



GOVERNMENT OF THE DEMOCRATIC SOCIALIST REPUBLIC OF SRI LANKA

MINISTRY OF FOREIGN AFFAIRS, FOREIGN EMPLOYMENT & TOURISM

SRILANKA TOURISM DEVELOPMENT AUTHORITY

Hiring of a Janitorial Service Provider for National Holiday Resorts of SLTDA, 2026-28
(Anuradhapura, Bandarawela, Benthota, Katharagama, Nuwaraeliya, Pasikuda)

Contract No: SLTDA/RMD/S/NS/Janitorial_Resorts/2026/69

National Competitive Bidding (NCB)

SRILANKA TOURISM DEVELOPMENT AUTHORITY

No.80, Galle Road, Colombo 03

August, 2026

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INVITATION FOR BIDS (IFB)

1. The Chairman, Departmental Procurement Committee of Sri Lanka Tourism Development Authority invites sealed proposals from the eligible & qualified Service Providers for **Hiring of a Janitorial Service Provider for National Holiday Resorts of SLTDA, 2026-28 (Anuradhapura, Bandarawela, Benthota, Katharagama, Nuwaraeliya, Pasikuda)**.
2. To be eligible for contract award, the successful bidder shall not have been blacklisted, shall have Business Registration in relevant field as per the qualification criteria.
3. Interested bidders may obtain further information from Assistant Director (Procurement), Sri Lanka Tourism Development Authority, No.80, Galle Road, Colombo 03; Telephone 0112426800 (Ext 305/277/303) Electronic mail address: sltdaproc@srilanka.travel and inspect the bidding documents from **09.30 hrs. to 15.30 hrs.** on working days at procurement division of SLTDA.
4. A complete set of Bidding Documents in English language will be issued through email, submission of written request (on the applicant's letterhead) with Payment Slip of the non-refundable payment to the email address of sltdaproc@srilanka.travel from **25th August, 2026** to **15th September, 2026**.
5. The payment of **non-refundable fee LKR 3,500.00** should be deposited to the **Bank AC No. 7119413, Bank of Ceylon, Corporate Branch, Sri Lanka Tourism Development Authority** (*Note: Please Fill the Depositors Details and Purpose of Deposit in the Slip as "Non-Refundable Tender Fee" and it is mandatory to submit the aforesaid original cash deposit slip with the Bid. The payment should be made in cash and other payments are not allowed*).
6. Sealed Bids with the duplicates may be dispatched either by register post or hand delivered to Chairman, Departmental Procurement Committee, Procurement Division (4th Floor), Sri Lanka Tourism Development Authority, No.80, Galle Road, Colombo 03 on or before **15th September, 2026, 14:00 Hrs.** It should be written as **"Hiring of a Janitorial Service Provider for National Holiday Resorts of SLTDA, 2026-28 (Anuradhapura, Bandarawela, Benthota, Katharagama, Nuwaraeliya, Pasikuda)"** at the left-hand corner of the Envelop.
7. Pre-Bid Meeting will be held on **03rd September, 2026 at 10:00 hrs.** at the Chairman's Board Room (1st Floor) of Sri Lanka Tourism Development Authority, No.80, Galle Rd, Colombo 03.
8. **Late bids will be rejected.** Bids will be opened soon after closing in the presence of the bidders' representatives who choose to attend.
9. Bids shall be valid up to **91 days (up to 15th December, 2026)** from the date of bid closing.

10. Bids shall be submitted with a Bid guarantee in the form of **bank guarantee** for a value of **Sri Lankan Rupee Two Hundred Fifty Thousand (LKR 250,000.00)** with a validity not less than Twenty-Eight (28) Days beyond the date of Bid validity (**up to 12th January, 2027**) as mentioned in the Bidding Document.
11. All bids shall be accompanied a certificate of registration of the bidder issued by the registrar of Public Contracts in Sri Lanka according to the Public Contract Act No.03 of 1987 of the government of Sri Lanka and subsequent gazette notifications (**PCA3 from**)
12. An employee or a firm and/or an individual that has a close family relationship with an employee of the Ministry of Tourism, Sri Lanka Tourism Development Authority and any other institution under the control of the Ministry shall not be eligible for award.
13. The Departmental Procurement Committee decision will be the final decision. Further, SLTDA has the right to accept or reject any Bid without adducing any reasons and SLTDA will not be responsible for any costs or any expenses incurred by the prospective bidders in connection with the preparation or delivery of Bids.

Chairman

Departmental Procurement Committee

Sri Lanka Tourism Development Authority

Section I. Instructions to Bidders (ITB)

Section I. Instructions to Bidders (ITB)

		A. General
1. Scope of Bid	1.1	The Client, as defined in the Bidding Data, invites bids for the Services, as described in the Appendix A to the Contract. The name and identification number of the Contract is provided in the Bidding Data.
	1.2	The successful Bidder will be expected to complete the performance of the Services by the Intended Completion Date provided in the Bidding Data.
2. Qualification and Experience of the Bidder	2.1	All bidders shall provide Forms of Bid and Qualification and Experience Information as mentioned in Data Sheet, a preliminary description of the proposed work method and schedule, including drawings and charts, as necessary. If not stated in the Bidding Data, all bidders shall include the following information and documents with their bids (a) List of Services performed for each of the last five years; (b) Experience in Services of a similar nature for each of the last three years, and details of Services under way or contractually committed; and names and address of clients who may be contacted for further information on those contracts; (c) Work plan and methodology (d) list of major items of equipment proposed to carry out the Contract; (e) qualifications and experience of key staff proposed for the Contract; (f) Any other if listed in the Bidding Data.
	2.2	
3. Cost of Bidding	3.1	The Bidder shall bear all costs associated with the preparation and submission of his Bid, and the Employer will in no case be responsible or liable for those costs.
4. Site Visit	7.1	The Bidder, at the Bidder's own responsibility and risk, is encouraged to visit and examine the Site of required Services and its surroundings and obtain all information that may be necessary for preparing the Bid and entering into a contract for the Services. The costs of visiting the Site shall be at the Bidder's own expense. Bidders who submitted attached (Form F7) certificates of site visit with authorized Resort officers shall be awarded marks under the technical evaluation criteria,

5. Content of Bidding Documents	5.1	The set of bidding documents comprises the documents listed below: Invitation for Bid (IFB) Section 1 - Instructions to Bidders (ITB) Section 2 – Data Sheet Section 3 – Schedule of Requirement Section 4 – Condition of Contract Section 5 – Contract Data Section 6 – Appendix
6. Clarification of Bidding Documents	6.1	A prospective Bidder requiring any clarification of the bidding documents may notify the Employer in writing at the Employer’s address indicated in the invitation to bid and Bidding Data.
	6.2	The bidder’s designated representative is invited to attend a pre-bid meeting which, if convened and informed to the bidders, will take place at the venue and time stipulated in the Data Sheet
B. Preparation of Bids		
7. Language of Bid	7.1	The bid prepared by the Bidder, as well as all correspondence and documents relating to the bid exchanged by the Bidder and the Employer shall be written in English Language.
8. Documents Comprising the Bid	8.1	The Bid shall comprise the following: (a) Bid Submission Form and the applicable Price Schedules, in accordance with the bidding document (b) Bid Security or Bid-Securing Declaration, (c) documentary evidence as mentioned in contract data, that the Services conform to the Bidding Documents; (d) documentary evidence in accordance with Bidding Data establishing the Bidder’s qualifications to perform the contract if its bid is accepted; and (e) Any other document required in the Bidding Data.
9. Bid Prices	9.1	The Contract shall be for the Services, as described in the Employer’s Requirements, Section VI, based on the priced Activity Schedule submitted by the Bidder.
	9.2	The Bidder shall fill in rates and prices for all items of the Services described in the in-Employer’s Requirements, Section VI and listed in the Activity Schedule, Items for which no rate or price is entered by the Bidder will not be paid for by the Employer when executed and shall be deemed covered by the other rates and prices in the Activity Schedule.

	9.3	All duties, taxes, and other levies payable by the Service Provider under the Contract, or for any other cause, as of the date 28 days prior to the deadline for submission of bids, shall be included in the total Bid price submitted by the Bidder. However, VAT shall be included separately.
10. Currency of Bid	10.1	The lump sum price shall be quoted by the Bidder shall be in Sri Lanka Rupees (LKR).
11. Bid validity	11.1	Bids shall remain valid for the period specified in the Bidding Data.
	11.2	In exceptional circumstances, the Employer may request that the bidders extend the period of validity for a specified additional period. The request and the bidders' responses shall be made in writing. A Bidder may refuse the request without forfeiting the Bid Security (if submitted). A Bidder agreeing to the request will not be required or permitted to otherwise modify the Bid, but will be required to extend the validity of Bid Security (if submitted) for the period of the extension, and in compliance with Clause 12 in all respects.
12. Bid Security	12.1	If indicated in the Bidding Data, the Bidder shall furnish, as part of the Bid Security, in the amount specified in the Bidding Data and valid till the date specified in the Bidding Data.
	12.2	If a Bid Security is requested under sub-clause 12.1 above, any bid not accompanied by an acceptable Bid Security shall be rejected by the Employer.
	12.3	The Bid Security of unsuccessful bidders will be returned within 28 days of the end of the Bid validity period specified in Sub-Clause 12.1.
	12.4	The Bid Security of the successful Bidder will be discharged when the Bidder has signed the Agreement and furnished the required Performance Security (if required).
	12.5	The Bid Security may be forfeited: (a) if the Bidder withdraws the Bid after Bid opening during the period of Bid validity; (b) if the Bidder does not accept the correction of the Bid price, pursuant to Clause 22; or (c) in the case of a successful Bidder, if the Bidder fails within the specified time limit to: (i) sign the Contract; or (ii) Furnish the required Performance Security (if required).
13. Format and Signing of Bid	13.1	The Bidder shall prepare one original of the documents comprising the Bid and as described in Clause 8 of these Instructions to Bidders.
	13.2	The original of the Bid shall be typed or written in indelible ink and shall be signed by a person or persons duly authorized to sign on behalf of the Bidder, all pages of the Bid where entries or amendments have been made shall be initialed by the person or persons signing the Bid.

	13.3	The Bid shall contain no alterations or additions, except those to comply with instructions issued by the Employer, or as necessary to correct errors made by the Bidder, in which case such corrections shall be initialed by the person or persons signing the Bid.
C. Submission of Bids		
14. Sealing and Marking of Bids	14.1	The outer envelope prepared in accordance with sub-clause 8.4 shall: (a) be addressed to the Employer at the address provided in the Bidding Data; (b) bear the name and identification number of the Contract as defined in the Bidding Data; and (c) Provide a warning not to open before the specified time and date for Bid opening as defined in the Bidding Data.
	14.2	In addition to the identification required in Sub-Clause 14.2, the envelopes shall indicate the name and address of the Bidder to enable the Bid to be returned unopened if required. If the envelope is not sealed and marked as above, the Employer will assume no responsibility for the misplacement or premature opening of the Bid
15. Deadline Submission of Bids	15.1	Bids shall be delivered to the Employer at the address specified above no later for than the time and date specified in the Bidding Data.
	15.2	Employer may extend the deadline for submission of bids by issuing an amendment, in which case all rights and obligations of the Parties previously subject to the original deadline will then be subject to the new deadline.
16. Late Bids	16.1	Any Bid received by the Employer after the deadline prescribed in Clause 15 will be returned unopened to the Bidder.
D. Bid Opening and Evaluation		
17. Bid Opening	17.1	The Employee shall conduct the bid opening in public at the address, date and time specified in the Bidding Data. The Purchaser shall prepare a record of the Bid opening that shall include, as a minimum: the name of the Bidder and whether there is a withdrawal, or modification; the Bid Price, per lot if applicable, including any discounts, and the presence or absence of a Bid Security or Bid-Securing Declaration. The bids that were opened shall be resealed in separate envelopes, promptly after the bid opening. The Bidders' representatives who are present shall be requested to sign the attendance sheet.
18. Clarification of Bids	18.1	To assist in the examination, evaluation, and comparison of bids, the Employer may, at the Employer's discretion, request any Bidder for clarification of the Bidder's Bid, including breakdowns of the prices in the Activity Schedule, and other information that the Employer may require. The request for clarification and the response shall be in writing, but no change in the price or substance of the Bid shall be sought, offered, or permitted except as required to confirm the

		correction of arithmetic errors discovered by the Employer in the evaluation of the bids in accordance with Clause 22.
19. Examination of Bids and Determination of Responsiveness	19.1	Prior to the detailed evaluation of bids, using the information provided in Bid the Employer will determine whether each Bid (a) is accompanied by the required securities (if requested); and (bc) is substantially responsive to the requirements of the bidding documents.
	19.2	A substantially responsive Bid is one which conforms to all the terms, conditions, and Employer's Requirements of the bidding documents, without material deviation or reservation. A material deviation or reservation is one (a) which affects in any substantial way the scope, quality, or performance of the Services; (b) which limits in any substantial way, inconsistent with the bidding documents, the Employer's rights or the Bidder's obligations under the Contract; or (c) Whose rectification would affect unfairly the competitive position of other bidders presenting substantially responsive bids?
	19.3	If a Bid is not substantially responsive, it will be rejected by the Employer, and may not subsequently be made responsive by correction or withdrawal of the nonconforming deviation or reservation.
20. Evaluation of Bid	20.1	The Client shall evaluate each Bid that has been determined, to be substantially responsive. To evaluate a Bid, the Client may consider the following: (a) The Price as quoted; (b) Price adjustment for correction of arithmetical errors and discount offered; (c) Evaluation Criteria as specified in the Bidding Data The Client's evaluation of a Bid may require the consideration of other factors, in addition to the Price quoted if stated in Data Sheet. These factors may be related to the characteristics, performance, and terms and conditions of the service. Evaluation shall not be done in item wise.

21. Correction of Errors	21.1	Bids determined to be substantially responsive will be checked by the Employer for any arithmetic errors. Arithmetical errors will be rectified by the Employer on the following basis: if there is a discrepancy between unit prices and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected; if there is a discrepancy between the amounts in figures and in words, the amount in words will prevail.
	21.2	The amount stated in the Bid will be adjusted by the Employer in accordance with the above procedure for the correction of errors and, with the concurrence of the Bidder, shall be considered as binding upon the Bidder. If the Bidder does not accept the corrected amount, the Bid will be rejected, and the Bid Security may be forfeited in accordance with Sub Clause 12.5.
		E. Award of Contract
22. Award Criteria	22.1	Subject to Clause 24, the Employer will award the Contract to the Bidder whose Bid has been determined to be substantially responsive to the bidding documents and who has offered the lowest evaluated Bid price.
23. Employer's Right to Accept any Bid and to Reject any or all Bids	23.1	Notwithstanding Clause 23, the Employer reserves the right to accept or reject any Bid, and to cancel the bidding process and reject all bids, at any time prior to the award of Contract, without thereby incurring any liability to the affected Bidder or bidders or any obligation to inform the affected Bidder or bidders of the grounds for the Employer's action.
24. Notification of Award and Signing of Agreement	24.1	The Bidder who's Bid has been accepted will be notified in writing, of the award by the Employer prior to expiration of the Bid validity period. This letter (hereinafter and in the Conditions of Contract called the "Letter of Acceptance") will state the sum that the Employer will pay the Service Provider in consideration of the Services provided by the Service provider as prescribed by the Contract (hereinafter and in the Contract called the "Contract Price").
	24.2	The notification of award will constitute the formation of the Contract.
	24.3	The Contract, in the form provided in the bidding documents, will incorporate all agreements between the Employer and the successful Bidder.
25. Performance Security	25.1	If requested in the Bidding Data, within 14 days after receipt of the Letter of Acceptance, the successful Bidder shall deliver to the Employer a Performance Security in the amount and in the form (Bank Guarantee and/or Performance Bond) stipulated in the Contract Data, denominated in the type and proportions of currencies in the Letter of Acceptance and in accordance with the General Conditions of Contract.
26 Advance Payment Security	27.1	The Employer will provide an Advance Payment not exceeding 20% of the Contract Price subject to the Service Provider submitting an advanced Payment guarantee and acceptable to the Employer.

Section II: Data Sheet

Section II: Data Sheet

ITB Clause Reference	
1.1	The Client is: Sri Lanka Tourism Development Authority, No.80, Galle Road, Colombo 03 The identification Name of the Bid is: Hiring of a Janitorial Service Provider for National Holiday Resorts of SLTDA, 2026-28 (Anuradhapura, Bandarawela, Benthota, Katharagama, Nuwaraeliya, Pasikuda) The identification Number of the Bid is: SLTDA/RMD/S/NS/Janitorial _Resorts/2026/69
1.2	The above service shall be provided for three (3) years' period.
2	The Bidder will be responsive if each Bidder has fulfilled following qualification criteria; a) Shall have the Business Registration, VAT Certificate. b) Has been signed by a person duly authorized to sign on behalf of the Bidder. c) Has sufficient Bid validity period as per Clause 8.1 hereof, and d) The Service Provider must be a well-established and reputable organization in the field of Janitorial and Garden Maintenance Services and it is expected to have a minimum of 05 years proven experience in this field. Further, have similar experiences for providing Janitorial and Garden services contracts assignments completed value more than 8 million each for Government Offices / Semi government Institute /International Organizations / Companies/ Embassies/ Diplomatic offices of similar nature during the past 05 years. e) Have conformed to all the requirements without deviation or reservation. f) Certificate of registration of the bidder issued by the registrar of Public Contracts in Sri Lanka according to the Public Contract Act No.03 of 1987 of the government of Sri Lanka and subsequent gazette notifications (PCA3 from)
6.1	All clarifications pertaining to this Bidding Document The contact for clarification of Bids is Assistant Director (Procurement) Sri Lanka Tourism Development Authority No.80, Galle Road, Colombo 03 Tel: 011 2426800 (Ext 305), Email – sltdaproc@srilanka.travel All interested Bidders are strictly advised to submit their clarifications 07 working days prior to the date of Bid submission.
6.2	A Pre-Bid Meeting will be held on 03rd September, 2026 at 10:00 hrs. at Board Room (1st Floor of SLTDA).
11.1	Bids shall remain valid for 91 days from the date of Bid Closing (Up to 15th December, 2026)
12	All bids shall be accompanied by a bid security of LKR 250,000.00 issued by a commercial bank operates under the Central Bank of Sri Lanka, shall be valid up to 28 days beyond the date of Bid validity (up to 12th January, 2027)

15.1	Address for submission of Quotations is, Chairman, Departmental Procurement Committee, Sri Lanka Tourism Development Authority, No.80, Galle Road, Colombo 03 The Bids shall be delivered in duplicate to the Procurement Section (4th Floor) of Sri Lanka Tourism Development Authority. Deadline for submission of Quotations is on 15th September, 2026, at 14.00 hrs.
17.1	The quotations shall be opened at the following address: Sri Lanka Tourism Development Authority, Procurement Section (4th Floor) No.80, Galle Road, Colombo 03 Date: 15th September, 2026 Time: 14:00 hrs.
20.1	<u>Criteria for Evaluation</u> Technical Information - Establishment of the Firm / Company Registration (Form F-1) [10 marks] - Experience in Janitorial / Cleaning Services [20 marks] (Number of years and similar assignments completed) - Letters of Reference / Performance Certificates from previous clients [15 marks] - Past and Existing Client List with Contact Details [10 marks] - Availability of Cleaning Equipment, Machinery and Materials [15 marks] - Work Methodology and Cleaning Schedule / Service Plan [15 marks] - Site Visit and Understanding of the Scope of Work [10 marks] - Proposed Supervisory and Operational Team (Form F-2) [05 marks] Total [100 marks] * Minimum Technical Score: Bidders shall obtain 70 marks or above in the Technical Evaluation to qualify for financial evaluation. The weights are given to the Technical and Financial are: T = 60% and F = 40% - The formula for determining the financial scores is the following: $Sf = 100 \times Fm / F$ [in which “Sf” is the financial score, “Fm” is the lowest price and “F” is the price of the proposal under consideration.] - Combined Score = $Sf \times 40\% + St \times 60\%$ - The firm who achieving the highest combined score will be selected for this assignment.
25.1	Within 14 days after receipt of the letter of acceptor the successful bidder shall deliver the performance security to the employer. • For an amount equaling to 10% of the initial Contract price. • Validity period of 28 days beyond the date of contract completion. • Issued by approved commercial bank operates under Central Bank of Sri Lanka
26.	Not Applicable

Section III: Schedule of Requirements (SOR) and Deliverables

Section III: Schedule of Requirements and Deliverables

Providing Janitorial Services to the National Holiday Resorts for 03 YEARS 2026/2027/2028

A. CONTRACT OBJECTIVES AND SCOPE

The main objective of this task is to provide janitorial services and garden services to **National Holiday Resorts** of SLTDA listed below and upkeep offices, common areas and wash rooms in a clean and hygienic environment along with garden maintenance service.

The Service Provider should provide the services as per this Terms of Reference and other services initially for a period of one year, with the provision to extend the agreement annually up to maximum of 02 additional years, subject to satisfactory performance of the service provider.

The service provider is expected to provide and perform cleaning services with high industry standards using environmentally friendly cleaning materials and supplies.

The scope of the Contract shall include but not be limited to the following duties and to be carried out daily basis;

- Cleaning of office space, stairways, common areas, casual toilets;
- Cleaning of all guest rooms, toilets & washrooms and their fixtures;
- Cleaning of restaurant with furniture & fixtures
- Cleaning of external corridors;
- Cleaning of windows – internal and external
- Waste management (collection & removal of waste)
- External building wash-up
- Implement new and maintain existing measures to up keep the cleanliness of entire premises and to ensure an attractive garden. (Mowing the garden lawns regularly using the lawn mowing equipment, Weeding and sweeping the entire garden daily, Watering plants and foliage as necessary, maintaining all in-door plants by watering, manuring and maintaining a plant nursery for regular replacement of in-door plants).
- Reporting any breakdown/ malfunctioning of building fittings/ wash room fixtures to the Resort Managers for rectification.

The service provider and its staff should be well prepared and equipped with preventive measures to be safe from COVID-19 and well aware about guidelines published by the Government & Health Authorities.

Requirements of the Services

Staff requirement – **Please refer annexure 1**

1. All Staff should normally work daily from Sunday to Saturday from 7.30 am to 4.30 pm.
2. The Service Provider should be fully responsible for all work and services performed by its staff.
3. The Service Provider should take the responsibility of replacing the absentee employees.
4. The Service Provider shall take all reasonable measures to ensure that the contracted personnel conform to the highest standards of moral and ethical conduct.
5. SLTDA shall not be liable for any action, omission, negligence or misconduct of the Service Provider's employees and not liable for any insurance claims arising out of any injury/ disability/ death whilst performing duties. **It is the sole responsibility of the awarded contractor to obtain an all-workman insurance cover for employees.**
6. A contact person should be appointed to coordinate with SLTDA by the Service Provider and he or she is responsible to oversee the contracted personnel & provide necessary trainings whenever necessary.
7. All staff should be neatly attired in uniforms and always be neat and pleasant in appearance. **(Please Attach images of uniform)**
8. All necessary equipment should be provided by the service provider and it should be stored at the SLTDA resort premises. Further the equipment should be in proper working condition.
9. A supervisor from the service provider should visit each resort (except Bentota) at least once a month and should have a meeting with the Resort Officer to discuss the operational issues.
10. **Age limit of the janitors/messengers strictly should be between 20 - 55 years and should be physically fit to carry out the job.**
11. Salary for janitorial employees should comply with the **minimum wage** regulations of Sri Lanka and SLTDA will monitor that the service provider adheres to the regulations. And continue to submit monthly pay sheets for all janitors in the contract.
12. A detailed Work Plan (including COVID-19 preparedness and response) and Methodology to execute the Activity Schedule and other Activities shall be submitted with Bid. This will be given priority in evaluating bids considering the current COVID-19 pandemic situation in the world.
13. All interested bidders are **mandatory to participate for the pre-bid meeting**. After the pre-bid meeting, they are welcome to make a visit to assess the premises prior to submitting their respective offers.
14. Service provider should provide required additional staff to cover up duties of any absent or a janitor who is on leave.

B. REQUIRED QUALIFICATIONS

1. Minimum Qualifications of the Service Provider

Experience

The Service Provider must be a well-established and reputable organization in the field of Janitorial and Garden Maintenance Services and it **is expected to have a minimum of 05 years proven experience** in this field. Further, **have similar experiences for providing Janitorial and Garden services to Government Offices / International Organizations / Companies/ Embassies/ Diplomatic offices of similar nature during the past 05 years.**

References

A specification in the proposed contract requires the firm **to provide a list of their current and previous clients.** The official in-charge of janitorial and garden services will be cross-checked against each reference regarding the firm's services and responsiveness to cleaning and up keep of the garden interests and problems, the quality of the services performed and the dependability of the firm in meeting janitorial and garden needs.

Other

01. Janitorial/Garden services Equipment

The Janitorial/Garden staff will require proper equipment to perform the assigned duties, such as uniforms, protective gloves/clothing, vacuum cleaners, lawn mowers etc. and should be provided by the Service Provider.

02. Workman insurance

It is the sole responsibility of the awarded contractor to cover all workmanship insurance covers for its employees including any type of injury, disability and or death.

03. Disciplinary Measures

The Service Provider agrees to undertake any disciplinary measures for incidents informed by SLTDA against any janitorial staff whose conduct is considered unsatisfactory. SLTDA must be informed of any new recruitment made by the Service Provider.

04. Replacement

In the absence of any of the above personnel for any reason, the Service Provider shall provide a temporary qualified replacement at no additional cost to SLTDA. If not, deductions from the monthly payment shall be made accordingly. (Refer special note in Payment Procedure).

2. Minimum Qualifications for Janitorial/ Garden Staff.

In accordance with above qualification/ criteria, the Service Provider is responsible for selecting candidates for deployment. All personnel hired by the Service Provider will be required to go through the approval process, if requested by SLTDA and documents should be forwarded for security clearance. A list of names, with NIC, residence addresses and contact details of all contracted staff to be submitted to Resort Management Division in the time of execution of the agreement with the selected service provider.

- a) **Age:** 20 to 55 years old, depending on tasks required.
- b) **Gender** Male/Female
- c) **Health:** Free from all communicable diseases and in good general health without physical defects or abnormalities, which would interfere with the performance of any duty/ task.
- d) **Physical condition:** Need to be physically fit and able to perform physical tasks associated with the cleaning and garden duties to which he/she is assigned.
- e) Trained in handling various cleaning equipment, cleaning chemicals and applying manure, chemicals and pesticides required to keep the plant foliage in good condition.
- f) Specially trained on preventive measures to control COVID-19 inside the workplace.
- g) Deployed staff should be able to work on special work requirement if requested by Management of SLTDA including on Saturdays or any other Government Holidays.
- h) Must have the ability to follow instructions, communicate effectively, being reliable, dependable, firm, courteous and tactful. Must be able to comprehend orders and directives quickly.
- i) Service provider should make the payments to their staff without waiting the payment from SLTDA. SLTDA will release monthly payments only after receiving the invoice along with required documents. EPF/ ETF payment proof (Previous Month) should be forwarded with the monthly invoice.
- j) Breach of any condition mention above will be subject to deductions as agreed with SLTDA.

C. Duties and responsibilities of Janitorial Staff

The Company should be able to use latest mechanized equipment to clean the workplace effectively.

Activity Schedule

No	Details	
A – Office Area		
1		
1.1	Empty all waste containers replace solid basket liners as required	Daily
1.2	Remove all trash to disposal areas	Daily
1.3	Dust and disinfect all tops of furniture , window ledges, telephones, partitions, file cabinets and other horizontal surfaces properly	Daily
1.4	The door knobs/handles shall be cleaned and disinfected.	Hourly
1.5	Straighten magazines and periodicals on reception tables	Daily
1.6	Spot clean all interior partition glass	Daily
1.7	Wash and disinfect both sides of glass doors	Daily
1.8	Clean both sides of doors to divisions, meeting rooms, canteen	Daily
1.9	Remove fingerprints from around doors, light switches and walls	Daily
1.10	Sweep, wet mop and clean with detergent to disinfect all floors, damp mop to remove spillage	Daily
1.11	Secure all suite doors and lights	Daily
1.12	Clean and disinfect all drinking filters	Daily
1.13	Damp wipe all counters and tables (including office equipment on the surfaces)	Daily
2		
2.1	Dust all lower areas of chairs, file cabinets, desks, etc..	Weekly
2.2	Dust tops of picture frames and high ledges	Weekly
2.3	General high dust partitions and other vertical surfaces	Weekly
2.4	Clean and disinfect telephones	Weekly
2.5	Spot clean carpeting for spills and stains	Weekly
2.6	Power vacuum all carpeted areas	Weekly
2.7	Shampoo clean all carpeted areas	Quarterly
3		
3.1	Spray buff all resilient tile and hard surface floors	Monthly
3.2	Clean all baseboards and door jams	Monthly
3.3	Power vacuum upholstered furniture , edge vacuum carpets	Monthly
3.4	Dust window blinds	Monthly
3.5	Inspect suit areas for spillage on carpets spot clean for spillage	Monthly
4		
4.1	Strip and refinish all tile floors as needed buff to shine	Once a six month
4.2	Vacuum all ceiling air vents	Once a six month
4.3	Dust with treated cloths , all wood surfaces	Once a six month

B – Lavatories		
5		
5.1	Mop all floors using a disinfectant cleaner (7.30 a.m., 10.00 a.m., 12.30 p.m., and 3.30p.m.)	Four times a day
5.2	Clean and dry the wash basins and tops	Two times a day
5.3	Clean top, bottom and side surfaces, inside and out of all stalls and urinals using a disinfectant cleaner	Two times a day
6		
6.1	Empty, clean and disinfect outside of waste receptacles	Daily
6.2	Replenish all paper tissue and hand wash liquid & soap	Daily as and when required
6.3	Dust all ledges, dispenses and partitions	Daily
6.4	Clean both sides of stool seats using a disinfectant cleaner	Daily
6.5	Clean and polish all chrome fittings	Daily
6.6	Clean and disinfect washbasins inside and out	Daily
6.7	Spot clean partitions and walls	Daily
6.8	Clean mirrors and counter tops	Daily
6.9	Clear toilet blocks	Daily
6.10	Report to HR & PM Division, malfunctioning equipment	Daily
7		
7.1	Wipe down all partitions , doors and walls using a disinfectant cleaner	Weekly
7.2	Clean stools and urinals with non-skid bowl cleaners as needed	Weekly
7.3	Pour water into floor drain units	Weekly
8		
8.1	High dust all wall and air diffusers	Monthly
8.2	Damp wipe and clean wall tile using a disinfectant cleaner	Monthly
C – Lobby & Entry		
9		
9.1	Empty and clean wastebaskets	Daily
9.2	Place foot disinfection solution at the entrance and clean and disinfect all used trays & carpets for this purpose	Daily
9.3	Clean both sides of entrance doors	Daily
9.4	The door knobs/handles shall be cleaned and disinfected	Daily
9.5	Spot clean carpets to remove spills and stains	Daily
9.6	Sweep and damp mop hard surface floors	Daily
9.7	Clean all directory glass areas	Daily
9.8	Dust all medium and low-level ledges	Daily
9.9	Spot clean walls	Daily
9.10	Replenish all paper towel, hand wash liquid/ soap and hand sanitizer dispensers/bottles (Hand sanitizer will be provided by Authority)	Daily
10		
10.1	Dust all top ledges and walls	Weekly
10.2	Power vacuum carpets	Weekly
10.3	Buff / spray and maintain hard floors	Weekly
10.4	Clean and shine thresholds	Weekly

11		
11.1	Strip and refinish hard floors as needed	Twice a year
11.2	High dust all wall areas of the building internal & external	Quarterly
11.3	Ceiling to be cleaned by dry or wet washing according to the requirement at the surface	Quarterly
D – Corridors		
12		
12.1	Remove trash to disposal areas	Daily
12.2	Clean and disinfect all drinking fountains	Daily
12.3	Clean both sides of entrance doors and glass	Daily
12.4	Sweep hard surface floors damp mop to remove spillage	Daily
12.5	Damp wipe fingerprints from doorframes etc...	Daily
12.6	Spot clean carpet for spills and stains	Daily
13		
13.1	Dust all ledge areas high and low	Weekly
13.2	Spot wash fingerprints from wall areas	Weekly
13.3	Spray buff floors	Weekly
13.4	Power vacuum carpets	Weekly
14		
14.1	High dust all wall areas	Twice a year
14.2	Vacuum all ceiling air events	Twice a year
14.3	Strip and refinish hard surface floors.	Twice a year
E - Cafeteria & Kitchen Area		
15		
15.1	Empty all waste containers and clean outside surfaces of containers. Replace solid basket liners as required	Daily
15.2	Remove trash to disposal area	Daily
15.3	Damp wipe and disinfect tabletops and chairs	Daily
15.4	Dust mop floors and damp mop to remove spills	Daily
15.5	Wipe facing of counters and vending machines	Daily
15.6	Clean and disinfect sinks and counter tops	Daily
15.7	Wipe microwaves inside and out	Daily
15.8	Wipe outside of refrigerator	Daily
16		
16.1	Thoroughly mop floor	Weekly
16.2	Spray buff resilient tile	Weekly
16.3	Power vacuum upholstered furniture	Weekly
16.4	Dust venetian blinds	Weekly
17		
17.1	Refinish tile floor as needed	Once a six month
17.2	Vacuum all ceiling air events	Once a six month
H-Garden		
18		
18.1	Sweep and clean, Clear any dead leaves, garbage, etc.	Daily

I- External Building Washup		
19	Over all external building wash up to be done closed supervision and all metal/ aluminum surfaces to be cleaned and polished by a suitable washing chemical	Twice a year

Other than caring out the duties listed above, Janitorial Staff and Gardner should maintain daily cleaning schedules and submit to Resort Management Division of SLTDA. The Company should be able to use latest mechanized equipment to clean the workplace effectually.

Special Conditions

- EPF, ETF payment proof documents and monthly pay sheets on Janitorial staff are considered when we process the monthly payments.
- The contractor shall provide all necessary equipment, required for carrying out the work based on request of each resort.
- The SLTDA will be taking immediate actions against breach of disciplinary on individuals and the damage will be charged from the Bidder.

- Following format to be filled by the Bidder regarding list of main equipment,

Type of the Equipment	Capacity / Item Name	Number of Equipment for SLTDA requirement			
		Trading Resorts		Non-Trading Resort	
Machinery Items	Brush Cutter	Bandarawela	02 Nos.	Passikuddah	01 Nos.
		Nuwaraeliya	01 Nos.	Bentota	02 Nos.
		Anuradhapura	01 Nos.		
	Vacuum Cleaner	Bandarawela	01 Nos.	Passikuddah	01 Nos.
		Nuwaraeliya	01 Nos.		
		Anuradhapura	01 Nos.		
	Floor Scrubbing Machine	Nuwaraeliya	01 Nos.		
	Floor Polisher	Nuwaraeliya	01 Nos.		
		Kataragama	01 Nos.		
	High Pressor Gun	Kataragama	01 Nos.		
Grass Cutter	Kataragama	01 Nos.			
Chain Saw			Bentota	01 Nos.	
Equipment Items	Foot Operated Bicycle			Bentota	01 Nos.
	Garbage Cart			Bentota	06 Nos.

- ❖ SLTDA shall pay a fixed monthly depreciation charge for the equipment (eg Garbage carts, Lawn movers, Ladders, mamoty, axe etc) in addition SLTDA shall reimburse the actual cost of variable consumable equipment (eg Brooms, Akal brooms, Mob, Dusters, Gloves)
- ❖ Bidder shall quote fixed monthly depreciation charges and variable charges separately in the price schedule variable charges shall be supported by original bills /invoice shall be submitted together with the monthly payment invoices.

- ❖ The Bidder shall be solely responsible for the operation, maintenance, repair, and replacement of the carts and all other equipment throughout the contract period. All equipment shall be stored within the Resort premises at a location designated by the Resort Officer.

Note:

1. The Bidder shall quote for branded and quality products.
2. SLTDA will provide necessary cleaning materials or cleaning agents/detergents/sanitary/ fuel for lawn movers items etc. Bidders should provide necessary equipment and labor to carry out the required services. and any additional consumable items not supplied by SLTDA, such as garbage bags, gloves, mops, brooms, brushes, and cleaning cloths etc. Payment for such additional consumable items shall be made upon submission of valid invoices, subject to verification and certification by the Resort Officer.
3. In case during the contract period the SLTDA requirement increases, the service provider shall immediately notify the Management and obtain concurrence to increase the numbers and the payment for additional number of units shall be done based on the per unit rate for only the extra units supplied.

Reporting Line

The Janitorial staff shall directly report to Resort Officer of respective resort

Salaries, disciplinary, leave and other personnel matters of staff and supply of items, conducting work as per TOR is the responsibility of the Service Provider and/or Authorized Representative.

Work related matters that need to be liaised with SLTDA shall be reported to the Director/Resort Management of SLTDA or a duly authorized officer.

Staff Requirement

Item No	Description	Unit (Person)	Qty.
01	Providing Janitorial Service for National Holiday Resort- Anuradhapura	Men	1
		Women	3
		Men	1
		Women	1
02	Providing Janitorial Service for National Holiday Resort- Bandarawela	Women	3
		Men	2
		Women	1
03	Providing Janitorial Service for National Holiday Resort - Bentota	Men	5
		Women	10
		Men	2
		Men	1

04	Providing Janitorial Service for National Holiday Resort - Katharagama	Janitors	Women	2
		Gardener	Women	2
		Laundry	Men	1
05	Providing Janitorial Service for National Holiday Resort - Nuwaraeliya	Janitors	Women	3
		Gardener/Bush Cutter	Men	1
		Laundry	Women	1
		Supervisor	Male	1
06	Providing Janitorial Service for National Holiday Resort - Passikudha	Janitors	Men	2
			Women	1

Note:

1. Payment will be calculated based on actual employees who are deployed per day.

Following penalty will be imposed for Absenteeism per day.

Supervisor	Rs.750.00
Janitor / Gardner	Rs.600.00
Laundrymen's / Women's	Rs.600.00

2. Strict adherence to the age limit of the deploying staff is expected and in failing which, per day cost will be imposed as a penalty.
3. The agreed payment rate (mentioned in the schedule) will be paid for an additional requirement which will be requested by Resort Management Division.
4. In the event of unsatisfactory performance, Service Provider shall become liable to replace staff/ material without any additional cost. Failure to do so shall be considered as negligence and shall be deductible as a percentage as deemed reasonable to cover the loss from the relevant pending payments.

Section IV: Conditions of Contract

CONDITIONS OF CONTRACT

A. General Provisions

1.1 Definitions Unless the context otherwise requires, the following terms whenever used in this Contract have the following meanings:

- (a) “Activity Schedule” is the priced and completed list of items of Services to be performed by the Service Provider forming part of his Bid;
- (d) “Completion Date” means the date of completion of the Services by the Service Provider as certified by the Employer
- (c) “Contract” means the Contract signed by the Parties, to which these Conditions of Contract (CC) are attached, together with all the documents listed in Clause 1 of such signed Contract;
- (d) “Contract Price” means the price to be paid for the performance of the Services, in accordance with Clause 6;
- (e) “Employer” means the party who employs the Service Provider
- (f) “Party” means the Employer or the Service Provider, as the case may be, and “Parties” means both of them;
- (g) “Personnel” means persons hired by the Service Provider as employees and assigned to the performance of the Services or any part thereof;
- (h) “Service Provider” is a person or corporate body whose Bid to provide the Services has been accepted by the Employer;
- (i) “Service Provider’s Bid” means the completed bidding document submitted by the Service Provider to the Employer
- (j) “Employer’s Requirements” means the Employer’s Requirements of the service included in the bidding document submitted by the Service Provider to the Employer
- (k) “Services” means the work to be performed by the Service Provider pursuant to this Contract, as described in Appendix A; and in the Employer’s Requirements and Schedule of Activities included in the Service Provider’s Bid.

1.2 Applicable Law	The Contract shall be interpreted in accordance with the laws of the Socialist Democratic Republic of Sri Lanka
1.3 Language	This Contract has been executed in English Language
1.4 Notices	Any notice, request, or consent made pursuant to this Contract shall be in writing and shall be deemed to have been made when delivered in person to an authorized representative of the Party to whom the communication is addressed, or when sent by registered mail, to such Party at the address specified in the Contract Data.
1.5 Location	The Services shall be performed at such locations as are specified in Appendix A, in the Employer's Requirements and, where the location of a particular task is not so specified, at such locations, as the Employer may approve.
1.6 Authorized Representatives	Any action required or permitted to be taken, and any document required or permitted to be executed, under this Contract by the Employer or the Service Provider may be taken or executed by the officials specified in the Contract Data.

B. Commencement, Completion, Modification, and Termination of Contract

2.1 Effectiveness of Contract	This Contract shall come into effect on the date the Contract is signed by either parties or such other later date as may be stated in the Contract Data.
2.2 Starting Date	The Service Provider shall start carrying out the Services seven (07) days after the date the Contract becomes effective, or at such other date as may be specified in the Contract Data.
2.3 Intended Completion Date	Unless terminated earlier pursuant to Clause 2.6, the Service Provider shall complete the activities by the Intended Completion Date, as is specified in the Contract Data. If the Service Provider does not complete the activities by the Intended Completion Date, it shall be liable to pay liquidated damage as per Sub-Clause 3.8. In this case, the Completion Date will be the date of completion of all activities.
2.5 Force Majeure	
2.5.1 Definition	For the purposes of this Contract, "Force Majeure" means an event which is beyond the reasonable control of a Party and which makes a Party's performance of its obligations under the Contract impossible or so impractical as to be considered impossible under the circumstances.
2.5.2 No Breach of Contract	The failure of a Party to fulfill any of its obligations under the contract shall not be considered to be a breach of, or default under, this Contract insofar as such inability arises from an event of Force Majeure, provided that the Party affected by such an event (a) has taken all reasonable precautions, due care and reasonable alternative measures in order to carry out the terms and conditions of this Contract, and (b) has informed the other Party as soon as possible about the occurrence of such an event.

2.5.3 Extension of Time	Any period within which a Party shall, pursuant to this Contract, complete any action or task, shall be extended for a period equal to the time during which such Party was unable to perform such action as a result of Force Majeure.
2.5.4 Payments	During the period of their inability to perform the Services as a result of an event of Force Majeure, the Service Provider shall be entitled to continue to be paid under the terms of this Contract, as well as to be reimbursed for additional costs reasonably and necessarily incurred by them during such period for the purposes of the Services and in reactivating the Service after the end of such period.
2.6 Termination	
2.6.1 By the Employer	The Employer may terminate this Contract, by not less than thirty (14) days' written notice of termination to the Service Provider, to be given after the occurrence of any of the events specified in paragraphs (a) through (e) of this Clause 2.6.1 and sixty (28) days' in the case of the event referred to in (f): (a) if the Service Providers do not remedy a failure in the performance of their obligations under the Contract, within thirty (30) days after being notified or within any further period as the Employer may have subsequently approved in writing; (b) if the Service Provider become insolvent or bankrupt; (c) if, as the result of Force Majeure, the Service Provider/s are unable to perform a material portion of the Services for a period of not less than sixty (60) days; or (d) if the Service Provider does not maintain a Performance Security in accordance with Clause 3.9; (e) if the Service Provider has delayed the completion of the Services by the number of days for which the maximum amount of liquidated damages can be paid in accordance with Sub-Clause 3.8.1 and the Contract Data.;
2.6.2 By the Service provider	(f) if the Employer, in its sole discretion, decides to terminate this Contract. The Service Provider may terminate this Contract, by not less than thirty (30) days' written notice to the Employer, such notice to be given after the occurrence of any of the events specified in paragraphs (a) and (b) of this Clause 2.6.2: (a) if the Employer fails to pay any monies due to the Service Provider pursuant to this Contract and not subject to dispute pursuant to Clause 7 within forty-two (42) days after receiving written notice from the Service Provider that such payment is overdue; or

- (b) if, as the result of Force Majeure, the Service Providers are unable to perform a material portion of the Services for a period of not less than fifty six (56) days.

2.6.3 Payment Upon termination of this contract pursuant to clauses 2.6.1 or 2.6.2 the upon Termination Employer shall make the following payments to the Service Provider:

- (a) remuneration pursuant to Clause 6 for Services satisfactorily performed prior to the effective date of termination;
- (b) except in the case of termination pursuant to paragraphs (a), (b), (d), (e) Of Clause 2.6.1, reimbursement of any reasonable cost incident to the prompt and orderly termination of the Contract.

B. Obligations of the Service Provider

- 3.1 General The Service Providers shall perform the Services in accordance with the Employer's Requirements and the Activity Schedule, and carry out their obligations with all due diligence, efficiency, and economy, in accordance with generally accepted professional techniques and practices, and shall observe sound management practices, and employ appropriate advanced technology and safe methods. The Service Providers shall always act, in respect of any matter relating to this Contract or to the Services, as faithful advisers to the Employer, and shall at all times support and safeguard the Employer's legitimate interests in any dealings with Subcontractors or third parties.
- 3.3 Confidentiality The Service Providers, their Subcontractors, and the Personnel of either of them shall not, either during the term or within two (2) years after the expiration of this Contract, disclose any proprietary or confidential information relating to the Project, the Services, this Contract, or the Employer's business or operations without the prior written consent of the Employer.
- 3.5 Service Providers' Actions Requiring Employer's Prior Approval The Service Providers shall obtain the Employer's prior approval in writing before taking any of the following actions:
- (a) entering into a subcontract for the performance of any part of the Services,
 - (b) appointing such members of the Personnel not listed by name in Appendix C ("Key Personnel and Subcontractors"),
 - (c) changing the Program of activities; and
 - (d) Any other action that may be specified in the Contract Data.
- 3.6 Reporting Obligations The Service Providers shall submit to the Employer the reports and documents specified in Appendix B in the form, in the numbers, and within the periods set forth in the said Appendix.
- 3.7 Documents Prepared by the All plans, drawings, Employer's Requirements, designs, reports, and other documents and software submitted by the Service Providers in accordance

Service Providers with Clause 3.6 shall become and remain the property of the Employer, and to Be the Property the Service Providers shall, not later than upon termination or expiration of the Employer this Contract, deliver all such documents and software to the Employer, together with a detailed inventory thereof. The Service Providers may retain a copy of such documents and software. Restrictions about the future use of these documents, if any, shall be specified in the Contract Data

3.8 Liquidated Damages

3.8.1 Payments of Liquidated Damages The Service Provider shall pay liquidated damages to the Employer at the rate per day stated in the Contract Data for each day that the Completion Date is later than the Intended Completion Date. The total amount of liquidated damages shall not exceed the amount defined in the Contract Data. The Employer may deduct liquidated damages from payments due to the Service Provider. Payment of liquidated damages shall not affect the Service Provider's liabilities.

3.8.2 Correction for Overpayment If the Intended Completion Date is extended after liquidated damages have been paid, the Employer shall correct any overpayment of liquidated damages by the Service Provider by adjusting the next payment certificate. The Service Provider shall be paid interest on the overpayment, calculated from the date of payment to the date of repayment, at the rates specified in Clause 6.5

3.9 Performance Security The Service Provider shall provide the Performance Security to the Employer no later than the date specified in the Letter of acceptance. The Performance Security shall be issued in an amount and form and by a bank or surety acceptable to the Employer. The performance Security shall be valid until a date 28 days from the Completion Date of the Contract.

D. Service Provider's Personnel

4.1 Description of Personnel The titles, agreed job descriptions, minimum qualifications, and estimated periods of engagement in the carrying out of the Services of the Service Provider's Key Personnel are described in Appendix C. The Key Personnel and Subcontractors listed by title as well as by name in Appendix C are hereby approved by the Employer

4.2 Removal and/or Replacement of Personnel (a) Except as the Employer may otherwise agree, no changes shall be made in the Key Personnel. If, for any reason beyond the reasonable control of the Service Provider, it becomes necessary to replace any of the Key Personnel, the Service Provider shall provide as a replacement a person of equivalent or better qualifications.

E. Obligations of the Employer

- 5.1 Assistance and Exemptions The Employer shall use its best efforts to ensure that the SLTDA shall provide the Service Provider such assistance and exemptions as specified in the Condition of Contract.
- 5.2 Change in the Applicable Law If, after the date of this Contract, there is any change in the Applicable Law with respect to taxes and duties which increases or decreases the cost of the Services rendered by the Service Provider, then the remuneration and reimbursable expenses otherwise payable to the Service Provider under this Contract shall be increased or decreased accordingly by agreement between the Parties, and corresponding adjustments shall be made to the amounts referred to in Clauses 6.2 (a) or (b), as the case may be.
- 5.3 Services and Facilities The Employer shall make available to the Service Provider the Services and Facilities listed under Appendix F.

F. Payments to the Service Provider

- 6.1 Lump-Sum Remuneration The Service Provider's remuneration shall not exceed the Contract Price and shall be a fixed lump-sum including all Subcontractors' costs, and all other costs incurred by the Service Providers in carrying out the Services described in Appendix A. Except as provided in Clause 5.2, the Contract Price may only be increased above the amounts stated in Clause 6.2 if the Parties have agreed to additional payments in accordance with Clauses 2.4 and 6.3
- 6.2 Contract Price The Contract Price is set forth in the Contract Data.
- 6.3 Payment for Additional Services, and Performance Incentive Compensation The Employer shall make available to the Service Provider the Services and Facilities listed under Appendix F.
- 6.3.1 For the purpose of determining the remuneration due for additional Services as may be agreed under Clause 2.4, a breakdown of the lump-sum price is provided in Appendices D.
- 6.4 Terms and Conditions of Payment Payments will be made to the Service Provider and according to the payment schedule stated in the Contract Data. Unless otherwise stated in, the Contract Data, first payment shall be made against the provision by the Service Provider of a bank guarantee for the same amount, and shall be valid for the period stated in the Contract Data. Any other payment shall be made after the conditions listed in the SCC for such payment have been met, and the Service Provider have submitted an invoice to the Employer specifying the amount due.

G. Quality Control

- 7.1 Identifying Defects The Employer shall check the Service Provider's performance and notify him of any Defects that are found. Such checking shall not affect the Service Provider's responsibilities.
- 7.2 Correction of Defects, and Lack of Performance Penalty (a) The Employer shall give notice to the Service Provider of any Defects before the end of the Contract. The Defects liability period shall be extended for as long as Defects remain to be corrected.
- (b) Every time notice a Defect is given; the Service Provider shall correct the notified Defect within the length of time specified by the Employer's notice.
- (c) If the Service Provider has not corrected a Defect within the time specified in the Employer's notice, the Employer will assess the cost of having the Defect corrected, the Service Provider will pay this amount, and a Penalty for Lack of Performance calculated as described in clause 3.8

H. Settlement of Disputes

- 8.1 Amicable Settlement The Parties shall use their best efforts to settle amicably all disputes arising out of or in connection with this Contract or its interpretation.
- 8.2 Dispute Settlement
- 8.2.1 Any dispute arises between the Employer and the Service Provider in connection with, or arising out of, the Contract or the provision of the Services, whether during carrying out the Services or after their completion, which was not settled amicably in as with sub clause 8.2.1 above, shall be finally settled by arbitration in accordance with Arbitration Act No 11 of 1995.
- 8.2.2 The arbitral tribunal shall consist of a sole arbitrator, who shall be appointed in the manner provided under sub clause 8.2.3.
- 8.2.3 The Party desiring arbitration shall nominate three arbitrators out of which one to be selected by the other Party within 21 Days of the receipt of such nomination. If the other Party does not select one to serve as Arbitrator within the stipulated period, then the Arbitrator shall be appointed in accordance with Arbitration Act No 11 of 1995, or any other amendments thereof

Section V - Contract Data

CONTRACT DATA

Ref. Clause No	Amendments of, and Supplements to, Clauses in the General Conditions of Contract
1.1(e)	The name of the Contract: Hiring of a Janitorial Service Provider for National Holiday Resorts of SLTDA, 26-28 (Anuradhapura, Bandarawela, Benthota, Katharagama, Nuwaraeliya, Pasikuda) Identification number of the Contract: SLTDA/RMD/S/NS/Janitorial _Resorts/2026/69
1.1(h)	The Employer is Director General, Sri Lanka Tourism Development Authority
1.4	The Address of the Employer is Director General Sri Lanka Tourism Development Authority No.80, Galle Road, Colombo 03
1.6	The Authorized Representative for the Employer is: Director (RM), Sri Lanka Tourism Development Authority
2.1	The date on which this Contract shall come into effect is from the date of Award
2.2.1	The Starting Date for the commencement of Services is October, 2026
2.3	The Intended Completion Date is in 3 years.
3.5	Sub-contractors are not Allowed
3.8	Not Applicable
3.9	Within 14 days after receipt of the letter of Acceptance the successful bidder shall deliver the Performance security to the Employer ▪ for an amount equivalent to 10% of the initial Contract Price ▪ Validity period of 28 days beyond the intended completion date. ▪ Issued by approved commercial bank operates under the Central Bank of Sri Lanka. ▪ If the employer extends the service period the performance security shall be extended valid for 28 days beyond the extended period.
5.1	Not Applicable
6.4	• Payment will be calculated based on actual employees who are deploy per day. • A replacement for absent staff shall be provided and if not, a daily penalty will be applied for absenteeism, equivalent to the daily rate for each day. • Strict adherence to the age limit of the deploying staff is expected and in failing which, per day cost will be imposed as a penalty. • The payment rate should be in accordance with the labor rule of Sri Lanka. • In the event of unsatisfactory performance, Service Provider shall become liable to replace staff/ material without any additional cost. Failure to do so shall be considered as negligence and shall be deductible as a percentage as deemed reasonable to cover the loss from the relevant pending payments. • The agreed payment rates (mentioned in the schedule) will be paid for an additional staff if required.

Section VI: Appendices

Appendix 1: BID SUBMISSION FORM

[The bidder shall fill in this Form in accordance with the instructions indicated no alterations to its format shall be permitted and no substitutions will be accepted.]

Date:

To: Chairman,
Departmental Procurement Committee
Sri Lanka Tourism Development Authority,
No.80, Galle Road, Colombo 03

We, the undersigned, declare that:

- (a) We have examined and have no reservations to the document issued;
- (b) We offer to carry out the above non consultancy service in conformity with the documents issued and in accordance with the Schedule of Requirement (SOR).
- (c) The total price of our Bid including any discounts offered is:
.....
..... (LKR.....) *[insert the total quoted price in words and figure];*
- (d) Our Bid shall be valid for the period of 91 days from the date of closing the Bids and it shall remain binding upon us and may be accepted at any time before the expiration of that period;
- (e) We understand that this quotation, together with your written acceptance thereof included in your notification of award, shall constitute a binding contract between us.
- (f) We understand that you are not bound to accept the lowest evaluated quotation or any other quotation that you may receive.

Signed:
[Insert signature of person whose name and capacity are shown]

Name:
[Insert complete name of person signing the Bid Submission Form]

Seal:

Date:

Appendix 2: PRICE SCHEDULE

**Hiring of a Janitorial Service Provider for National Holiday Resorts of SLTDA,26-28
(Anuradhapura, Bandarawela, Benthota, Katharagama, Nuwaraeliya, Pasikuda)**

Contract No: SLTDA/RMD/S/NS/Janitorial _Resorts/2026/69

Item No	Description		Unit	Qty.	1 st Year		2 nd Year	3 rd Year
					Unit Price (Without VAT)	Total Price (Without VAT)	Total Price (Without VAT) +10%*	Total Price (Without VAT) +10%*
Bill I - Providing Janitorial Service for National Holiday Resorts								
01	Anuradhapura	Janitors	Person	4				
		Gardener	Person	1				
		Laundry	Person	1				
02	Bandarawela	Janitors	Person	3				
		Gardener /Bush Cutter	Person	2				
		Laundry	Person	1				
03	Bentota	Janitors	Person	15				
		Gardener /Bush Cutter	Person	2				
		Janitorial supervisor	Person	1				
04	Katharagama	Janitors	Person	2				
		Gardener	Person	2				
		Laundry	Person	1				
05	Nuwaraeliya	Janitors	Person	3				
		Gardener/ Bush Cutter	Person	1				
		Laundry	Person	1				
		Janitorial supervisor	Person	1				
06	Passikudah	Janitors	Person	2				
		Gardener / Bush Cutter	Person	1				
A	Sub Total 01 (Total Price Per Day)							
B	X 365 days					X 365		
C	Sub Total of Bill I (A X B)							
Bill II - Equipment & Machinery Cost (Depreciation + Reimburse bills)								

1	Anuradhapura	Depreciation	Month	12				
		Reimburse bills						
2	Bandarawela	Depreciation	Month	12				
		Reimburse bills						
3	Benthota	Depreciation	Month	12				
		Reimburse bills						
4	Katharagama	Depreciation	Month	12				
		Reimburse bills						
5	NuwaraEliya	Depreciation	Month	12				
		Reimburse bills						
6	Passikudah	Depreciation	Month	12				
		Reimburse bills						
D	Sub Total of Bill II							
Bill III - Clearing of “Lanka Pond” - Benthota								
1	Providing a labour service to maintain the pond look more appealing without floating weeds.		2 times per year					
E	Sub Total of Bill III							
F	Sub Total of Bill-I, Bill-II & Bill-III (C + D + E)							
G	(-) Less Discount if any					()	()	()
H	(+) % VAT (If any)							
Grand Total [(F - G) + H]								

(*10% variation consider for the year 2027 and 2028)

Name of the service provider:

Address:

Contact Number :

Signature (Authorized representative):

Seal:

APPENDIX 3: Forms

FORM F-1

ASSIGNMENTS OF SIMILAR NATURE SUCCESSFULLY COMPLETED DURING LAST 5 YEARS

1. Company Profile
2. List of clientele services performed in a similar nature for the last five years [Past Clients List].
3. Details of services under way or contractually committed; and names and address of clients who may be contacted for further information on those contracts [Existing Clients List].
4. Submit recent letters of referrals by way of documentary proof.
5. Images of uniform

***The above two information to be filled by bidders in the following table separately. Attach additional pages as necessary.)**

Client/Company Name and Contact Details of a person	Period	Contract Amount Rs.

FORM F-2**QUALIFICATIONS AND EXPERIENCES OF KEY STAFF PROPOSED FOR THE CONTRACT.****a. Supervisor & Janitors**

Category	Designation	Gender	Minimum Qualifications	Relevant Experience	No. of Years of Experience	Remarks
a.	Supervisor		☐ G.C.E. O/L or equivalent ☐ Training in supervision / facility management (Proof docs to be attached)	Mention here Companies worked supervising janitorial / cleaning services	____ Years	
b.	Janitor-1		☐ Basic literacy ☐ Training in cleaning / sanitation (Proof docs to be attached)	Mention here Companies worked in janitorial / cleaning services	____ Years	
	Janitor-2					
	Janitor-3					
	Janitor-4					
	Janitor-5					
	Janitor-6					
	Janitor-7					
	Janitor-8					
	Janitor-9					

Category	Designation	Gender	Minimum Qualifications	Relevant Experience	No. of Years of Experience	Remarks
	Janitor-10					
	Janitor-11					
	Janitor-12					
	Janitor-13					
	Janitor-14					
	Janitor-15					
	Janitor-16					
	Janitor-17					

FORM F - 3**LIST OF MAIN EQUIPMENT PROVIDED TO CARRY OUT THE CONTRACT BY THE SERVICE PROVIDER.**

I.

Type of the Equipment	Capacity / Item Name	Number of Equipment for SLTDA requirement				
		Trading Resorts		Non-Trading Resort		
Machinery Items	Brush Cutter	Bandarawela	02 Nos.	Passikuddah	01 Nos.	
		Nuwaraeliya	01 Nos.	Bentota	02 Nos.	
		Anuradhapura	01 Nos.			
	Vacuum Cleaner	Bandarawela	01 Nos.	Passikuddah	01 Nos.	
		Nuwaraeliya	01 Nos.			
		Anuradhapura	01 Nos.			
	Floor Scrubbing Machine	Nuwaraeliya	01 Nos.			
	Floor Polisher	Nuwaraeliya	01 Nos.			
		Kataragama	01 Nos.			
	High Pressor Gun	Kataragama	01 Nos.			
Grass Cutter	Kataragama	01 Nos.				
Chain Saw				Bentota	01 Nos.	
Equipment Items	Foot Operated Bicycle				Bentota	01 Nos.
	Garbage Cart				Bentota	06 Nos.

II.

Other Materials	
Broom	
Ekel Broom	
Mob/Basket	
Gloves	
Garbage Bag etc.	

Note:

1. The Bidder shall quote for quality products.

FORM F-4**NUMBER OF EMPLOYEES AND EPF & ETF CONTRIBUTION**

Month	Number of Employees	EPF Contribution Paid Rs.	ETF Contribution Paid Rs.	Remarks
<i>Year 2025</i>				
Jan				
Feb				
March				
April				
May				
Jun				
Jul				
Aug				
Sep				
Oct				
Nov				
Dec				

Note: 1. Copies shall be attached per each month.

2. If the bidder gets the award, in order to release monthly payments, they shall submit copies of the EPF & ETF payment receipts for respective previous month.
3. The bidder shall continue to submit monthly pay sheets to all janitors.

FORM F-5

**FORM OF PERFORMANCE SECURITY
(Unconditional)**

[Issuing Agency's Name, and Address of Issuing Branch or Office]

Beneficiary: Director General,
Sri Lanka Tourism Development Authority
No.80, Galle Road,
Colombo 03

Date: -----

PERFORMANCE GUARANTEE No.: -----

We have been informed that ----- *[name of Contractor]* (hereinafter called "the Contractor") has entered into Contract No. -----
---- *[Reference number of the contract]* dated ----- with you, for the -----
[insert "construction"] of ----- *[name of contract and brief description of the service]* (hereinafter called "the Contract").

Furthermore, we understand that, according to the conditions of the Contract, a performance guarantee is required.

At the request of the Contractor, we ----- *[name of Agency]* hereby irrevocably undertake to pay you any sum or sums not exceeding in total an amount of ----- *[amount in figures]* (-----
-----) *[amount in words]*, upon receipt by us of your first demand in writing accompanied by a written statement stating that the contractor is in breach of its obligation(s) under the Contract, without your needing to prove or to show grounds for your demand or the sum specified therein.

This guarantee shall expire, no later than the -----day of -----, 20---- *[insert date, 28 days beyond the Intended Completion Date]* and any demand for payment under it must be received by us at this office on or before that date.

[signature(s)]

FORM F-6

Form of Bid Security (Unconditional)

[This Guarantee form shall be filled in accordance with the instructions indicated in brackets]

[insert issuing agency's name, and address of issuing branch or office]

Beneficiary: Director General
Sri Lanka Tourism Development Authority
No.80, Galle Road,
Colombo 03

Date: ----- *[insert (by issuing agency) date]*

BID GUARANTEE No.: ----- *[insert (by issuing agency) number]*
We have been informed that ----- *[insert (by issuing agency) name of the bidder]* (hereinafter called "the bidder") has submitted to you its bid dated ----- *[insert (by issuing agency) date]* (hereinafter called "the Bid") for the execution of *[insert name of Contract]* under Invitation for Bids No. ----- *[insert IFB number]* ("the IFB").

Furthermore, we understand that, according to your conditions, Bids must be supported by a Bid Guarantee.

At the request of the bidder, we -----
[insert name of issuing agency] hereby irrevocably undertake to pay you any sum or sums not exceeding in total an amount of ----- *[insert amount in figures]* -----
----- *[insert amount in words]*) upon receipt by us of your first demand in writing accompanied by a written statement stating that the Bidder is in breach of its obligation(s) under the bid conditions, because the Bidder:

- (a) Has withdrawn its Bid during the period of bid validity specified; or
- (b) Does not accept the correction of errors in accordance with the Instructions to Bidders (hereinafter "the ITB"); or
- (c) having been notified of the acceptance of its Bid by the Employer during the period of bid validity, (i) fails or refuses to execute the Contract Form, if required, or (ii) fails or refuses to furnish the Performance Security, in accordance with the ITB.

This Guarantee shall expire: (a) if the bidder is the successful bidder, upon our receipt of copies of the Contract signed by the bidder and of the performance security issued to you by the bidder; or (b) if the bidder is not the successful bidder, upon the earlier of the successful bidder furnishing the performance security, otherwise it will remain in force up to ----- *(insert date)*

Consequently, any demand for payment under this Guarantee must be received by us at the office on or before that date.

FORM F-7**CERTIFICATE OF SITE INSPECTION**

Date	Name of Resort	Participant's Name and Designation	Resort officer Name and Signature with seal
	NHR Anuradapura		
	NHR Katharagama		
	NHR Nuwaraeliya		
	NHR Bandarawela		
	NHR Passikudah		
	NHR Bentota		