

	RFT Scoring Sheet	Reference Number	SF-CF-87
		Owner	PRO/PMO
		Revision Code	2.0
		Implementation Date	September-21

Grade of Compliance range from 0 to 15 with a step of 1 unit:

15 : Compliant with additional value, not initially included in the requirements
10 : Fully compliant
4 - 5 - 6: Partially compliant
0 : Not compliant
K : Disqualification



RFT Technical Scoring Sheet 50%

Project Name: Cleaning Services RFT Ref# 0304-23

Article	Requirements	Killer	%	Weight	Responsible Entity	Supplier 1 Final
5.1	The bidder shall submit the following documentations joined to the RFP technical response (in Envelop 1)		6.80%			
	General Qualifications:					
	1. A brief History of the company must be submitted along with the organization chart and CV of members.		0.20%	0.1% for company profile 0.1% for orgchart		
	2. A minimum of 5 years' experience in the cleaning business with an extensive yearly turnover.		0.50%	0.1% for every year of experience.		
	3. Previous experience with MIC1 if any. Mentioning Period/Number of contractual years.		0.30%	0.1% for every year of experience Zero if not compliant		
	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.		0.30%	0.1% for every reference compliant with our request		
	5. Recommendation letters from at least 3 clients with whom the company has conducted a similar scope.		0.30%	0.1% for every presented client compliant with our request		
	6. Valid awarded standards & certificates granted to the bidder company.		0.30%	0.1% for every presented certificate		
	7. A letter of commitment from the bidder on all terms stipulated by MIC1, subject to this RFT.		0.50%	Full Score if Compliant. Zero if not compliant		
	Staffing Qualifications:					
	1. Unpriced cleaning agents' distribution list – Annex 1.		0.10%	Full Score if Compliant. Zero if not compliant		
	2. CV of supervisor; minimum of 3 years working experience in the same field and similar scope.		0.30%	0.1% for every year of experience		
	3. List of Lebanese agents; mention years of practical experience in the same field and previous work locations and assignments.		0.10%	Full Score if Compliant. Zero if not compliant		
	4. Sample of Uniforms (for winter and summer seasons) as detailed and required in Article 10.5 (point 10).		0.20%	0.1% for every presented uniform per season		
	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.		0.30%	Full Score if Compliant. Zero if not compliant		
	6. Proof document of insurance inclusions and liability coverage.		0.30%	Full Score if Compliant. Zero if not compliant		
	Operations Qualifications:					
	1. Janitorial service plan (work Program) for MIC1 premises.		0.50%	Full Score if Compliant. Zero if not compliant		
	2. On-site staff training program for cleaning staff and supervision policies.		0.50%	Full Score if Compliant. Zero if not compliant		
	3. A cleaning checklist to help cleaners follow instructions, manage their time, and remember everything they need to do.		0.50%	Full Score if Compliant. Zero if not compliant		
	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.		0.20%	Full Score if Compliant. Zero if not compliant		
	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.		0.50%	Full Score if Compliant. Zero if not compliant		
	6. Communication and Reporting process; mentioning channels of communication, types, and samples of submitted reports...etc.		0.50%	Full Score if Compliant. Zero if not compliant		
	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).		0.20%	Full Score if Compliant. Zero if not compliant		
	8. The bidder may submit additional offers for cleaning services if he finds a need for that.		0.20%	0.1% for every additional proposal submission		
Article 9	Special Terms					
9.3	Delivery Penalty		5.00%			

Article	Requirements	Killer	%	Weight	Responsible Entity	Supplier 1 Final
	The Cleaning Company 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.	K	1.00%	Full Score if Compliant. Zero if not compliant		
	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.	K	1.00%	Full Score if Compliant. Zero if not compliant		
	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.	K	1.00%	Full Score if Compliant. Zero if not compliant		
	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.	K	1.00%	Full Score if Compliant. Zero if not compliant		
	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.	K	1.00%	Full Score if Compliant. Zero if not compliant		
Article 10	Technical Specifications					
10.1	Scope of Work		1.60%			
	The Cleaning Company (bidder) undertakes to do the cleaning work in premises detailed per location in RFT document.	K				
	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.		0.20%	Full Score if Compliant. Zero if not compliant		
	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.		0.20%	Full Score if Compliant. Zero if not compliant		
	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.		0.20%	Full Score if Compliant. Zero if not compliant		
	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.		0.20%	Full Score if Compliant. Zero if not compliant		
	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.		0.20%	Full Score if Compliant. Zero if not compliant		
	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.		0.20%	Full Score if Compliant. Zero if not compliant		
	7. Underground and External parkings: Cleaning tasks should include sweeping, removing debris, cleaning water channel drains...etc.		0.20%	Full Score if Compliant. Zero if not compliant		
	8. Front shop glass profiles of building entrance, stores, canopies above entrance doors of Alfa Stores		0.20%	Full Score if Compliant. Zero if not compliant		
	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.					
10.3	Professionals skills		1.00%			
	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.		1.00%	Full Score if Compliant. Zero if not compliant		
10.4	Sub-contracting		2.00%			
	Sub-contracting all or part of the cleaning works is forbidden.	K	1.00%	Full Score if Compliant. Zero if not compliant		
	Cleaning Company should ensure the legal registration of all Lebanese cleaning in the NSSF after a 3-month probationary period for any agent	K	1.00%	Full Score if Compliant. Zero if not compliant		
10.5	Cleaning Company and Agents Obligations		17.20%			
	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).		1.00%	Full Score if Compliant. Zero if not compliant		
	2.Agents must have at least 1-year general experience in cleaning field, having acceptable qualifications and 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.	K	0.50%	Full Score if Compliant. Zero if not compliant		
	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.		1.00%	Full Score if Compliant. Zero if not compliant		

Article	Requirements	Killer	%	Weight	Responsible Entity	Supplier 1 Final
	4.Appearance, cleanness, and hygiene of agents, fall under the Cleaning Company sole responsibility and control.		0.50%	Full Score if Compliant. Zero if not compliant		
	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.	K	2.00%	Full Score if Compliant. Half score if partially compliant with MIC1 requirements. Zero if not compliant		
	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).	K	1.00%	Full Score if Compliant. Zero if not compliant		
	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.		1.00%	Full Score if Compliant. Half score if partially compliant. Zero if not compliant		
	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.		1.00%	Full Score if Compliant. Zero if not compliant		
	9. Any legal conflict related to its agents, falls under the Cleaning Company responsibility.		0.20%	Full Score if Compliant. Zero if not compliant		
	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.	K	1.00%	Full Score if Compliant. Half score if partially compliant. Zero if not compliant		
	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.		1.00%	Full Score if Compliant. Zero if not compliant		
	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.		1.00%	Full Score if Compliant. Zero if not compliant		
	13.Cleaning agent shall notify respectively the Cleaning Company and MIC1 for employment termination request, prior 15 working days of last working date.		1.00%	Full Score if Compliant. Zero if not compliant		
	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.	K	2.00%	Full Score if Compliant. Zero if not compliant		
	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	K	1.00%	Full Score if Compliant. Zero if not compliant		
	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.		2.00%	Full Score if Compliant. Zero if not compliant		
10.6	Representatives		0.50%			
	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.		0.50%	Full Score if Compliant. Zero if not compliant		
10.7	Work Programm		2.50%			
	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.		0.50%	Full Score if presented schedule. Half score if presented schedule is partially compliant with MIC1 requirements. Zero if not presented		
	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.		1.00%	Full Score if presented schedule. Half score if presented schedule is partially compliant with MIC1 requirements. Zero if not presented		
	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.		1.00%	Full Score if Compliant. Zero if not compliant		
10.8	Access- Discipline		2.50%			
	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.		0.50%	Full Score if Compliant. Zero if not compliant		

Article	Requirements	Killer	%	Weight	Responsible Entity	Supplier 1 Final
	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.	K	0.50%	Full Score if Compliant. Zero if not compliant		
	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.		0.50%	Full Score if Compliant. Zero if not compliant		
	5. The Cleaning Company is held responsible for its employees' behavior, discipline, health conditions and any damage caused by them on site.		0.50%	Full Score if Compliant. Zero if not compliant		
	6. MIC1 may ask to replace an employee or a supervisor for disciplinary, incompetence, behavioral or medical reasons.		0.50%	Full Score if Compliant. Zero if not compliant		
10.9	Internal control and reporting		7.90%			
	1. A weekly meeting shall be held between the Operational Supervisor of the Cleaning Company and the Hygiene & Environment Specialist of MIC1.		0.50%	Full Score if Compliant. Zero if not compliant		
	2. Daily visit shall be conducted by the supervisor from the Cleaning Company to MIC1 buildings listed in Clause 10.2.	K	1.00%	Full Score if Compliant. Zero if not compliant		
	• 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.	K	1.00%	Full Score if Compliant. Zero if not compliant		
	3. Monthly visit shall be conducted by the Supervisor of the Cleaning Company to MIC1 stores and warehouse listed in Clause 10.2.					
	• 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.	K	1.00%	Full Score if Compliant. Zero if not compliant		
	• 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.		1.00%	Full Score if Compliant. Zero if not compliant		
	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.		1.00%	Full Score if Compliant. Zero if not compliant		
	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.		1.00%	Full Score if Compliant. Zero if not compliant		
	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.		1.00%	Full Score if Compliant. Zero if not compliant		
	9. Agents should follow our instructions regarding Holidays and Official vacations that would be agreed and pre-approved by both parties.		0.20%	Full Score if Compliant. Zero if not compliant		
	10. Communication and reporting of cleaning progress and any issue shall be via email.		0.20%	Full Score if Compliant. Zero if not compliant		
10.10	Termination		1.00%			
	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.		1.00%	Full Score if Compliant. Zero if not compliant		
10.11	Insurance		1.00%			
	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.	K	1.00%	Full Score if Compliant. Zero if not compliant		
Article 11	Health, Safety and environmental Specifications					
	Bidder shall state the safety measures being followed by personnel performing the work on Alfa's sites (ISO45001 certification, specific best practices, etc...)		1.00%	Full Score if Compliant. Zero if not compliant		
Total Technical Score			50.00%			

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SUPPLIER 1
SCORE

* Evaluation of Proposals will be based on 50% weight for the technical part, and 50% weight for the commercial part.

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Project Name: Cleaning Services RFT Ref# 0304-23

Article	Requirements
Basic Pricing	The amount of the work remuneration should be detailed as described in Annex 1

* Evaluation of Proposals will be based on 50% weight for the technical part, and 50%

RFT

Commercial Scoring Sheet 50%

Weight	Responsible Entity	Remarks		
100	Procurement			

% weight for the

