

**CLEANING SERVICES**

**SEYCHELLES BREWERIES LIMITED**

**REQUEST FOR PROPOSAL**

**ISSUED: 22- DECEMBER 2020 VIA JOBO**

# Introduction

* 1. **Seychelles Breweries Limited**, (“Diageo”) invites qualified suppliers to respond to this Request for Proposal (“RFP”) for the provision of a complete and comprehensive Office Cleaning Services.

1. **Purpose of the RFP** 
   1. The purpose of this RFP is to procure a qualified provider or providers that can provide a comprehensive Cleaning Services that meet the requirements of the business.
   2. As a business, Seychelles Breweries Limited (SBL) recognises the need to build sustainable relationships with our suppliers. It is our stated intention that all contracts will be based on mutual trust and negotiation.
2. **Company Overview**
   1. The Diageo Group is the world's leading premium drinks business with an outstanding collection of beverage alcohol brands across spirits, beer and wine. These brands includeJohnnie Walker, Crown Royal, JεB, Windsor, Buchanan's whisky, Don Julio tequila, Smirnoff, Cîroc and Ketel One vodkas, Bailey’s liqueur, Captain Morgan rum, Tanqueray Gin and Guinness.
   2. The Diageo Group is a global entity, with its products sold in more than 180 countries around the world. The company's ordinary shares are listed on the London Stock Exchange (DGE) and the company's American Depositary Receipts are listed on the New York Stock Exchange (DEO). The Diageo Group employs more than 33,000 people worldwide and has a presence in over 180 countries through a network of 21 markets based in North America, Western Europe, Africa, Eastern Europe, Turkey, Latin America & Caribbean and Asia-Pacific.
   3. The Diageo Group is segmented into various market operations across its various jurisdictions. Its Seychelles business sits within the Indian Ocean umbrella and comprises a full production and distribution market. Production plant at Le Rocher, manufactures returnable glass, PET, cans and draught products.
   4. Diageo’s performance ambition is to create one of the best performing, most trusted and respected consumer products companies in the world.
   5. Diageo’s performance drivers are key to achieving our performance ambition and are as follows:

* Strengthen and accelerate growth of our premium core brands
* Win in Reserve in every market
* Innovate at scale to meet new consumer needs
* Build and then constantly extend our advantage in route to consumer
* Drive out costs to invest in growth
* Ensure we have the talent to deliver our performance ambition
  1. Diageo’s Sustainability & Responsibility Strategy supports our performance ambition. At the core of our approach is a commitment to create a positive role for alcohol in society, which is fundamental to our purpose of celebrating life, every day, everywhere, and a critical expectation of our business.
  2. Company values are at the heart of everything Diageo does. Diageo’s values are as follows:
* We are **passionate about customers and consumers** - our curiosity and consumer insights drive growth. We care for our brands. We are courageous in pursuing their full potential. We are innovative, constantly searching for new ideas that drive growth and spinning them across our business.
* We give ourselves and each other the **freedom to succeed** because this fosters an entrepreneurial spirit. We trust each other, we're open and challenging. We always behave as a team - when we're together and when we're apart.
* We are **proud of what we do** - we act sensitively with the highest standards of integrity and social responsibility. We enjoy and benefit from diversity.
* We will strive to **be the best** - we are restless, always learning, always improving. We constantly set high standards and then try hard to exceed them. We deliver results, win where we compete and celebrate our success.
* We **value each other** - we seek and benefit from diverse people and perspectives. We strive to create mutually fulfilling relationships and partnerships.

# Disclaimer

* 1. Invitation to participate should in no way be construed as a Seychelles Breweries Limited’s commitment to enter into any contractual obligations with any supplier participating in this RFP.
  2. You are kindly requested to complete this RFP in full. Not doing so may prejudice your submission.
  3. You are required to furnish information as requested to enable SBL to evaluate your proposal.
  4. SBL values the quality, relevance and responsiveness of proposals and the inclusion of general unsolicited information should be avoided unless its inclusion supports or adds innovation and, or value to the proposal.
  5. SBL reserves the right to accept your proposal in whole or in part and furthermore, SBL will not bind itself to any of the details specified in these documents.
  6. All costs associated with supplier’s response (including, without limitation, in relation to meetings, re-submissions, supplementary information, demonstrations and workshops) are the supplier's responsibility.
  7. While the information and data provided in this RFP are believed by SBL to be accurate, neither SBL nor any of its directors, employees or agents gives, or has any authority to give, any representation or warranty (express or implied) concerning the accuracy or completeness of this RFP or the data provided or of any other written or oral communication given or made available to the supplier, nor shall any of them be liable in any way for any inaccuracy or misleading statement in, or omission from, this RFP. Each supplier is responsible for making its own evaluation of all information, circumstances and data in preparing and submitting responses to this RFP.
  8. If during its evaluation, a supplier becomes aware of an error in this RFP or in the information or data provided, the supplier shall notify SBL of such error. SBL reserves the right to share information on errors with other bidding Suppliers.
  9. The supplier will have no claim against SBL or against any of its affiliates and their respective representatives with respect to the exercise of, or failure to exercise, any rights under this RFP process.
  10. Diageo reserves the right in its sole discretion and at any time, to amend, vary, or supplement any of the information, terms or requirements contained in this RFP.

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# Confidentiality

* 1. All information contained in this RFP document and supplied by SBL (written or oral) under the RFP process is confidential and subject to the provisions of SBL’s engagement letter with the supplier, if any, or, if relevant, any other non-disclosure agreement between Diageo and the supplier. The supplier shall protect and maintain such confidential information in strict confidence. The supplier shall not disclose information contained in the RFP or allow it to be disclosed, except to its employees and authorized agents as necessary for the sole purpose of completing the RFP. In the event of such disclosure, confidential information may be disclosed to them on a need-to-know basis, and the supplier shall make these persons aware of the confidentiality of such information and they shall (and the supplier shall cause them to) be bound by the terms of this RFP. In no event shall this document, or any subsequent documents that may be available in connection with this RFP, be copied, transcribed or distributed in whole or in part without the specific prior written authorization of SBL. SBL reserves the right to require the return or destruction of all documents, including extracts, summaries and related notes. The supplier agrees not to disclose the identity of SBL as a solicitor of bids or the nature of the relationship contemplated by the supplier’s response or the subject matter of this RFP without the prior written consent of SBL.
  2. Information received in response to this RFP will be held in strict confidence and will not be disclosed to any party, other than within SBL,without the express written consent of the supplier.
  3. SBL undertakes not to publicise any information provided by any supplier during this RFP process, either generally or to any other firms involved in the RFP. Additionally, there will be no obligation on the part of Diageo to share any of the results or conclusions of the RFP process with any supplier.

1. **RFP Response**
   1. The supplier should demonstrate the ability to convey capabilities through a comprehensive but concise RFP response.
   2. Please provide as much detail for each of the points listed below along with your submission of your response to this RFP.
   3. **Executive Summary**
      1. Provide a brief overview of your company including you company’s culture and philosophy.
      2. Include how long the organisation has been in business.
      3. Provide a brief explanation of the benefits and value of your service.
   4. **References**
      1. The respondent must provide at least three (3) complete references from companies that utilise similar cleaning services.
      2. References shall be on a company letterhead and shall include the following information:
         1. Reference’s address, telephone number, email address and contact person.
         2. Description and the date of the project and / or services provided for each reference.
   5. **Organisational and Staff Qualifications**
      1. **Organisational Qualifications**

The Respondent is to demonstrate the following through documentation proof:

* Registration as a legal entity;
* Registration with the Department of Labour;
* Valid Business License
* Certificate of Incorporation
* Certificate of Registered Directors
* Certificate of Registered Shareholder
* Copy of valid ID card or passport business partners
* Copy of valid ID card or Passport Share Holders
* Copy of valid ID Card or Passport of Directors
* Bank Details- On bank letter head or redacted bank statement or photocopy of leaf of company/individual cheque book

In addition to the above, the respondents must provide a description of the qualifications of their organisation / company including the following:

* + - 1. A brief description of the service that would be provided to SBL
      2. A description of how the organisation / company would ensure quality and timelines of communication with SBL. Include guaranteed response times for the following:
         * Response to email or telephone messages
         * Filling of routine temporary staffing requests
         * Reporting of staff absence and same day replacement
      3. A description of how the organisation / company would respond to SBL if these above guarantees were not met.
      4. A description of the organisation/company business continuity plan in light of major disruptions that could impact the services provided to SBL.
    1. **Staff Qualifications**

Respondents must provide a description of the qualifications of their staff, including the following:

* + - 1. Description of the individual(s) that would be responsible for the servicing of SBL’s site, including their qualifications and length of service in their current position.
      2. Describe what you would do to ensure consistency of the service to SBL in the event that there is a change in the primary contact to SBL.
  1. **Work Plan**
     1. Description of the process that the organisation / company uses to ensure the workplace readiness of staff including;
        + - Professional appearance - uniforms
          - Reliability – punctuality, attendance; and
          - Basic workplace skills including communication skills and time management
     2. Description of the process that the organisation / company uses to assess the job specific skill level of the staff.
  2. **Delivery of Service** 
     1. What procedures have been implemented with other customers to monitor their satisfaction with service and quality?
     2. How has customer feedback been used to improve the quality or service delivery?
     3. Please describe your issue resolution and escalation process?
     4. Please describe your customer service standards.
  3. **Pricing Structure**
     1. Please provide your quotation in Seychelles Rupees (SCR)
     2. Please provide costing exclusive of VAT
     3. SBL payment terms are 30 days from date of invoice
     4. Examples of staffing positions outlined in the scope of work. Respondents must provide rate ranges that would be guaranteed for the terms of this agreement for the staff compliment required
     5. Pricing should include service and purchase of cleaning materials and equipment.
     6. Overtime costs should be invoiced separately with justification.

## Scope

|  |  |
| --- | --- |
| Seychelles Breweries is seeking qualified office cleaning services for the site.  **Hours of Operation**   * Monday – Friday (Daily, flexi-hours)   06:30 – 15:30   * Saturdays(Day shift   Dependent on production schedule- prioritized areas where people are working   * Sundays & Public Holidays(Day shift)   Dependent on production schedule- prioritized areas where people are working |  |
| **Dress Code and equipment**  **To be provided by supplier**   * Industrial Uniform * Reflector vest * Safety boots * Masks * Latex Gloves * Cleaning Equipment * Cleaning detergent   All above, will undergo an approval test by H&S to meet SBL standards and specification  **To be provided by SBL**   * Hairnets * Ear plugs |  |
|  |  |

**Duties during shift**The Contractor agrees to provide office cleaning services to the premises.

The areas to be cleaned are:

* 1. SUPPLY AREA- MAIN CANTEEN, STAIRWAYS
* toilets and changing room
* main canteen
* Quality Lab- offices and Lab area
* Brew House offices
* Engineering Department- Offices
* Packaging offices
* Diversey Offices
* Operation Department – Offices, toilets, restroom, meeting room, canteen
* Guard house
* Empty Good store office
* Raw material Supervisor’s office
* Glass panels inside of all offices
* Technical stores
* Lab quality house- Ground glass panel – inside
* All appliances and chillers

2. O’BRIEN HOUSE SITE

* Offices (x9)
* Reception Area
* Canteen
* Board room (x2)
* Toilets
* Glass panels and louvers inside/out and immediate proximity to the wall
* New guard house
* All appliances, Fridge and chillers

1. Blue building Area

* Commercial Offices- kitchenette
* Archive (x3) (occasionally upon request)
* Facilities and security Office
* HR offices
* Toilets
* Clinic Office
* Procurement/Planning Offices/ Toilets
* Logistics Office
* All appliances, Fridge and Chillers

1. The scope of work to be done on the premises:
2. Clean all stated areas daily- Monday to Friday
   1. Toilets are cleaned twice daily. Morning and afternoon and when necessary Areas are kept clean and tidy, free from any bad smell.
   2. Cleaning of toilets, changing room, main canteen and replenishing toilet papers daily and when there is production during the weekend.
   3. Toilet surfaces are free smudges, smears and deposits.
   4. Handwash station across site to be cleaned daily
   5. Metal surfaces are free from soil, smudges and soap build-up.
   6. Wall tiles and wall fixtures are free of smudges, mould, soap and build-up of deposit.
   7. Plumbing fixtures are free from dust
   8. Dispose of litters/ waste and clean bins across site including offices
   9. Sweeping, dusting, mopping, floor polishing, vacuum cleaning, cleaning windows & frame
   10. Floor is free from dust, litters, marks and spots, water and other liquids.
   11. Inaccessible areas (edges, corners and around furniture) are free of dust, lint and spots
   12. Internal/External surfaces of glass windows are clear of all spots and marks like fingerprints and smudges
   13. Window frames are clear and free of dust, marks and spot
   14. Door frames, doors and light switches are free of fingerprints, scuffs and any other marks.
   15. Ceilings are free from cobwebs, dust spot and soil film
   16. Furniture are free from dust, fingerprints and spillage
   17. Furniture legs are free from mop strings, soil film and dust
   18. Dispose of litters and clean bins (segregation of waste before disposal).
   19. Replenishing products in the chillers for internal consumption as per guidelines.
   20. Weekly general cleaning of chillers and appliances
   21. Store water in water dispensers and daily cleaning
   22. Monthly general cleaning of water dispenser given instruction.
   23. Washing and ironing of tablecloths and curtains.
   24. Weekly washing and ironing of tablecloth or when necessary
   25. Washing of curtains every 3 months (optional)
   26. Washing of cutlery, utensils on a daily basis
   27. Cleaning of high traffic areas twice daily (Brewery, FGS, Sales and O'Brien house).
   28. Sanitizing of high touch surface areas twice a day

**ANY HAZARDOUS SUCH AS WORK AT HEIGHT – PERIODIC (Access and assistance to be provided by Health & Safety of SBL where required)**

1. Cleaning of ceiling and wall fans – Brewery Canteen & O’Brien Canteen

## Communications and Contacts

Formal queries concerning the content of this RFP and the Firm’s submission should be raised in writing to:

**Anisa Loveday** by email procurementseybrew@diageo.com

Queries must not be directed through any other SBL employee, contractor or consultant who is engaged as part of the RFP working party. Breach of this condition could lead to disqualification to the process. SBL will endeavour to respond to all queries accurately and with minimum delay. All queries raised and the responses given will be distributed to all prospective suppliers via e-mail or by phone.

Suppliers should designate a sole point of contact for communications addressed to the Supplier. This designation should include an email address and phone number. This should also identify the executive officer of the Supplier who has authority (subject to the Supplier’s normal corporate formalities, such as senior management and/or board approval of accepting engagements or instructions, or checking conflicts) to make commitments on behalf of the Supplier with respect to this RFP process.

SBL will regard all email and other communications originating from such designated point of contact as having been transmitted with the full authority of the Supplier and stating content that the Supplier believes to be accurate, unless the Supplier promptly disclaims either the authority or content of such communication. SBL may not respond to inquiries from the Supplier that do not originate from the designated point of contact.

1. **RFP Procedure and Timeline**

The timetable for this RFP is documented below. Please note that if the response to the RFP is not received on the date as per the below table, the response will not be taken into consideration as part of the evaluation process. Suppliers must be aware that whilst every effort will be made to meet these dates, this may change for operational reasons and suppliers will be notified accordingly.

|  |  |
| --- | --- |
| **Activity** | **Date/Time** |
| RFP issued to Suppliers | 22 December 2020 |
| Submission of final written RFP response by Supplier | 31 December 2020 |
| Selection of successful Supplier (estimated) | 8 January 2021 |
| Contract negotiation and finalisation | 15 January 2021 |
| Contract signature- In parallel induction on site | 27 January 2021 |
| Commencement date | 1st February 2021 |

Supplier is required to commence straight away.

**9.1 Evaluation criteria**

SBL intends to base its decision in large on the value of each vendor’s RFP. For SBL, value is a combination of, but not limited to, your proposed service and fee structure, the extent of the services you offer and your ability to meet our business requirements with efficient and cost-effective solutions.

**9.2. Notification award**

SBL will notify the successful respondent(s) in writing. SBL will inform the unsuccessful respondents, by electronic mail, of the rejection or disqualification of their proposals.

**Please submit your responses to;**

**ANISA LOVEDAY** by email procurementseybrew@diageo.com

SBL reserves the right in its sole discretion and at any time, in respect of all suppliers tendering under this RFP process or any of such suppliers, to withdraw an invitation to a supplier to submit a proposal.

**Annexure #1**

Declaration of Interest

1. Any legal person, including persons employed by Diageo SBL, or persons having a kinship with persons employed by Diageo, including a blood relationship, may make an offer or offers in terms of this Request for Proposal (RFP).
2. In view of possible allegations of favouritism, should the resulting Proposal of part thereof be awarded to persons employed by Diageo SBL, or the person connected with or related to them, it is required that the Respondent or his / her authorised representative declare his / her position in relation the evaluating / adjudicating authority and / or take an oath declaring his / her interest, where
   1. The Respondent is employed by Diageo SBL; and / or
   2. The legal person on whose behalf the Proposal is signed, has a relationship with persons / a person who are / is involved in the evaluation and / or adjudication of the Proposal(s), or where it is known that such a relationship exists between the person or persons for or on whose behalf the declaration acts and persons who are involved with the evaluation and / or adjudication of the Proposal.
3. In order to give effect to the above, the following questionnaire must be completed and submitted with the proposal.
   1. Are you or any person connected with the Proposal employed by Diageo SBL?

YES / NO

* + 1. If yes, please state particulars

…………………………………………………………………………………..

* 1. Do you, or any person connected to the proposal have any relationship (family, friend, other) with a person employed by Diageo SBL and who may be involved with the evaluation and / or adjudication of the Proposal?

YES / NO

* + 1. If yes, please state particulars

…………………………………………………………………………………..

* 1. Are you, or any person connected to the Proposal aware of any relationship (family, friend, other) between the Respondent and any person employed by Diageo SBL, who may be involved with the evaluation and / or adjudication of this Proposal?

YES / NO

* + 1. If yes, please state particulars

…………………………………………………………………………………..

I, the undersigned, ……………………………………………………… certify that I agree with the Terms of Engagement as per the Request for Proposal.

……………………………………… ……………………………………….

Signature Date

……………………………………… ……………………………………….

Position Name of Respondent

………………………………………

Company

**ANNEXURE # 2**

Intention to respond form

Please complete, sign and return this form via email by Thursday 31st December 2020 to the contact person.

We the undersigned, declare that we have read and are fully conversant with the Terms and Conditions relating to this RFP, and shall be bound by the decision of contract award.

Mark your selection with an “X”

We intend to submit a Bid

We do not intend to submit a Bid

|  |  |
| --- | --- |
| Company name |  |
| Authorised Signatory |  |
| Designation |  |
| Date |  |
| Email address |  |
| Postal Address |  |
| Contact person 1 |  |
| Contact number 1 |  |
| Contact person 2 |  |
| Contact person 2 |  |

………………………………………………………

Authorised Signature

………………………………………………………

Designation

………………………………………………………

Date signed