approved) absence of agents shall be reported to MIC1 representative immediately by the Cleaning Company/agent and replacement of absent agent shall be made within 3 hours for all premises and stores, as support agents with legal papers should be always available upon need.

15. Transfer or exchange of trained agents shall be approved by MIC1, 48 hours prior to the date of transfer or exchange based on 15 working days prior notice, by sending the new details of the replacement agent with copy of the agent 's official identification and legal documents. Trial and training period for the new agent to be set for 1 month. The condition shall be the same for all MIC1 premises, buildings, stores, warehouses, and switches.
16. MIC 1 has the right to ask for urgent and immediate replacement of any agent at any time. Accordingly, Cleaning Company shall provide a replacement agent within 24 hours from reported date and time, as support agents with legal papers should be always available upon need. Trial and Training period for the new agent should be set for 1 month. The case must be the same for all MIC1 premises, buildings, stores & warehouse.

10.6 Representatives

MIC1 and the Cleaning Company shall appoint a representative in charge of securing coordination between parties. No other person shall be entitled to give any order or specific instruction.

10.7 Work program

1. The scope of work and its application are as specified by MIC1, and not limited to the attached Annex 2 "Cleaning Services Duties and Schedule" which is considered an integral part of this contract. However, bidder may propose another schedule respecting same scope detailed in the said Annex.
2. A detailed cleaning /obligations plan developed for each location (buildings/stores/warehouses/switches) for daily, weekly, monthly, quarterly, and yearly schedule shall be submitted to MIC1 by the Cleaning Company respecting same scope detailed in Annex 2.
3. Checklist and Reporting form for cleaning jobs shall be provided to MIC1 by the Cleaning Company; for daily, weekly, monthly, quarterly & yearly duties required by agents or the Cleaning Company. Checklists and signed inspection reports of the Cleaning Company representative shall be reviewed by MIC1 at least once per month.

10.8 Access- Discipline

1. MIC1 shall provide the cleaning agents and supervisor of the Cleaning Company access to the site.
2. MIC1 shall ask the cleaning agents to Punch IN/OUT when assigned to work at any site at MIC1 premises.
3. MIC1 shall ask the cleaning agents to abide by the internal regulations and work instructions of MIC1 as stated in the handbook signed by agent.
4. The Cleaning Company shall provide name tags for each agent upon employment at MIC1 premises. It should be worn and visible on the shirt, blouse, or jacket.
5. The Cleaning Company is held responsible for its employees' behavior, discipline, health conditions and any damage caused by them on site.

6. MIC1 may ask to replace an employee or a supervisor for disciplinary, incompetence, behavioral or medical reasons.

10.9 Internal Control and Reporting

1. A weekly meeting shall be held between the Operational Supervisor of the Cleaning Company and the Hygiene & Environment Specialist of MIC1.
2. Daily visit shall be conducted by the supervisor from the Cleaning Company to MIC1 buildings listed in Clause 10.1.
 - Signed checklist and status report to be presented on daily basis.
 - Status report to be presented along with improvement and optimization initiatives, procedures and actions whenever/wherever is necessary.
 - Cleaning agents' appearance, attitude, performance to be checked and reported to Hygiene & Environment Specialist of MIC1.
3. Monthly visit shall be conducted by the Supervisor of the Cleaning Company to MIC1 stores and warehouse listed in Clause 10.1.
 - To provide signed checklist in coordination with relevant store and warehouse agent on daily basis.
 - Status report to be presented along with improvement and optimization initiatives, procedures and actions whenever/wherever is necessary.
 - The cleaning agents' appearance, attitude, performance to be checked and reported to Hygiene & Environment Specialist of MIC1.
4. Any agent does not abide to our internal instructions, MIC1 will report the Cleaning Company to notify the agent on spot and after 3 notifications an action would be taken against him/her. Penalty will be applied as stated in Clause 9.3
5. The Cleaning Company will be fully responsible for any agent leaving MIC1 premises during the working hours provided in Annex 1. For occurrence of such case, the Cleaning Company will be informed by MIC1 and accordingly, the agent should be notified and penalized.
6. In the only case of legal papers/resident permit or passport renewal purposes, requiring agent presence, The Cleaning Company should inform MIC1 representative prior 2 days of the set date. Also, The Cleaning Company should provide a replacement agent in case the absence from site will be more than two hours.
7. The Cleaning Company must report any planned date of vacation or absence of a cleaning agent 48 hours in advance and is therefore obligated to provide a trained replacement agent until the return of the latter.
8. The Cleaning Company is responsible to report the employment termination request 15 days prior to the last scheduled job, and thus the latter is obligated to provide a trained replacement agent within the notification period.
9. Agents should follow our instructions regarding Holidays and Official vacations that would be agreed and pre-approved by both parties.
10. Communication and reporting of cleaning progress and any issue shall be via email.

10.10 Termination

In case of any negligence, MIC1 shall send a formal notice, by registered mail, to the Cleaning Company so that the latter remedies its negligence. If the Cleaning Company fails to remedy within ten (10) days, MIC1 shall be entitled to terminate the services immediately at full responsibility of the Cleaning Company and back charge the supplier, all expenses incurred pursuant to the negligence.

10.11 Insurance

Upon signature of the contract, the Cleaning Company shall produce an insurance coverage to its agents assigned at MIC1 premises, subject but not limited to third parties liability coverage, workmen's compensation and others.

Article 11: Health, Safety and Environmental Specifications

To ensure that the proposed products and services bidders are compliant with HSE culture, bidders should state basic HSE specifications and compliance information:

- bidders shall provide the product's specifications that have an environmental impact (power consumption, gas emissions, etc...)
- bidder shall provide the product specifications that contribute into preserving the environment (made of recycled material, ozone friendly, low volatile organic compounds, etc...)
- Bidder shall provide the product's specifications that contribute towards the health and safety of the users (ergonomic design, safety features, etc)
- Bidder shall state the safety measures being followed by personnel performing the work on Alfa's sites (ISO45001 certification, specific best practices, etc...)

Article 12: Evaluation of Offers

MIC1 reserves the right to accept or reject any or all Offers at its absolute discretion and without thereby incurring any liability to the affected Bidder / Bidders and / or any third party, or any obligation to inform the affected Bidder / Bidders of the grounds for MIC1's action.

The RFT does not bind in any way MIC1 which reserves the right to study the Offers, and to conclude PO/contract negotiations in relation to the RFT, in its totality or parts thereof, with any or several Bidders, as it sees fit and at its sole discretion. MIC1 also retains the right to enter into a contract or to issue PO only for parts of the offered solution.

Further to what is mentioned above, no Bidder may file any claim whatsoever against MIC1 or may claim any compensation from the latter based on the rejection of its Offer or on any ground whatsoever in relation to the RFT.

The Technical and Commercial/Financial Offers are opened sequentially, so that the evaluation of the Technical Offer will precede the evaluation of the Commercial/Financial one. Bidder selection is based on the combined results of the technical and commercial evaluations.

Although due consideration will be given to MIC1's general principles and criterias, including economy and efficiency, MIC1 does not bind itself in any way to select the Bidder offering the lowest price.

Article 13: Entering into Contract

MIC1 shall enter into a contract with the selected Bidder for the services requested under the RFT or shall issue a PO to the selected Bidder in this regard, as the case may be.

At all times, the terms, and conditions of said contract/PO shall be defined in accordance the RFT.

MIC1 is operating the GSM Network for the benefit of the Republic of Lebanon and therefore, in case MIC1 enters into any contract with or issues a PO to the Bidder, this will be for the benefit of the Republic of Lebanon.

Article 14: Termination and Assignment

At any time, MIC1 shall have the right at its sole discretion to cancel the RFT process under the provision of Article 25 of the PPL n0. 224/2021 with the selected Bidder, with immediate effect, without the need for any judicial or extra-judicial proceedings and such termination shall not entitle the Bidder to any compensation or indemnity whatsoever.

It is to be highlighted that any PO/contract is de facto terminated if the Republic of Lebanon / Ministry of Telecommunications requests its termination. Such termination shall have an immediate effect, and shall be effective without the need for any judicial or extra-judicial proceedings and such termination shall not entitle the Bidder to any compensation or indemnity whatsoever.

MIC1 shall have the sole discretionary right to assign at any time and with immediate effect the PO/contract to the Republic of Lebanon or any designee assigned by the Republic of Lebanon to manage the first mobile network in Lebanon.

Article 15: Boycott of Israel Requirement

Bidder is informed of, and undertakes to abide by, the legal requirements of the Republic of Lebanon concerning the Boycott of Israel in accordance with the law dated June 23rd, 1955.

Therefore, Bidder shall not hold Israeli nationality, or be domiciled in or resident of Israel, or work for it, directly or indirectly, or represent or act for, in any way, directly or indirectly, the interests of Israel or an Israeli entity. Bidder shall not have any main or branch factories or assembly plants or offices in Israel, and shall not participate in any Israeli business. Bidder shall not license its name, trademarks, manufacturing or technological patents to any Israeli individual or entity, and shall not provide any technological assistance to any Israeli business.

In addition, no person holding Israeli nationality or domiciled in or resident of Israel or working for it directly or indirectly or representing or acting for, in any way, directly or indirectly, the interests of Israel or an

Israeli entity may be employed or used, in any way, directly or indirectly, by the Bidder in the project subject to the RFT. Bidder is explicitly obliged to take into consideration this requirement in the allocation and management of its personnel resources, employees, contractors and subcontractors for any activity or solution or mean whatsoever linked to Israel and contributing to the project subject of the RFT.

Any time the Bidder violates such requirements and / or any direct or indirect relation between the Bidder and Israel is brought to MIC1's knowledge, MIC1 shall immediately exclude the Bidder from the RFT process or terminate the PO/contract without the need for any judicial or extra-judicial proceedings and without incurring any liability whatsoever to the affected Bidder / Bidders and / or any third party.

Article 16: Applicable Law and Dispute Resolution

All disputes, which might arise from the validity, interpretation, implementation or termination of the RFT, shall be exclusively settled by the competent Courts of Beirut in Lebanon.

The RFT shall be governed by and construed in accordance with the applicable Lebanese laws.