



ASEAN SECRETARIAT

**REQUEST FOR PROPOSAL
(RFP)**

**Provision of Cleaning and Gardening Services for the
ASEAN Secretariat Building and
Secretary-General's Residence**

**Contract Period: 12 months from 1 January 2024 – 31 December 2024 with a
possibility to extend for another period of 12 months**

**PROPOSAL MUST BE RECEIVED BY
Thursday, 2 November 2023**

DELIVER PROPOSAL TO:
ASEAN Secretariat
Jl. Sisingamangaraja 70A
Jakarta 12110

Prepared by : Administration and General Affairs Division (AGAD)
Date : October 2023

I. Executive Summary

1. The Association of Southeast Asian Nations (ASEAN) was established through the founding Bangkok Declaration on 8 August 1967 which now comprises of ten Member States: Brunei Darussalam, Cambodia, Indonesia, Lao PDR, Malaysia, Myanmar, Philippines, Singapore, Thailand and Viet Nam. The ASEAN Charter which entered into force on 15 December 2008 conferred legal personality on ASEAN and transformed it into a rules-based organization. The purposes of ASEAN, among others, are to promote regional cooperation through the three community pillars - political-security, economic and sociocultural – to establish an ASEAN Community by the year 2015.
2. Located in Jakarta, Indonesia, the ASEAN Secretariat (ASEC) was established to assist ASEAN and its ASEAN Member States (AMS) to fulfill the purposes of ASEAN. Activities of the ASEC include carrying out the duties and responsibilities in accordance with the ASEAN Charter and relevant instruments, to facilitate and monitor progress in the implementation of ASEAN Agreements, to participate and support the meetings of ASEAN bodies and related meetings, to coordinate implementation of programs and projects with Dialogue Partners and other countries/international organizations.
3. To support and accommodate the needs for office spaces for approximately 400 staff, ASEC provides three office towers i.e.: one (1) tower Heritage building at 10,875m² and 2(two) towers of ASEC new platinum green-buildings at 43,820 m².
4. In order to support the work activity of ASEC staff as well as to have comfortable, convenient and clean office buildings and premises, ASEC therefore will engage with a cleaning and gardening service provider. In addition, the vendor shall also conduct cleaning and gardening at Secretary-General's residence.

2. SCOPE OF WORK

The appointed vendor shall provide the following services to ASEC buildings and SG's Residence:

- a. Cleaning services at the heritage building from Ground floor until 5th floor, parking area and its surrounding compounds to the requirements as specified in the Project Requirements. The cleaning services include provision of toilet sanitizers, air fresheners, hand soap dispenser (include soap), hand tissue dispenser (include tissue), toilet papers and lady bin.
- b. Cleaning service at the new platinum green building, including building, parking area and its surrounding compounds to the requirement as specified in the Project Requirement. The cleaning services include provision of toilet sanitizers, air fresheners, hand soap dispenser (include soap), hand tissue dispenser (include tissue), toilet paper and lady bin.
- c. Cleaning services at the SG's residence according to the requirements as specified in the Project Requirement.
- d. Gardening services at the ASEC's premises and SG's Residence according to specification, timing, staffing and outputs/deliverables set forth at the ASEC and SG's Residence as specified in Project Requirements.
- e. Building exterior cleaning (Gondola) at the new ASEC platinum green building
- f. Garbage sorting and removal service in the new building.
- g. Other terms and conditions are specified in - Appendix 6 – Term of Reference (TOR)

2.1. AREA OF COVERAGE

The area of coverage shall be the following:

- i. Heritage building
 - 10,875 m², one tower, Ground floor until 5th floor;
- ii. New platinum green building
 - Size 43,820m², two towers, 16-storeys, 2 basements;
- iii. Gardens
 - Total size 4100m² (Heritage building) and 4,000 m² (new ASEC building);
- iv. Secretary-General's residence
 - Size indoor ±727.5 m² and outdoor area ±553.5 m²;
- v. Exterior/façade of new platinum ASEC green buildings;
- vi. Garbage Sorting and Removal area in the new building.

2.2. TERMS AND CONDITIONS OF THE APPOINTMENT

The appointed vendor shall agree to the following terms:

- a. Deploys with a sufficient number of cleaning and gardening service staff at the salary in accordance with the Upah Minimum Regional (Regional Minimum Wage) DKI Jakarta for year 2024, including *Tunjangan Hari Raya/ 13th salary*).
- b. Adjusts the second year salary (2025) for of all cleaning and gardening staff in accordance with the Regional Minimum Wage DKI Jakarta FY2025. As for the equipment and consumable items' cost shall remain the same.
- c. Agrees to provide additional and/or replacement of personnel in the event the service provided by the vendor is unsatisfactory to ASEC or due to insufficient number of personnel. In case the vendor cannot provide the personnel required, ASEC have the right to appoint personnel at the vendor's cost.
- d. Provides set of uniforms (shirt and trousers), shoes and name tags to the Cleaning Service Officer (CSO), gardeners, gondola men and garbage sorting officer at no cost. The vendor may charge the above staffs with deposit money for the uniform and return it to them at the end of the contract.
- e. Bears the overtime costs incur due to additional works required by ASEAN Secretariat at the maximum of 300 hours/month (+/- 5.35 hours per staff per month), including meal allowance for the CSL in duty. The rate of overtime cost per hour shall be specified in the Financial Proposal.
- f. Provides the list of monthly supplies delivered including equipment, consumable items and chemical to Admin Division.
- g. Provides all CSOs with Health Insurance (BPJS) and Work Insurance (BPJS Ketenagakerjaan).
- h. Provides qualified CSOs for building exterior cleaning (Gondola) at the new platinum green building.
- i. Provides proper salary slip to all CSO;
- j. Submits weekly reports i.e.: 1) daily staff on duty, including the reliever staff replacing the absent staff due to illness and 2) delivery of equipment and consumable items to ASEC premises.

2.3. GENERAL REQUIREMENTS FOR ALL SERVICES

General requirements for all services shall refer to the Term of Reference (TOR) in Appendix 6.

2.4. VENDOR CRITERIA

The vendor shall have the following criteria:

1. Have experience in cleaning and gardening services area, having experience in green building is a value added;
2. Located in Jakarta area;
3. Be a registered company in Indonesia by providing evidence of legal documents such as valid business license, tax number identification and other supporting documents;
4. Be a member of Association of Cleaning Service Indonesia (*Asosiasi Perusahaan Klining Servis Indonesia or APKLINDO*) which is proved by the Certificate of membership;
5. Have adequate tools and equipment to support the cleaning and gardening work; and
6. Have a good/excellent track record from existing/past users. ASEC reserves the right to communicate/check with the clients for confirmation.

7. Have a valid certificate for Operator Pesawat Angkat dan Angkut, tipe: Gondola issued by Kementerian Tenaga Kerja RI. (please provide copy of certificate)

Vendors are required to submit evidence of all the items above as part of the tender submission.

3. RFP REQUIREMENTS PROCESS

3.1 PROPOSAL SUBMISSION INSTRUCTIONS.

- a. All proposals must be submitted in English.
- b. **Vendors should not include any financial/cost data in the Technical Proposal, but only in the separate envelope titled Financial Proposal. Failure to adhere to this will lead to disqualification.**
- c. The proposal should be concisely presented and structured, and should explain in detail the Vendor's availability, experience and resources to provide the requested services.
- d. Proposals must be submitted by the Closing Date and Time, as indicated in the RFP.
- e. Proposals that are incomplete or do not address the required criteria may not be considered in the review process.
- f. All communications with regard to this RFP shall be in writing and sent to:

Procurement Unit
Administration and General Affairs Division
ASEAN Secretariat
Email : procurement@asean.org

3.2. CLOSING DATE AND TIME OF SUBMISSION OF PROPOSALS

All proposals must be submitted either in hard or soft copy no later than **Thursday, 2 November 2023** by following options:

3.2.1. HARDCOPY (preferable)

The Technical and Finance Proposals must be submitted separately in two different envelopes, in two sets i.e. original and a copy, to the following address:

Chair of Sub-Committee on Tender
Administration and General Affairs Division
The ASEAN Secretariat
Jl Sisingamangaraja No.70A
Kebayoran Baru
Jakarta 12110
Indonesia

Compliance

In conformance to the ASEAN Secretariat's Financial Rules and Procedures (AFRP), the vendor shall submit Tender Bids in **two** sealed envelopes as follows:

1) First Envelope (Technical Proposal):

- a. **Technical Proposal (original and copy)**

First Set, which shall consist, among others, of the technical specifications of the services to be procured; delivery schedule; manpower requirements, equipment; printed hardcopies of the duly filled Appendix 1 and 1a - Company/Consultant General Information and Customer Reference; Appendix 2 – Technical Requirement and completed Compliance Checklist as per Appendix 4;

- b. **Second Set**, which shall consist, among others, of the following documents **if applicable**: company profile; business name registration issued by appropriate government agency; authority of signatory; valid business permit and other appropriate licenses; taxpayer identification number; latest audited financial statements;

2) **Second Envelope (Financial Proposal):**

Financial Proposal (original and copy) which shall consist of among others the bid amount; payments schedule; etc; duly filled Appendix 3 – **Price**

Any notices with respect to this RFP should also be mailed to the above contact and address.

All documents not submitted in English shall not be considered and quoted price in the hardcopy submission shall be in ***US Dollar for international bidders and IDR for local bidders.***

The ASEAN Secretariat may, after the closing date, request additional information or clarification of tenders in writing.

3.2.2. **SOFTCOPY**

The Technical and Financial proposals shall be sent separately to the following email address:

Chair of Sub-Committee on Tender
Administration and General Affairs Division
Email: procurement@asean.org

Subject of the Email:

- **Technical Proposal_ Title of Tender_ Name of Vendor**
- **Financial Proposal_ Title of Tender_ Name of Vendor**

Compliance

The softcopy of Technical and Financial proposals must be sent **separately** protected by a **different password** for each proposal in encrypted format at PDF/ZIP file.

1. **Technical Proposal;**

a. **First set**; which shall consist, among others, of the technical specifications of the services to be procured; delivery schedule; manpower requirements; equipment, printed hardcopies of the duly filled Appendix 1 and 1a - Company/Consultant General Information and Customer/Employment Reference; Appendix 2 – Technical Requirement and Completed Compliance Checklist as per Appendix 4;

b. **Second Set**; which shall consist, among others, of the following documents **if applicable**: company profile; business name registration issued by appropriate government agency; authority of signatory; valid business permit and other appropriate licenses; taxpayer identification number; latest audited financial statement;

2. Financial Proposal:

Financial Proposal which shall consist of among others the bid amount; payments schedule; etc; duly filled Appendix 3 – **Price**.

All documents not submitted in English shall not be considered and quoted price in the softcopy submission shall be in **US Dollar for international bidders and IDR for local bidders**.

3. Do not mention the password in body email.

4. Inform the password only when the procurement staff contact you to request it.

3.3. RFP TERMS & CONDITIONS

3.3.1. Bid Expiration Date

Received tender proposals shall be valid until January 31, 2024.

3.3.2. Implementation/Delivery Schedule

As stated in Annex A – Terms of Reference'

3.3.3 Pre-Bid Meeting/Site Visit

Date : **Thursday, 12 October 2023**
Time : **10:00hrs – 12.00hrs**
Venue : ASEAN Secretariat
Jl Sisingamangaraja No.70A, Kebayoran Baru
Jakarta 12110

Participant's confirmation to the pre-bid meeting and questions can be share via email to: procurement@asean.org beforehand.

The ASEAN Secretariat may, after the closing date, request additional information or clarification of tenders in writing.

3.4. IMPLEMENTATION OF SERVICE

Contract Period: 12 months from 1 January 2024 – 31 December 2024, with a possibility to extend for another period of 12 months.

Appendix 1
Company General Information
*To be submitted together in the **Technical Proposal***

Company LEGAL Name:			
Division or Subsidiary (if applicable):			
Company Address:			
City:			
Province / State:			
Country:			
Postal Code:			
Telephone:			
Business Name Registration:			
Tax Registration Number:			
Valid Business Permit:			
Company Contact:		Telephone no.:	
Title / Position:		Fax no.:	
E-Mail:			
Indicate number of years involved in similar business			
Are you a subsidiary of a financial institution? *If Yes, Please indicate your Holding Company			

Appendix 1a.

Customer Reference

*To be submitted together in the **Technical Proposal (MANDATORY)***

Customer Details	
Company Name	
Company Address	
Telephone Number	
Contact Name	
Email Address	
Project Title and Year Implemented	
Short Description	

Customer Details	
Company Name	
Company Address	
Telephone Number	
Contact Name	
Email Address	
Project Title and Year Implemented	
Short Description	

Customer Details	
Company Name	
Company Address	
Telephone Number	
Contact Name	
Email Address	
Project Title and Year Implemented	
Short Description	

(Please add more list as required)

Appendix 2

TECHNICAL REQUIREMENT (COMPULSORY TO BE COMPLETED AND PRINTED IN THE COMPANY'S LETTERHEAD)

We hereby confirm that we meet the following requirement:

No.	Requirement	Compliance (Pls circle)	Reference no for supporting document (e.g Appendix A etc)
1	We have provided the certificate of Association of Cleaning Service Indonesia (Asosiasi Perusahaan Klining Servis Indonesia or Apklindo) – as attached.	Yes / No	
2	We have more than 5 (Five) years of experience in cleaning and gardening services. Please provide the detail of your services.	Yes / No	
3	We noted the work delivery and Project Requirements in the Term of Reference (TOR - Appendix 6) and able to provide services as required.	Yes / No	
4	We have all the facilities, tools and engine to deliver the above jobs, as per the TOR.	Yes / No	
5	We have provided our company's general information as requested in Appendix 1.	Yes / No	
6	We have provided the list of at least three (3) clients and the length of our related services to them as in Appendix 1a.	Yes / No	
7	We shall provide all requested manpower, as per the TOR.	Yes / No	
8	We have prepared original signed copy of technical proposal and the duplicate for hardcopy submission	Yes / No	
9	We have provided the certificate for Operator Pesawat Angkat dan Angkut, type: Gondola issued by Kementerian Tenaga Kerja RI – as attached	Yes / No	

Appendix 3

PRICE – To be submitted in the Financial Proposal

(COMPULSORY to complete and print in the company's letterhead)

Cost of Cleaning Service & Gardening

ASEAN Secretariat Buildings & Secretary-General's Residence - FY2024

No	Summary	New Building	Heritage Building	Exterior Cleaning (Gondola)	Garbage Removal	Gardening
	No of Manpower					
A	Manpower (incl. BPJSKs, BPJSTK, THR, Uniform)					
	-Wages					
	-Insurance (BPJSKs, BPJSTK)					
	-Holiday Allowance (THR)					
	-Overtime					
B	Uniform (Incl. Shoes, ID Card)					
C	Machinery					
D	Tools Equipment					
E	Chemicals & Consumable Items					
F	Toilet & Tissue Supplies					
G	Other Services (Hygiene & Sanitation)					
H	Other Services (Garbage Removal)					
I	Management Fee					
	TOTAL FOR 2024					

FINANCIAL TEMPLATE

Cost of Cleaning Service & Gardening

ASEAN Secretariat Buildings & Secretary-General's Residence - FY2025

No	Summary	New Building	Heritage Building	Exterior Cleaning (Gondola)	Garbage Removal	Gardening
	No of Manpower					
A	Manpower (incl. BPJSKs, BPJSTK, THR, Uniform)					
	-Wages					
	-Insurance (BPJSKs, BPJSTK)					
	-Holiday Allowance (THR)					
	-Overtime					
B	Uniform (Incl. Shoes, ID Card)					
C	Machinery					
D	Tools Equipment					
E	Chemicals & Consumable Items					
F	Toilet & Tissue Supplies					
G	Other Services (Hygiene & Sanitation)					
H	Other Services (Garbage Removal)					
I	Management Fee					
	TOTAL FOR 2025					

Note: Point A will be based on Minimum Wage Regional FY2025,
Point B to H remain the same

APPENDIX 4**Checklist for the Completeness of Documents Submitted in Technical Proposal**

The checklist must be used to ensure that you have provided all documentations for the tender. The checklist must be signed and included in both envelopes of your proposals.

I. General Requirements

No.	Description	Checklist
1	Proposals shall be prepared in English	
2	Proposals are submitted in two different envelopes	
3	The envelope must be sealed and labeled accordingly. i. Technical Proposal ii. Financial Proposal	
4	Title of the tender shall be put on each envelope	

II. Technical Proposal

No.	Description	Checklist
1	Technical proposal based on Scope of work and TOR	
2	All Required information have been addressed accordingly	
3	Schedule of delivery	N/A
4	Manpower/consultant requirement	
5	List of equipment	
6	All required reports and certifications	
7	Customer Reference – Appendix 1A Customer testimonials on the similar project	
8	Company Profile – Appendix 1	
9	Copy Company Legal Documents (if applicable), i.e. i. Business Name Registration ii. Valid Business Permit iii. Tax Identification Number	
10	One original signed copy of technical proposal	
11	One copy of technical proposal duplicate	
12	Latest audited financial statement	

III. Financial Proposal

No.	Description	Checklist
1	Bid amount in Indonesian Rupiah	
2	Offering is formulated in English	
3	Payment breakdown and schedule	N/A
4	Authority of signatory (if applicable)	N/A
5	One original signed copy of financial proposal – Appendix 3	
6	One copy of financial proposal duplicate	

Appendix 5
Template for the Proposal Envelope
First Envelope – Technical Proposal

Name & Address

Technical Proposal - *Title of the Tender*

Chairman of Sub-Committee on Tender
Administration and General Affairs Division
The ASEAN Secretariat
Jl. Sisingamangaraja 70A
Jakarta 12110
Indonesia

Second Envelope – Financial Proposal

Name & Address

Financial Proposal - *Title of the Tender*

**Chairman of Sub-Committee on Tender
Administration and General Affairs Division
The ASEAN Secretariat
Jl. Sisingamangaraja 70A
Jakarta 12110
Indonesia**

Appendix 6

TOR - Provision of Cleaning and Gardening Services for the ASEAN Secretariat Buildings and the Secretary-General's Residence