

## **Embassy of Pakistan Madrid**

### **Tender Document for Cleaning and Janitorial Services**

#### **Introduction**

The Embassy of Pakistan, Madrid invites sealed tenders from reputable and experienced cleaning service companies for the provision of comprehensive cleaning and janitorial services at the Embassy premises.

#### **Scope of Work**

2. The contractor shall provide cleaning and janitorial services to the Embassy of Pakistan with a total area of the building at 738.60 m<sup>2</sup>, distributed in one ground and three upper floors, a garage, and a store room.
3. The scope of work will include the following:

#### **Cleaning Services**

- Daily sweeping, mopping, and polishing of wooden floor areas.
- Vacuum cleaning of carpeted floors in all offices, meeting rooms, and corridors.
- Thorough cleaning and sanitization of all toilets, urinals, and washrooms, including walls, floors, mirrors, sinks, and fixtures.
- Cleaning of glazed screens, glass doors, and windows (both interior and exterior sides as accessible).
- Dusting and cleaning of furniture, fittings, and office equipment (desks, tables, chairs, cabinets, etc.).
- Cleaning of steel, wooden, and aluminum fence, gates, doors, and window frames.
- Regular removal of trash and waste materials from all areas to designated disposal points.
- Periodic deep cleaning and disinfection of all office and common areas.

#### **Supply of Cleaning Materials and Consumables**

- Liquid soaps, disinfectants, and detergents.
- Toilet paper rolls and tissue papers (for offices and washrooms).
- Paper towels and napkins.
- Air fresheners and deodorizers.
- Hand soap dispensers and refill materials.
- Toilet seat sanitizers and other washroom supplies.
- Garbage bags and cleaning cloths.
- All cleaning tools and equipment necessary to perform the work (e.g., mops, vacuum cleaners, polishers, etc).

### **Frequency of Cleaning**

3. The routine of the cleaning services will be as follows:
  - Daily: General cleaning, sweeping, mopping, and waste removal.
  - Weekly: Deep cleaning and polishing of floors, washing of glass and windows.
  - Monthly: Comprehensive cleaning of exterior areas, including fences and gates.

### **Staff Requirements**

4. The following must be considered while giving the offer:
  - The contractor shall provide a minimum of 1 **(one) cleaner** to ensure effective service coverage every working day. In addition, 1 **(one) cleaner** will be required to come only once a week for detailed cleaning.
  - Staff must be uniformed, courteous, and maintain confidentiality and decorum suitable for Embassy premises.
  - Replacement staff must be arranged promptly in case of absence.
  - Workers from India, Israel and Taiwan are not allowed to work in the Embassy premises.

### **Working Hours**

5. Cleaning activities shall generally be carried out from 0800 - 1400 (Monday to Friday), unless otherwise directed by the Embassy. Additional cleaning may be required during special events or weekends, provided prior notice is given.

### **Health, Safety, and Security**

6. The contractor must ensure compliance with all Spanish labour, safety, and environmental regulations. All staff must adhere to Embassy security protocols. Use of hazardous chemicals or substances must be approved in advance by the Embassy.

### **Duration of Contract**

7. The initial contract period shall be one (1) year, renewable for another two (2) years on the same terms and conditions based on satisfactory performance and mutual agreement.

### **Bid Submission Requirements**

- The bidders should submit their tender in sealed envelopes according to the the PPRA Rules (Government of Pakistan).

- The tender should consist of a **sealed single package** consisting of one **“Technical Proposal”** and one **“Financial Proposal”**.
- Envelope marked as **“Technical proposal”** should contain the following:
  - i) Company Profile
  - ii) Company Registration documents
  - iii) Proof of experience (Number of companies/years) of similar work (*missing, incomplete or ambiguous documents can affect the Technical Evaluation; therefore, it is expected that Bidders shall submit complete and verifiable details*).
  - iv) References of clients and nature of work done.
- Sealed envelope for financial bid, marked as **“Financial Proposal”** contains the financial offer for the provision of service as per requirements.

### **Evaluation Criteria**

9. The bidders have to qualify for the technical evaluation and, thereafter, lowest financial offer will be given the contract.
10. The following aspects will be considered while awarding the tender:
  - Experience and reputation.
  - Staffing and supervision arrangements.
  - Compliance with Embassy requirements.
  - Competitive pricing.

### **Submission Deadline**

11. All bids must be submitted in sealed envelopes clearly marked “Tender for Cleaning Services – Embassy of Pakistan, Madrid” and delivered to the Embassy at Calle de Pedro Valdivia 16, 28006, Madrid within fifteen (15) days from the date of publication of the advertisement.

### **Contact Information**

12. For any clarification or site visit requests, please contact:

Embassy of Pakistan, Madrid  
 Email: parepmadrid@mofa.gov.pk  
 Phone: 0034-684615262  
 Postal Address: Calle de Pedro Valdivia 16, 28006, Madrid

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**Embassy of Pakistan Madrid**

**Tender for Cleaning and Janitorial Services**

The Embassy of Pakistan, Madrid invites sealed tenders from reputable and experienced cleaning service companies in Spain for the provision of comprehensive cleaning and janitorial services at the Embassy premises.

Interested parties may collect the tender documents from the Head of Chancery's Office in the Embassy and submit their bids latest within **15 days** of the publication of the notice.

Embassy of Pakistan,  
Calle Pedro de Valdivia 16,  
28022 Madrid  
Mobile: 684615262  
Email: [ss.madrid@embassyofpakistan.com](mailto:ss.madrid@embassyofpakistan.com)