



**CIVIL AVIATION AUTHORITY OF SRI LANKA**

**Invitation for bids to supply of Janitorial and Cleaning Services for Civil  
Aviation Authority of Sri Lanka**

**IFB/SP/2023- 08**

Civil Aviation Authority of Sri Lanka  
**152/1, Minuwangoda Road, Katunayaka**

## Contents

1. Introduction to The Organization And Services Required	3
2. Supply of Janitorial Services for The Civil Aviation Authority Of Sri Lanka	3
3.Conditions of The Contract	5
4. Staff	6
5.Period of Contract	7
7. Documents Required	7
8.Evaluation Criteria	8
Annex I – Pricing Details	9
Annex II :Form: Bid Security (Bank Guarantee)	10
Annex III :Form: Performance Guarantee (Unconditional)	11
Annexure IV: Form Of Bid	12
Annex V -Layout Plans	13

## **1. Introduction to the Organization and services required**

4.1 Civil Aviation Authority of Sri Lanka (CAASL) is the regulatory authority for implementation of International Standards and Recommended practices stipulated by the International Civil Aviation Organization related to Safety Oversight of Civil Aviation in the country. Main responsibility of CAASL is ensuring “Safety and Security” of passengers travel by air in civil air transportation which deals with Airport authorities, Airlines, Maintenance organizations, flying schools, travel agents and other aviation related stakeholders.

4.2 CAASL Head Office building which has two wings connected by corridors, consists of 05 floors excluding the ground floor. It also has a Roof Top (Service floor). The total floor area of the building is approximately 7,500 sq. ft. Each floor except the ground floor has a pantry and number of washrooms, apart from the attached washrooms which are allocated for the senior officials. CAASL seeks a service provider of repute for providing of Janitorial and Cleaning Services of the new building covering the daytime of weekdays (0700 hrs – 1700 hrs) and Saturdays (0800 hrs – 1600 hrs) throughout the year. In addition, such services would be required on public holidays or Sundays or extended hours on working days, if the CAASL schedules an activity on such dates.

4.3 In addition to the Head office building, requirement of janitorial staff for CAASL sub office at Mattala, Circuit Bungalow at Batticaloa, and sub office at Ratmalana also included in this procurement.

## **2. Supply of Janitorial and cleaning Services for the Civil Aviation Authority of Sri Lanka**

2.1 Bids are invited from reputed organizations for providing Janitorial and Cleaning Services for the Head Office Building and other selected properties owned by Civil Aviation Authority of Sri Lanka which is aforementioned in Clause 1.3

2.2 Only those companies having the following qualifications should apply for this bidding and are requested to enclose proof documents along with the Bid, with a Company profile and list of Clientele (refer clause 7 for more details).

- a) Be a company registered in Sri Lanka under the Business Names Registration Ordinance or incorporated Under the Companies Act. The Memorandum of Understanding and/or Articles of Association of the company shall specifically indicate that the company is engaged in providing such services.
- b) The Company should have satisfactorily carried out similar services for a continuous period of at least 5 years preceding the date of bidding.
- c) The Clientele should include at least three leading enterprises in the country, which have over at least 200 personnel at a given location.
- d) The Company should have an adequate number of experienced staff employed to manage the Company providing the services. The company shall be able to employ at least 16 cleaning staff including Supervisor at any given time for providing Janitorial /Cleaning services (see clause 4.1).

- e) The company should have the required equipment and facilities for effective cleaning of both interior and exterior of the building which includes but not limited to ceilings, walls, glass panels, windows, name boards, turf areas, car parks, garden etc.
- f) The company should be able to provide additional staff on demand when the CAASL has special events.

## **2.2 Schedule of submission of bids.**

- a) Bid documents for supply of Janitorial and Cleaning Services of CAASL shall be collected from the Environment, Research & Projects Section of the CAASL at the 4<sup>th</sup> floor, No. 152/1, Minuwangoda Road, Katunayake, by Paying Rs.1,500/- on week days from 20<sup>th</sup> December 2023 to 10<sup>th</sup> January 2024 of , from 9.00 a.m.to 3.30 p.m.
- b) A “Pre bid meeting” will be held on 28<sup>th</sup> December 2023 at 1000 hrs at the Head Office Building, at No 152/1, Opposite the Radar Hill, Minuwangoda Road, Katunayake.
- c) Completed original Bids in duplicate under two separate sealed covers shall be forwarded to the following address. “Bids for Janitorial and Cleaning Services” shall be printed on top left hand corner of the envelope. Bids may be forwarded either by registered post or by hand.

Chairman  
Departmental Procurement Committee  
Civil Aviation Authority of Sri Lanka  
No 152/1 Minuwangoda Road  
Katunayake

- d) Completed Bids shall be submitted by 14.30 hrs, on or before 11<sup>th</sup> January 2024. The bids will be opened immediately after the expiration of the submission dead line in the presence of the bidders or their authorized representatives who may wish to be present at the Bid opening.
- e) Completed Bids shall be submitted with the Bid Bond of Rs. 50,000/- issued by a reputed Bank registered under the Central Bank of Sri Lanka. (Format of the Bid Bond attached–Annex II
- f) Company profile and list of clientele with the names of contact person and contact details should be attached to the Bid.
- g) Copy of Receipt issued by CAASL for purchasing of Tender Document shall also be attached to the Bid documents.
- h) Bid should be duly signed by the authorized personnel and shall be affixed with the rubber stamp of the company.
- i) Selected Bidder will be required to submit a Performance Bond of 5% of the annual contract value at the time of awarding the contract. Furthermore, the prospective bidder will be required to enter into an agreement for the supply of the agreed services. CAASL will have the right of retaining the Performance Bond value if the company does not provide a satisfactory service.

Technical Evaluation Committee appointed by the Departmental Procurement Committee (DPC) will recommend the most suitable bidder to the DPC for consideration. The decision of the DPC on the matter will be final and conclusive.

Bid should be submitted in attached format and the prices should be valid at least for 6 months from the date of closing the Bids. (Annex I)

### 3.CONDITIONS OF THE CONTRACT

3.1 The company shall provide Janitorial and cleaning services for the CAASL Head Office Building and other properties covering the following, without any disturbance to office work;

- a) Main entrance, lobby areas, ground floor, all 05 floors, carpark, canteen, rest rooms, storerooms, stair ways, lifts, lobby, pond, corridors, roof top should be cleaned in early morning every day as a matter of routine and as and when necessary.
- b) All lavatories in the building shall be cleaned frequently.
- c) Lifts and stairways together with hand railings shall be cleaned early in the morning every day.
- d) All carpets, partitions including fabric partitions, and the glass fixed at the building shall be cleaned weekly and the carpets shall be vacuumed at least twice a week.
- e) Tiled areas shall be cleaned with floor proper equipment at least once a weeks.
- f) Tables, chairs, and all equipment shall be cleaned daily.
- g) Dustbins in lunchrooms and office areas shall be cleaned at least thrice a day.
- h) The canteen and kitchen area be cleaned at least thrice a day.
- i) The car park shall be cleaned daily.
- j) The surrounding area, including the landscaped area shall be cleaned daily.
- k) Air-fresheners which are devoid of any health hazards shall be sprayed to keep a pleasant fragrance in the office.
- l) Proper equipment and facilities for cleaning shall be used and the trained staff shall be engaged in cleaning under constant supervision.
- m) All cleaning shall be completed before 0800 hrs every day, apart from cleaning which shall be done during the day (eg; washrooms, pantry areas).
- n) Other than day-to-day cleaning, major cleaning work shall be done on Saturdays. Eg: glass cleaning, polishing tiles, roof top.
- o) Cleaning shall cover all areas as per the building plan (annex V).
- p) All equipment, detergents, liquids required for providing the service shall be provided by the bidder at his own cost.
- q) Staff employed by the bidder shall be in uniforms which is acceptable to CAASL.
- r) All garbage shall be properly sorted as per the government instructions, stored and discarded / handover to the municipality.
- s) No cleaning staff shall stay on the premises after working hours, unless specially authorized by the management.
- t) The staff employed by the bidder shall be security cleared.
- u) Services required for other CAASL properties are as follows.

<b>Location</b>	<b>Floor Area</b>	<b>Special Janitorial requirements</b>
Circuit Bungalow, Batticaloa	Please see attached drawings	Ability to communicate in Sinhala, cooking for guests and provide room services if required, Arranging rooms after each use etc.
Sub Office, Rathmalana		Areas included – cleaning of office area and washrooms
Sub Office, Mattala		Areas included – cleaning office area, washrooms, and garden area

3.2 CAASL shall not hold any responsibility or liable to pay insurance for the staff employed by the selected bidder.

3.3 Chemicals and other materials needed for janitorial operations shall be provided by the selected bidder.

#### **4. STAFF**

4.1 The bidder shall maintain an adequate and suitable staff for efficient operation. Upon being hired, employees and agents of the contracting company will be subjected to the rules and regulations of the CAASL while on the premises. Composition of the staff shall be as follows;

<b>Location</b>	<b>Number of Supervisors</b>	<b>Number of Janitorial Staff</b>		
		<b>Male</b>	<b>Female</b>	<b>Total</b>
CAASL Head Office	1	6	9	15
Circuit Bungalow, Batticaloa	-	2	-	2
Sub Office, Rathmalana	-	-	1	1
Sub Office, Mattala	-	1	2	3

4.2 All employees of the contracted company should be below 60 years of age.

4.3 These personnel shall be experienced in attending the jobs requests as and when necessary.

4.3 The selected bidder shall provide all its janitorial staff with clean and appropriate uniforms and proper identification cards, which is acceptable.

4.4 Further, periodical visits from the Supervisor assigned by the selected bidder are required to inspect the quality of work of the employees and to solve administration matters.

4.6 All janitorial activities and personnel shall comply with all health and safety requirements of Law of Sri Lanka and CAASL.

4.7 Working hours of janitorial employees are as follows.

a) **Weekdays - from 0700 hrs to 1700 hrs - All employees shall be available on the premises.**

b) **Saturdays - from 0800 hrs to 1600 hrs - All employees shall be available on the premises.**

4.8 In the absence of a nominated employee, a suitable replacement shall be provided without delay.

## **5.PERIOD OF CONTRACT**

5.1 The period of Contract for providing Janitorial and Cleaning Services shall be initially for a period of two years. The company services may be extended on the same terms and condition for one more year, subject to;

- a) The Company makes a written request for such an extension at least three months prior to expiry of period of the second year.
- b) The Company has provided satisfactory services.
- c) Other relevant factors considered by the CAASL.
- d) Approval of the appropriate authority.

## **6. CONTRACT PRICE**

6.1 The Contract price which is payable by the CAASL to the Company shall be indicated in the quotation (VAT and the NBT to be mentioned separately) in the given format, and the quoted price should be valid for a period of 6 months from the date of closing the bid.

## **7. DOCUMENTS REQUIRED**

7.1. Bidders shall respond completely, accurately and sufficiently to each of the items below at the time of submitting the bid document:

- a) Legal name of the company
- b) Certificate of Incorporation/Business Registration. – The company should be a registered company under Companies Act No. 7 of 2007 or should hold a valid Business Registration.
- c) Copy of V.A.T. Registration if available.
- d) Bidders shall submit documents or other evidence of their ability to carry out the Contract indicating factors such as not less than five (5) years' experience in similar projects.
- e) Provide a summary of clients and properties for which the selected bidder is currently providing services. Indicate the number of years for which selected bidder has provided such services to these clients/properties. Include the name of the client, the contact person for that client site, the contact's titles, phone number, email address and postal address.
- f) List of chemicals and material which will be provided throughout the contract including Material Safety Data Sheets for all chemicals.
- g) Completed Annex I document

8.EVALUATION CRITERIA

	<b>Criteria</b>	<b>Total Points</b>	<b>Allocation</b>
1	<b>Additional years of experience in providing janitorial services</b>	<b>20</b>	
	6 years		2
	7 years		4
	8 years		6
	9 years		8
	10 years		10
	11 years		12
	12 years		14
	13 years		16
	14 years		18
	15 years or more		20
2	<b>Price details of the services - comparison of monthly cost</b>	<b>40</b>	
	1,000,000>		40
	1,000,000<1,200,000		30
	1,200,000<1,400,000		20
	1,400,000<1,600,000		10
	1,600,000<		5
3	Executive summary providing the methodology to achieve the end goal, procedures and processes to provide the scope of services	<b>40</b>	
	Briefly describe the firm's procedures and processes for;		40
	(a) cleaning of different areas;	10	
	(b) System for tracking of complaints from client and poor performing areas;	5	
	(c) the products (chemicals etc.) to be used;	5	
	(d) Equipment to be used;	5	
	(e) Managing quality of services offered;	5	
	(f) Work plan of work to be performed weekly, monthly and annually;	10	
Total	100		

Chairman,  
 Departmental Procurement Committee,  
 No 152/1 Minuwangoda Road  
 Katunayake



## ANNEX I – PRICING DETAILS

Bidders shall complete the below table to present price details for the required services.

	<b>Location</b>	<b>Quoted price without taxes (in Rs.) for three years</b>	<b>Quoted price with taxes (in Rs.) for three years</b>	<b>Quoted price without taxes (in Rs.) per month</b>	<b>Cost per one janitorial staff member / month</b>
1	CAASL Head Office				
2	Circuit Bungalow, Batticaloa				
3	Sub Office, Rathmalana				
4	Sub Office, Mattala				
<b>TOTAL QUOTED PRICE</b>					

Annex II :Form: Bid Security (Bank Guarantee)

Whereas, [name of Bidder] (hereinafter called “the Bidder”) has submitted his Bid dated ..... [Date] for providing Services for [name of Contract] (hereinafter called “the Bid”).

Know all people by these presents that We .....[name of Agency] having our registered office at .....[address] (hereinafter called “the Bank”) are bound unto .....[name of Employer] (hereinafter called “the Employer”) in the sum of Sri Lankan Rupees .....[The Bidder should insert the amount of the Guarantee in words and figures] for which payment well and truly to be made to the said Employer, the Bank binds itself, its successors, and assigns by these presents.

Sealed with the Common Seal of the said Bank this [day] day of [month], [year].

The conditions of this obligation are:

1. If, after Bid opening, the Bidder withdraws his Bid during the period of Bid validity specified in the Form of Bid; or
2. If the Bidder having been notified of the acceptance of his Bid by the Employer during the period of Bid validity:
  - a) fails or refuses to execute the Form of Agreement in accordance with the Instructions to Bidders, if required; or
  - b) fails or refuses to furnish the Performance Security, in accordance with the Instruction to Bidders; or
  - c) does not accept the correction of the Bid Price.

We undertake to pay to the Employer up to the above amount upon receipt of his first written demand, without the Employer’s having to substantiate his demand, provided that in his demand the Employer will note that the amount claimed by him/her is due to him/her owing to the occurrence of one or any of the three conditions, specifying the occurred condition or conditions.

This Guarantee will remain in force up to and including the date [Usually 28 days after the end of the validity period of the Bid.] days after the deadline for submission of bids as such deadline is stated in the Instructions to Bidders or as it may be extended by the Employer, notice of which extension(s) to the Bank is hereby waived. Any demand in respect of this Guarantee should reach the Bank not later than the above date.

Date..... Signature of the Bank.....

Witness..... Seal.....

.....  
[Signature, name, and address]

Annex III :Form: Performance Guarantee (unconditional)

Number: .....

Date: .....

Sum Guaranteed: .....

To: ..... [name and address of Employer] (Herein after called and referred to as "the Employer")

..... [address of Employer].

Whereas .....[name and address of Contractor] (hereinafter called "the Contractor") has undertaken, in pursuance of Contract No. ....[Number] dated .....[date] to execute .....[name of Contract and brief description of Services] (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 recognized bank for the sum specified therein as security for compliance with his obligations in accordance with the Contract ;

And whereas we have agreed to give the Contractor such a Bank Guarantee;  
Now therefore we hereby affirm that we are the Guarantor and responsible to you, on behalf of the Contractor, up to a total of Rupees ..... [amount of Guarantee] ..... [amount in words], such sum being payable, and we undertake to pay you, upon your first written demand and without cavil or argument, any sum or sums within the limits of [amount of Guarantee] as aforesaid without your needing to prove or to show grounds or reasons for your demand for the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the Contractor before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the Contract or of the Services to be performed there under or of any of the Contract documents which may be made between you and the Contractor shall in any way release us from any liability under this Guarantee, and we hereby waive notice of any such change, addition, or modification.

This Guarantee shall be valid until a date 28 days from the date of issue of the Certificate of Completion.

Signature and seal of the Guarantor.....

Name of Bank.....

Address.....

Date.....

Witness .....

Annexure IV: Form of Bid

..... [Date]

To: The Director General of Civil Aviation and Chief Executive Officer  
Civil Aviation Authority of Sri Lanka  
No.152/1, Minuwangoda Road  
Katunayake

Having examined the bidding documents, we offer to Supply Janitorial and Cleaning Services for Civil Aviation **Authority of Sri Lanka.**

accordance with the Employer’s Requirements services providing this Bid for the Contract Price of Rs. ....[amount in words] or any other sum derived in accordance with the said documents.

This Bid and your written acceptance of it shall constitute a binding Contract between us. We understand that you are not bound to accept the lowest or any Bid you receive.

We hereby confirm that this Bid complies with the Bid validity required by the bidding document.

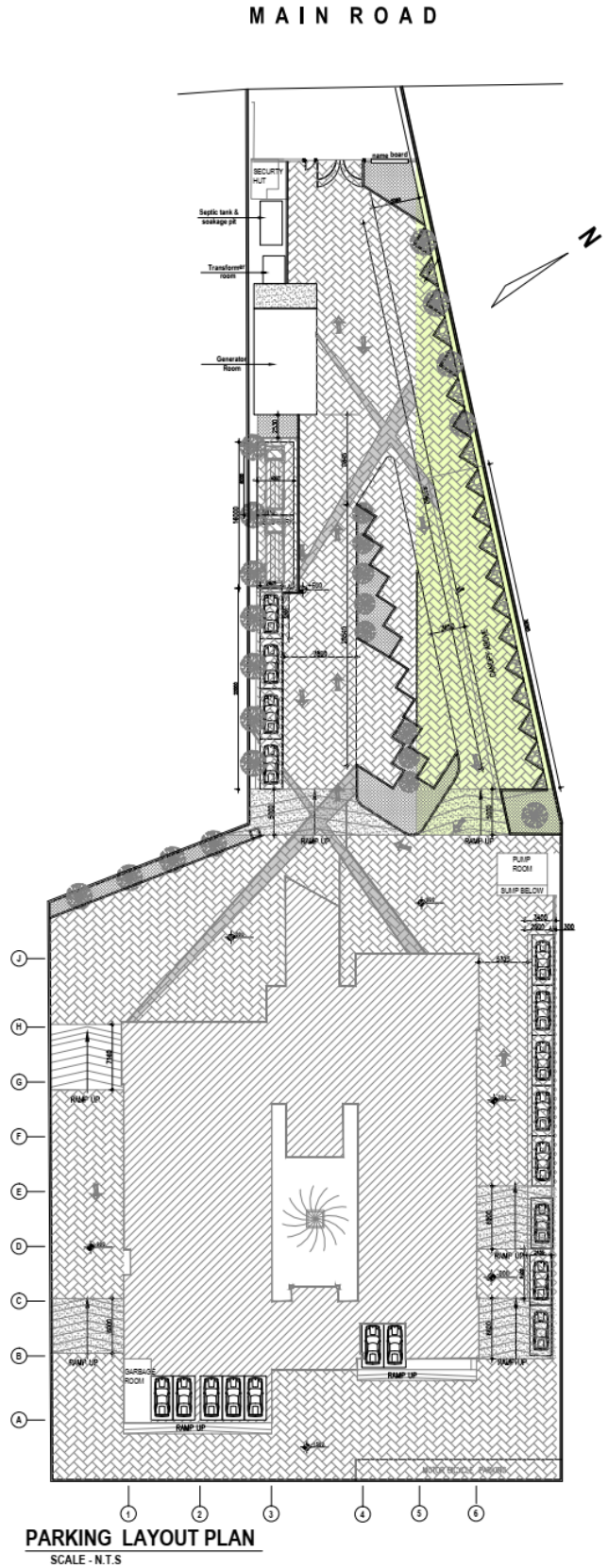
Authorized Signature: .....

Name and Title of Signatory: .....

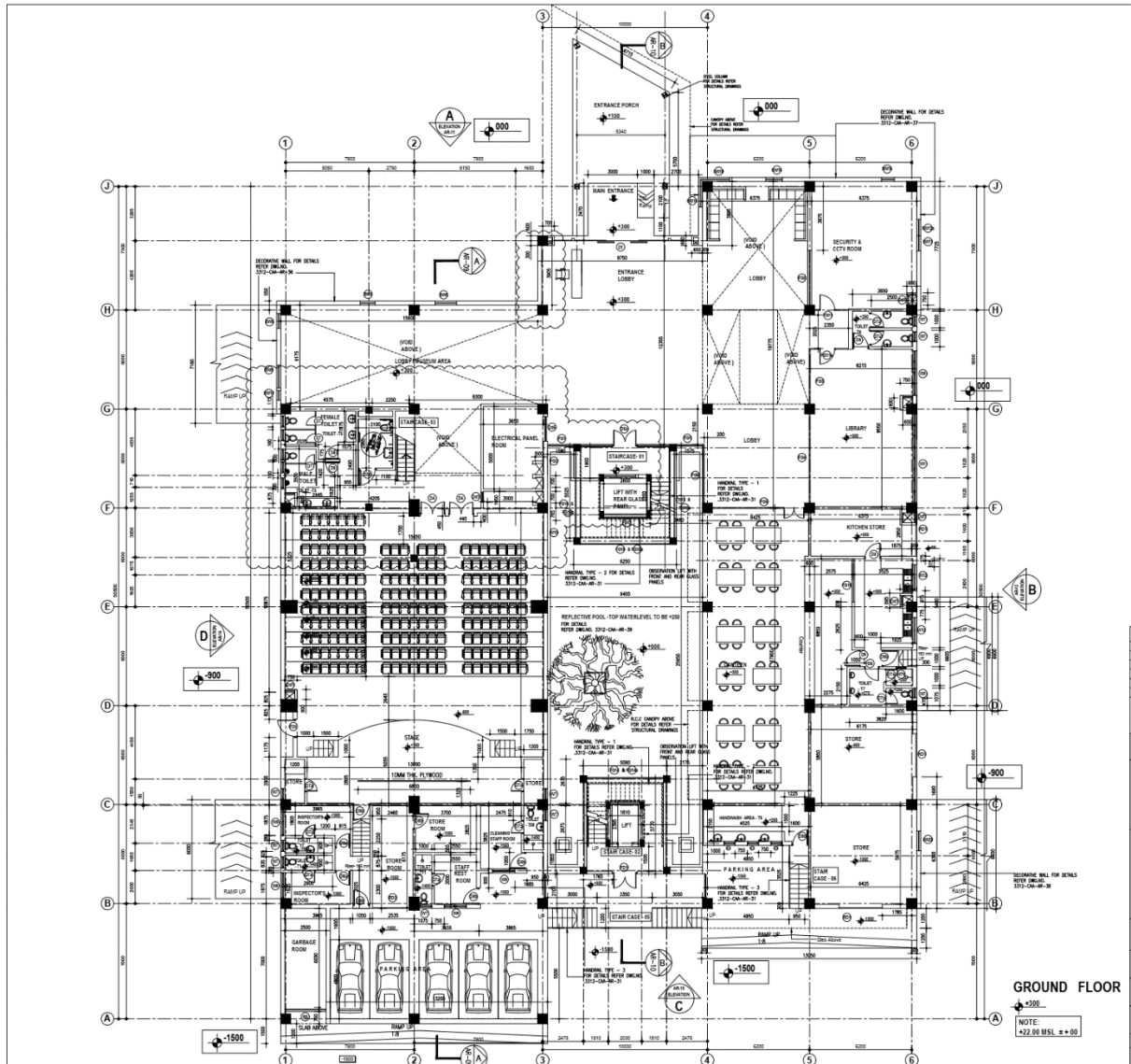
Name of Bidder: .....

Address: .....

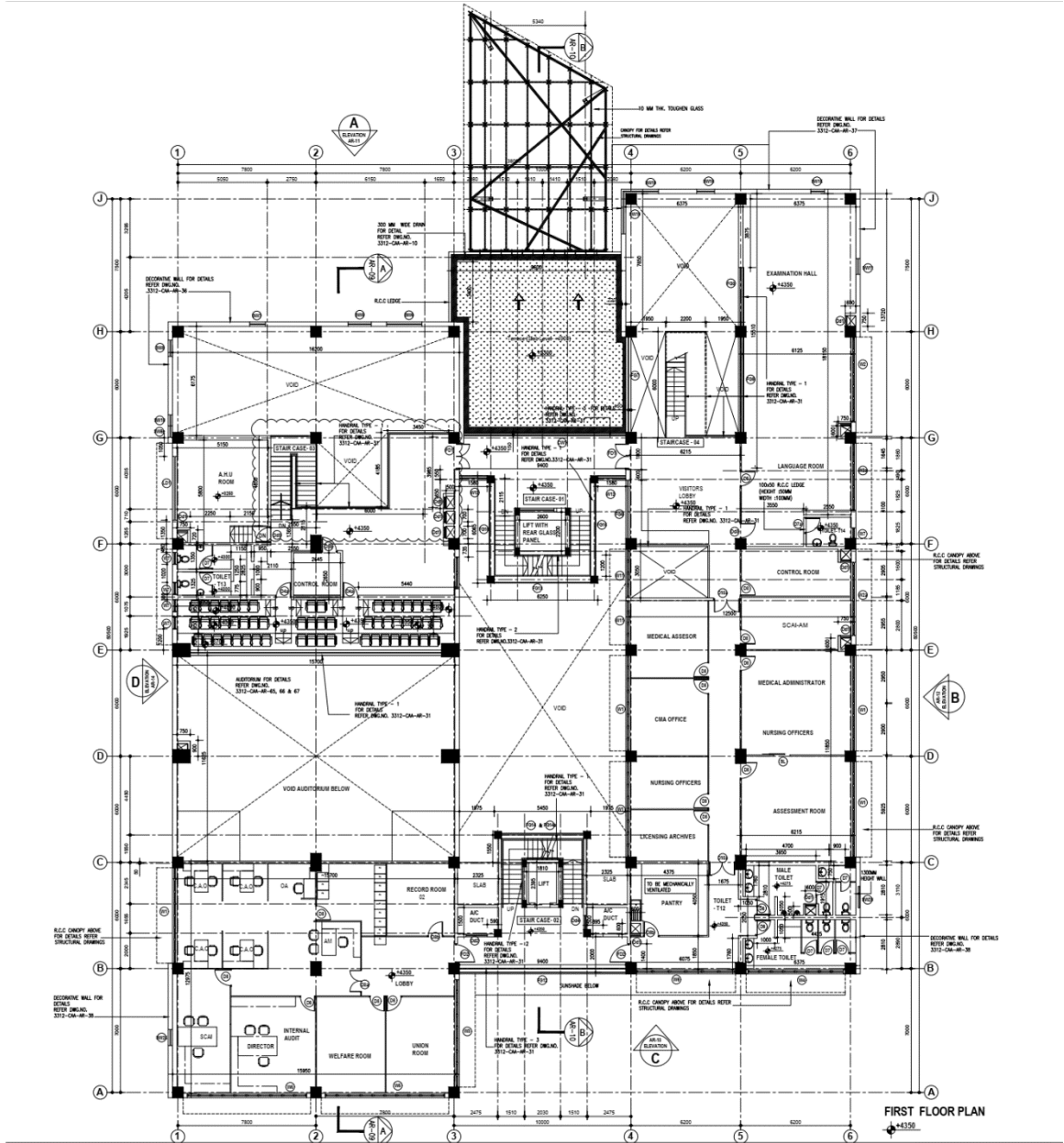
Annex V -Layout Plans  
 Head office Building – Car park , Garden Area



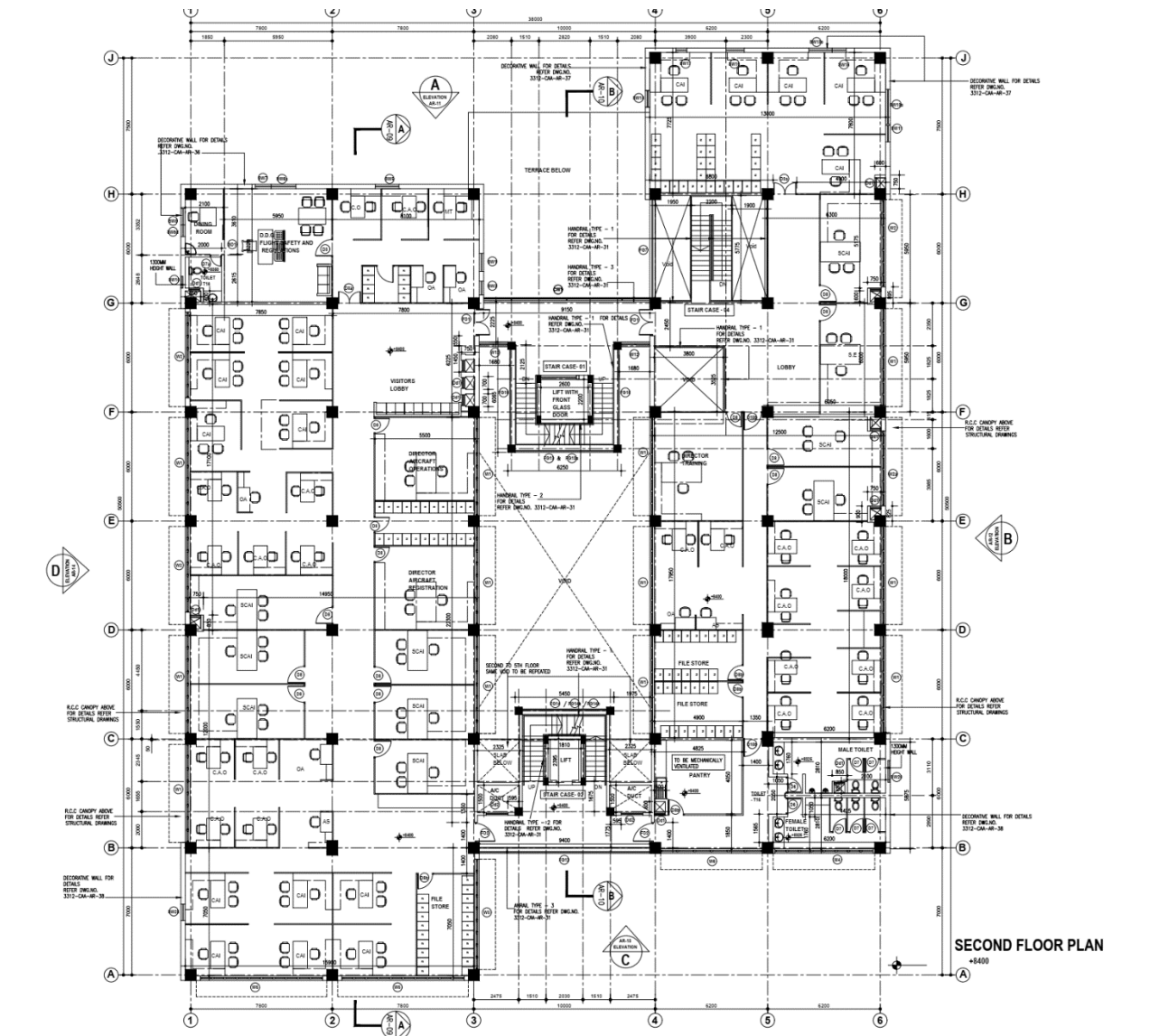
# Head Office Building -Ground Floor



# Head Office Building -First Floor

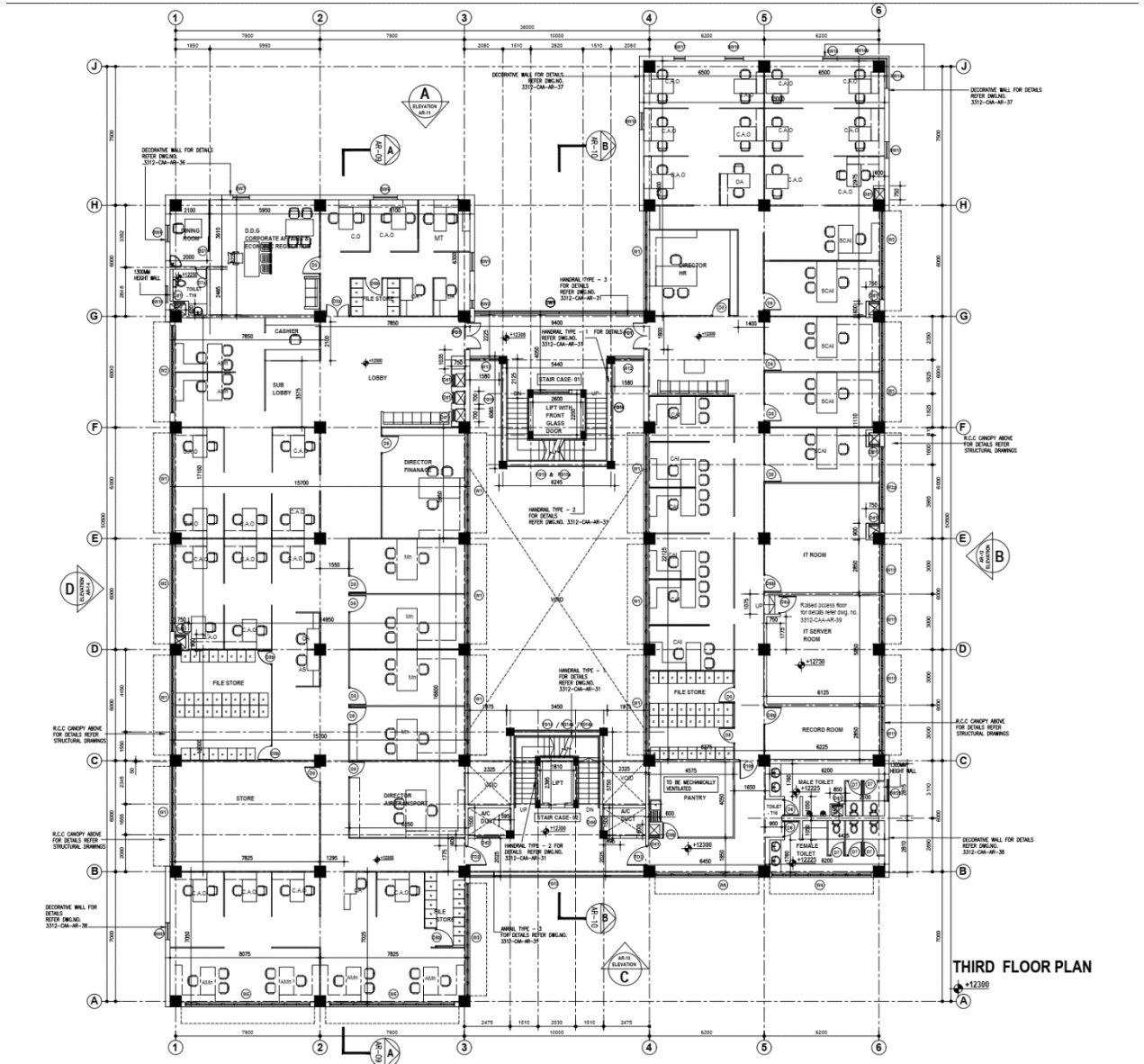


# Head Office Building - Second Floor

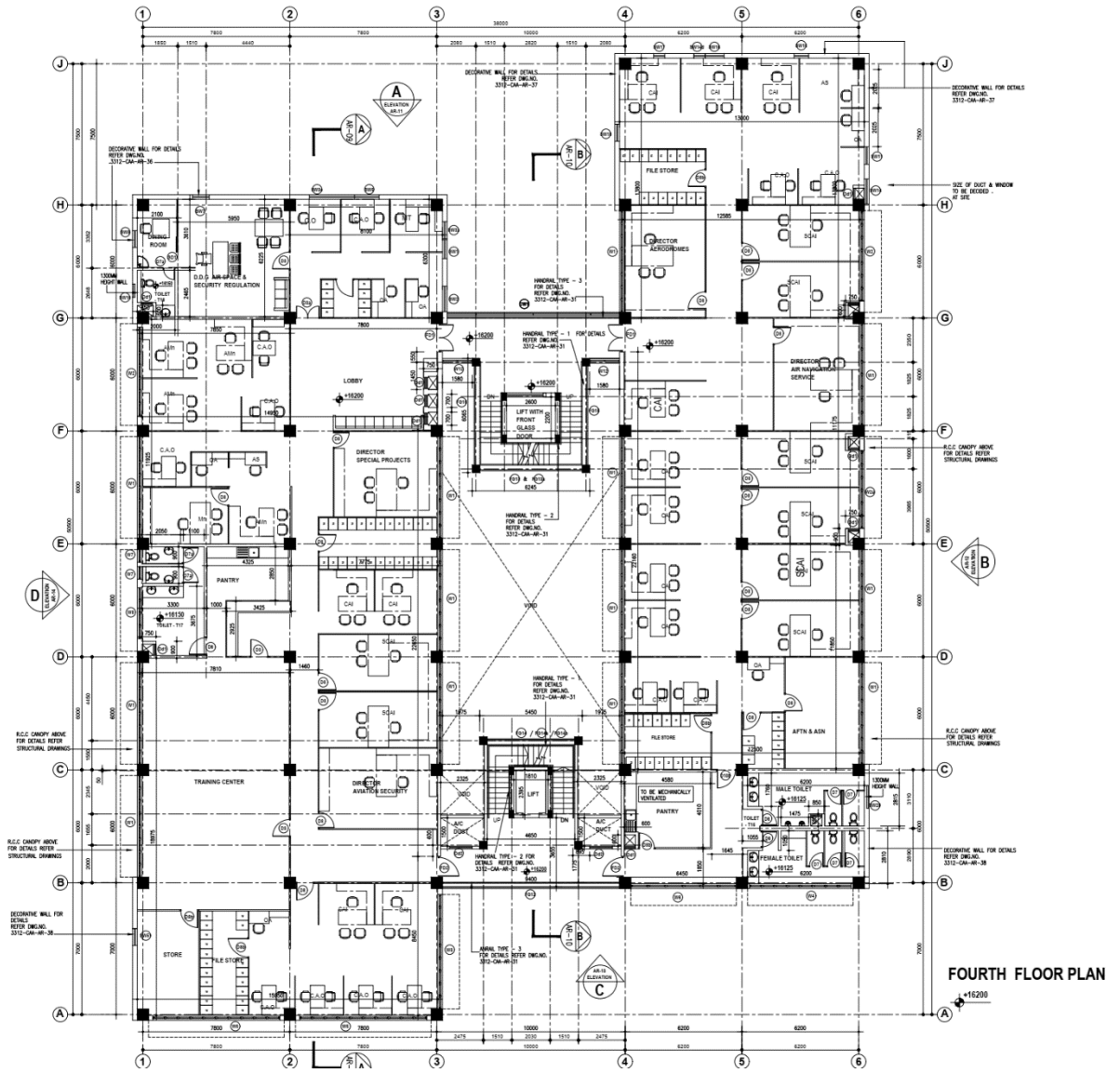




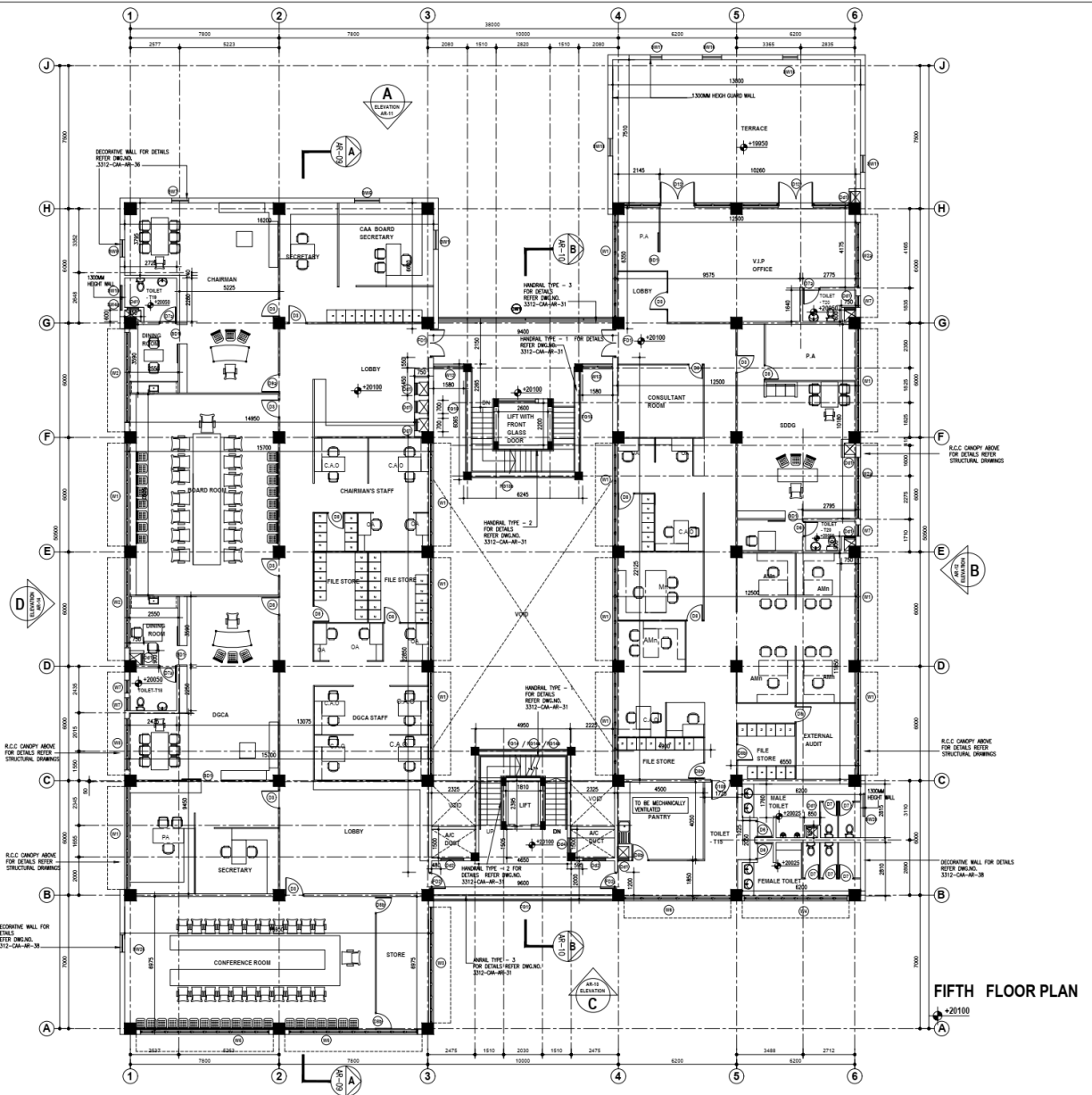
# Head Office Building – Third Floor

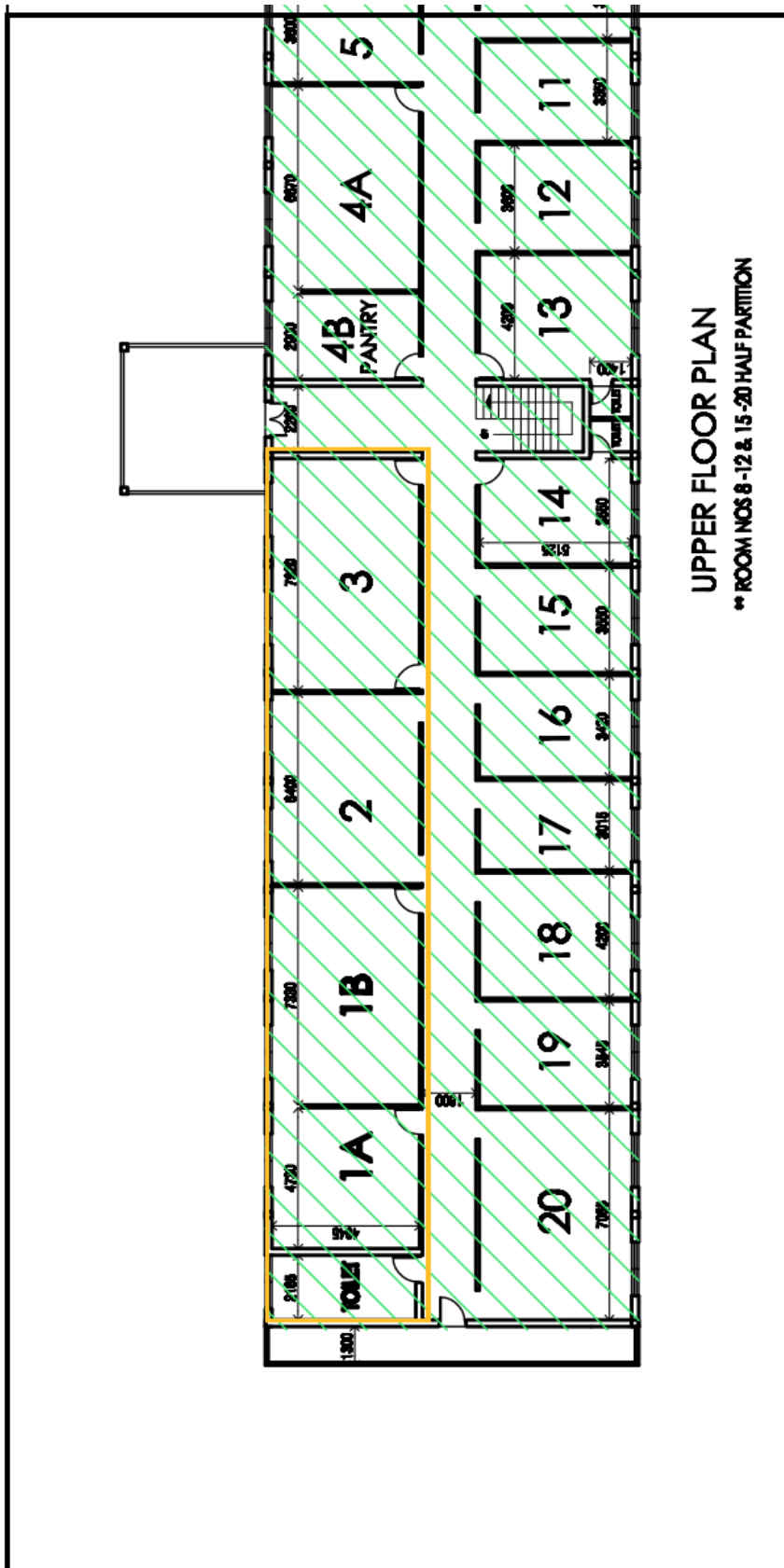


# Head Office Building - Fourth Floor



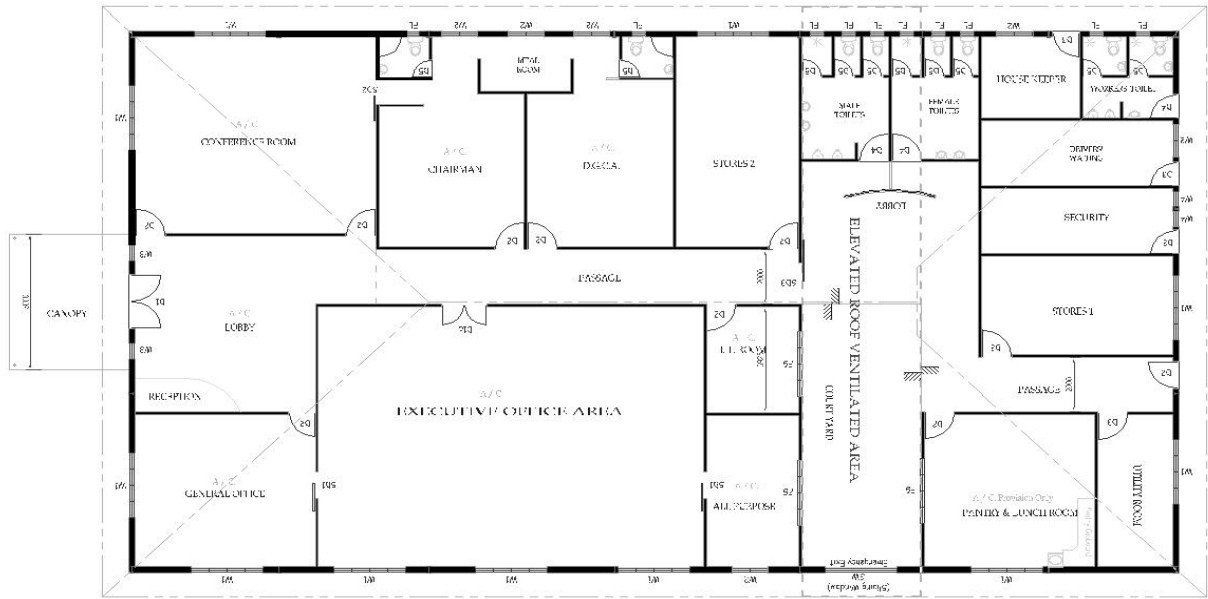
# Head Office Building – Fifth Floor



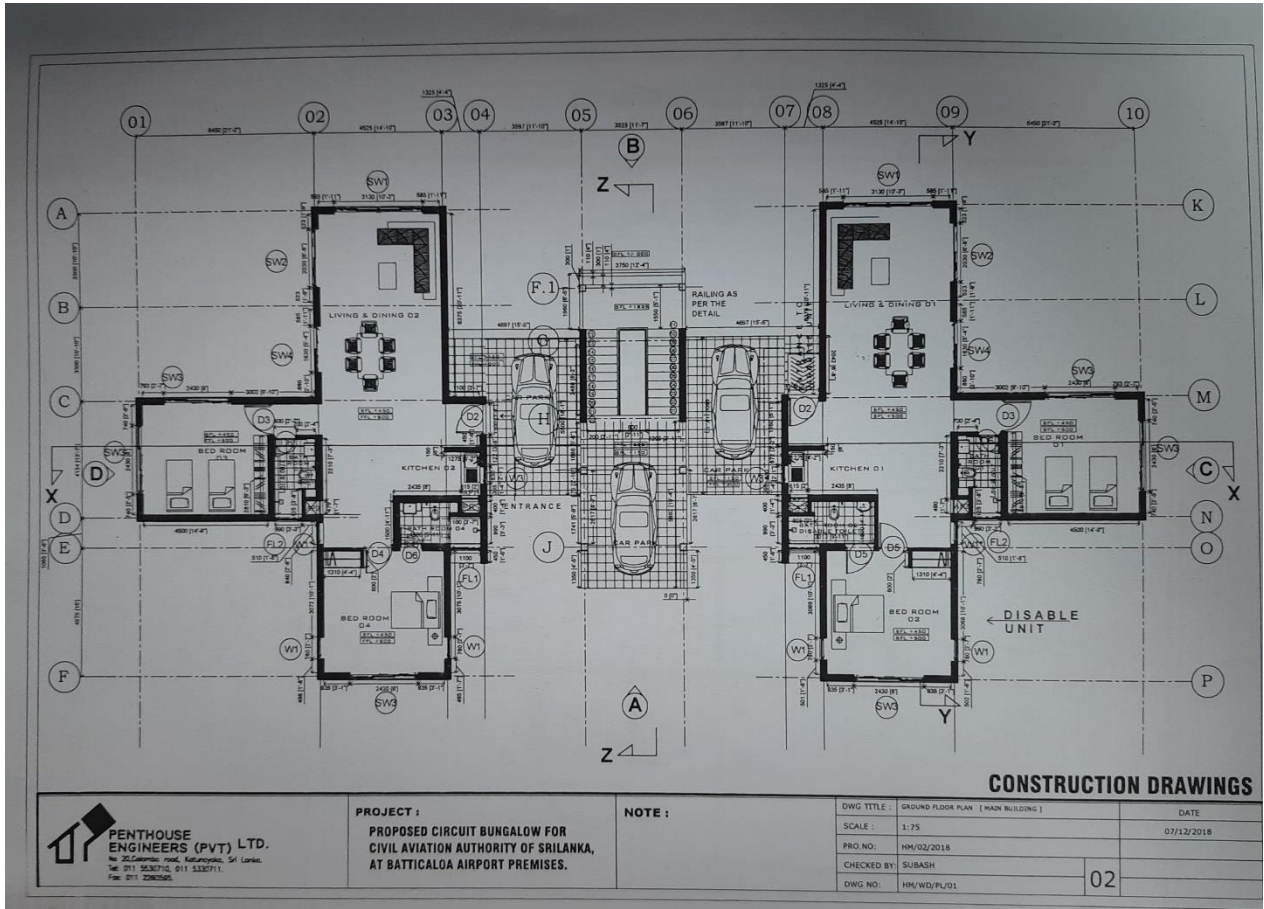


**UPPER FLOOR PLAN**  
\*\* ROOM NOS 8 -12 & 15-20 HALF PARTITION

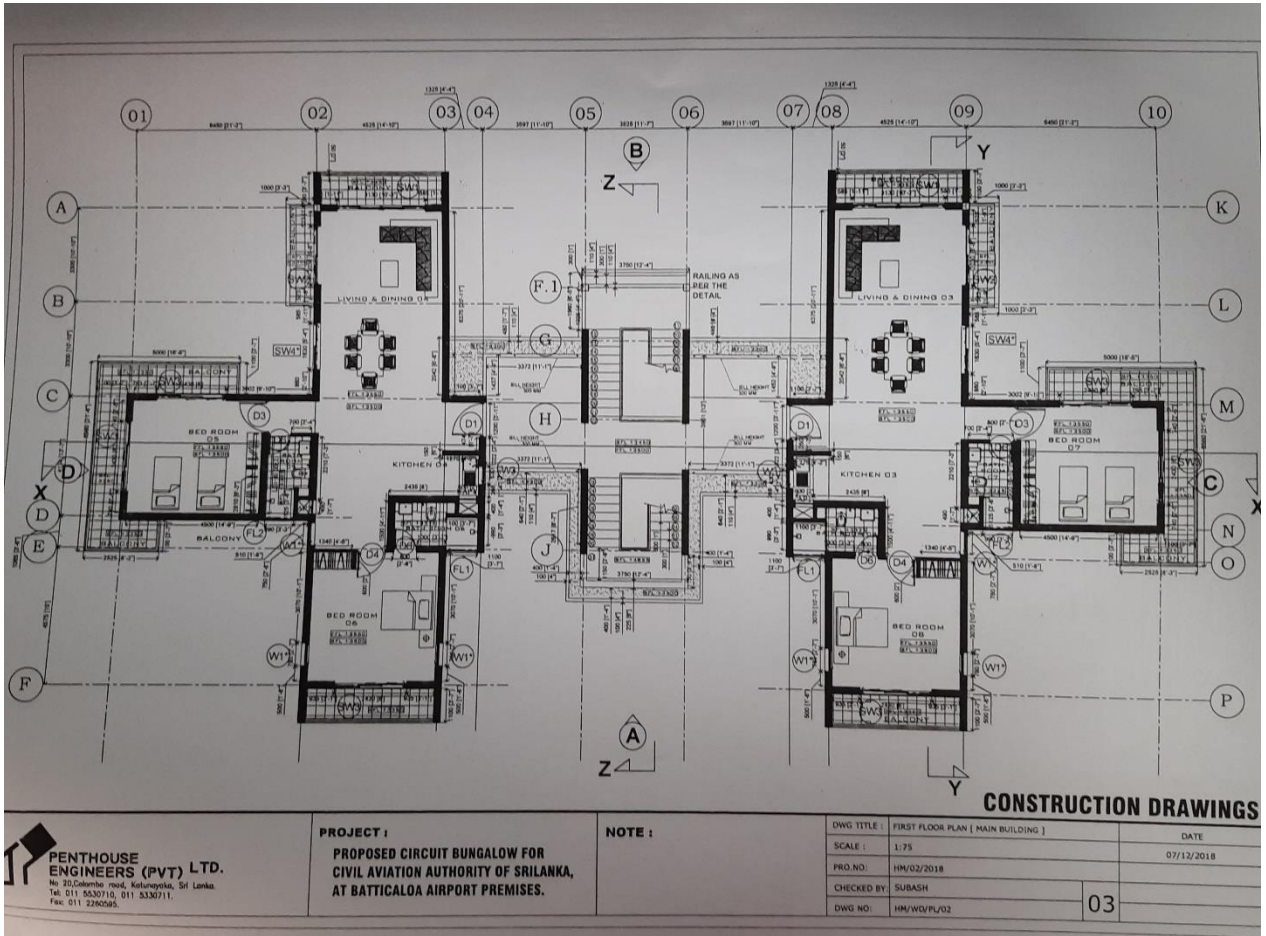
# Sub Office Mattala



# Circuit Bangalow - Batticaloa Ground Floor



# Circuit Banglow - Batticaloa First Floor



# Circuit Bangalov - Batticaloa Service Area

