

No.Duba/Prop/862/1/2014  
Consulate General of India  
Dubai

\*\*\*

## **NOTICE INVITING TENDER**

**Subject:** Invitation for competitive tender for cleaning services at office premises of Consulate General of India, Dubai.

Consulate General of India, Dubai invites sealed quotations from reputed, experienced and financially sound facility management/housekeeping companies registered under relevant UAE Companies Law which can provide daily cleaning services as has been defined in 'Brief scope of work' at official premises of the Consulate initially for a period of one year. The company should have a minimum of 5 years experience in the housekeeping job as on 31.12.2014. Bids/quotations may be submitted to 'Head of Chancery, Consulate General of India, P.O. Box No.737, Dubai' by Post or hand delivered latest by 1500 hrs of 05.11.2015. The schedule for bidding is as follows:

Pre bid meeting date	:	21.10.2015
Bid submission (start date)	:	22.10.2015
Bid submission (end date)	:	05.11.2015 (1300 hrs)
Bid Opening date	:	05.11.2015 (1500 hrs)

### **Brief Scope of Work**

#### **(A) Housekeeping**

1. Sweeping/mopping/dusting/Vacuum cleaning/cleaning of common areas, balconies, office rooms, toilets, lobbies, staircases, lifts, window panes, office furniture/equipments, entrance and exit areas and other places within the official premises as directed by the Consulate from time to time, including removal of waste material and discarded furniture. The cleaners should be provided with proper working uniform to be worn during the entire working time.
2. Following will be the schedule of work:
  - Office rooms to be cleaned and dusting of furniture to be done daily in the morning. Daily removal of garbage/waste paper/packing material.
  - Vacuum cleaning of rooms twice a week.
  - Lobbies/corridors/staircases to be cleaned/mopped twice a day.

- Common toilets to be cleaned twice a day; toilets attached to rooms to be cleaned daily.
  - Glass panes of rooms and staircases to be cleaned once a week.
  - Cleaning of pantry twice a day.
  - Daily collection and removal of all garbage and its disposal.
  - Scrubbing of floor once a week (Saturday) with scrubbing machine.
  - Washing of parking area twice a month.
  - Cleaning of fountains once in a week.
3. Bids should be for cleaning services on all days from Saturday to Thursday and also include cost of all required material (like brooms hard and soft, mops, wipers, dusters, Road brooms, toilet brush, carpet brush, cleaning agents like vim, harpic, brasso, soap, odonil, naphthalene balls, glass cleaner and phenyl etc., garbage bags for collecting trash from rooms and other areas). The companies will also provide vacuum cleaners, garbage trolley. A list of cleaning material proposed to be supplied for one month may also be provided with the bid. The company should provide sufficient number of cleaning staff (at least four full time) with during hours from 0700 hrs - 1700 hrs.

### **Eligibility Criteria**

4. The bidder must be registered under the UAE Companies Act and should have all applicable/appropriate licenses in their own name.
5. The company should have a minimum of 5 years experience in the housekeeping job as on 31.12.2014 (A certified copy of trade licence must be enclosed with the technical bid).
6. The Company should have a minimum annual turnover of AED 1 million during the past three financial years (A copy of audited financial statement for the last three financial years may be attached with the bid).
7. The bidding company must possess the requisite experience of handling Diplomatic Office complexes. The company should submit precise profile of its key clients alongwith details of services provided.

### **Terms & Conditions**

8. The bidder will have to ensure compliance of all mandatory labour laws/regulations laid down by the Government of the UAE and any other relevant Acts and regulations enforceable from time to time without any

liability on the Consulate General of India, Dubai or without any responsibility for statutory compliance by the Consulate.

9. The workers provided should be on the permanent roll of the company with valid working visas and should be an Indian national. A copy of the labour card of each worker shall be submitted to the Consulate before deployment for work.
10. The bidder must have satisfactory in house training facility for its employees.
11. The bidder must have modern equipments, latest technical expertise for management of building and related facilities, as has been defined in 'brief scope of work'.
12. The bidder should furnish refundable Earnest Money Deposit (EMD) of AED 4,000/- in the form of a Demand Draft/Banker's cheque in favour of 'Consulate General of India, Dubai' along with the bid. Any bid not accompanying with EMD shall be rejected.
13. The bidder should be ready to provide performance guarantee of 10% of annual contract amount in the event of their bid being approved
14. Duration of Contract: The contract will be for one year duration from the date of award, and it could be extended upto three years subject to satisfaction of performance, on the same terms and conditions.
15. Right to accept any bid and to reject any or all bids: The Consulate General of India, Dubai, at its own discretion, accept or reject any bid/quotation without assigning any reasons thereof. The decision of the Consulate shall be final and binding on all.
16. Change Orders: The agreement may be amended or modified with consent of both parties in writing signed by the duly authorized representatives of the respective parties. No variation in or modification of the terms of the Contract shall be made except by written amendment signed by both the parties i.e., the bidder and Consulate General of India, Dubai.
17. Site Visits: The bidders shall visit the work place, understand the scope thoroughly (even if it is not mentioned in this tender) and then quote for. The bidder shall in coordination with Vice Consul(Property), Consulate General of India, Dubai, visit the site on 21.10.2015.

18. Notification of award: Prior to the expiration of the period of bid validity, Consulate will notify the successful bidder in writing that its bid has been accepted. The notification of award will constitute the formation of contract. Upon the successful bidder's furnishing of performance security, Consulate will notify each unsuccessful bidder and will discharge its EMD.
19. Force Majeure: Notwithstanding the provisions of contract, the service provider shall not be liable for forfeiture of its performance security, or termination for default, if and to the extent that, its delay in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure.

For the purpose of this clause, 'Force Majeure' means an event beyond the control of the service provider and not involving the service provider's fault or negligence and not foreseeable. Such events may include but are not restricted to acts of the Consulate either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.

If a Force Majeure situation arises, the service provider shall promptly notify the authority in writing of such conditions and the cause thereof. Unless otherwise directed by the Consulate in writing, the service provider shall continue to perform its obligations under the contract as far as is reasonably practical and shall seek all reasonable alternative means not provided by the Force Majeure event.

The Consulate may terminate this contract, by giving a written notice of minimum 60 days to the service provider being unable to perform a particular portion of the services for a period of more than 60 days.

20. Termination of Contract: The Consulate may, by written notice sent to the service provider, terminate the contract, in whole or in part at any time for its convenience. The notice of termination shall specify that termination is for the Consulate's convenience, the extent to which performance of work under the contract is terminated and the date upon which such termination becomes effective.
21. The service provider shall pay the expenses of applicable duties for execution of agreement.
22. If the service provider imposes condition, which is in condition to or in conflict with the conditions mentioned herein, his tender is liable to

summary rejection. In any case, none of such conditions will be deemed to have been accepted unless specifically mentioned in the letter of acceptance of tender issued by the Consulate.

23. The tendering authority (Consulate) reserves the right to accept any tender not necessarily the lowest, reject any tender without assigning any reasons and accept tender for all or anyone or more of the articles for which the service provider has bid.
24. Any bid received by the tendering authority after the deadline for submission of bids will be rejected and not be considered and may be returned unopened to the service provider.
25. The service provider shall be deemed to have visited the site(s) and made themselves familiar with the working condition whether they actually inspect the site(s) or not.
26. The service provider shall not pay wages lower than minimum wages of labour as fixed by the local authorities. The fair wage referred to in will be deemed to be the same as the minimum wages payable as referred to above. Payment of other admissible benefits, if any, like bonus, leave etc. to the employees deputed at the Consulate will solely be the liability of the bidding company and not that of the Consulate.
27. The service provider shall employ as its representatives, servants and workmen after verifying their antecedents and loyalty before employing them for the works. It shall ensure that no person of doubtful antecedents and nationality is, in any way, associated with works.
28. The tender shall remain open for acceptance for a period of 120 days from the last date of submission.
29. The rates quoted by the service provider shall be deemed to include all taxes and duties etc as applicable. Liability, if any, towards staff and employees from principal employer's end shall be deemed to be included in the offer.
30. The service provider would need to ensure that all the statutory requirements for operating buildings are in force and adhered to.
31. Earnest Money Deposit: The bidder should furnish refundable Earnest Money Deposit (EMD) of AED 4,000/-in the form of a Demand Draft/Banker's cheque in favour of 'Consulate General of India, Dubai'

alongwith the bid. Any bid not accompanying with EMD shall be rejected. The EMD of unsuccessful bidder will be returned within 30 days after the award of the contract.

The EMD will be forfeited on account of one or more the following reasons:

- (i) The bidder withdraws his bid during the period of bid validity;
- (ii) In case of a successful bidder, the selected bidder fails to sign the agreement in time or furnish performance guarantee;
- (iii) Furnishing of any wrong information.

32. Validation of Contract: The contract shall be valid initially for one year after the issue of letter of intent, but extendable on a yearly basis for a period upto a maximum of three years subject to satisfactory performance on the same terms and conditions and approval of the competent authority. The Consulate will have the right to review or cancel contract at any stage of execution with 15 days of advance notice.

33. Performance/Service Guarantee: The successful bidder is required to submit 10% of annual contract amount before the commencement order is given and within 10 days of signing the final agreement. The EMD of the successful bidder may be adjusted in the performance guarantee by depositing the difference in amount of performance guarantee or alternatively EMD could be refunded by taking a fresh The guarantee shall remain valid during the tenure of contract period.

The guarantee amount in full or part may be forfeited in the following cases:

- (i) When the terms and conditions of the contract are breached.
- (ii) When the service provider fails to comply with minimum service levels agreed upon.
- (iii) Failure of the service provider to comply with statutory requirements shall constitute sufficient grounds for annulment of the award and forfeiture of service guarantee.

Notice of reasonable time will be given in case of forfeiture of security deposit.

The guarantee money shall be refunded within 60 days after successful completion of contract period provided there is no breach of contract during the period of the contract or there is no claim for liquated damages from Consulate's side. No interest shall be paid on the service guarantee.

34. Code of Conduct and Penalty for Non Performance: The service provider or an experienced supervisor engaged by the service provider shall personally visit installations under operation daily in every shift and ensure Planned Preventive Maintenance(PPM) is followed strictly. He shall also ensure proper manning of each installations by authorized technician and by organizing the operators engaged by the service provider in such a manner that all services are manned, operated on 24X7 basis or as ordered by Management.

The number of workers as agreed upon for work at the complex shall be available for work as per agreed schedule. If the number of the employees falls short of the agreement, proportionate wages shall be deducted from the bill for the respective month.

If any of the assigned work is not found satisfactory, an appropriate amount will be deducted for every major deficiency from the bill for the respective month. The decision of the Consulate will be final in this respect.

Smoking, chewing of pan, intoxication, sleeping on duty is forbidden in the building.

The service provider shall provide and maintain all site documents, SOPs, checklists, trackers as per the engineering best practice for safe and economical running of services. Draft SOPs, checklists, PPM schedules, if any shall be forwarded to Consulate for approval before they are placed at site for application within month of acceptance of Letter of Intent (LOI).

If in case, the Consulate decides to extend the contract after one year, it will solely be based on the basis of the services provided by the company during the course of contract of one year.

All workers and staff employed by the company shall be employee of the company and will not have any claim of any nature on the Consulate. Any dispute arising between employee and company will be the responsibility of the company only.

35. Other conditions: The service provider shall ensure that all compliances governing the employment of labour under this contract are met in line with the requirement.

The service provider shall recruit, hire, train, supervise and direct employees working in the services operation. The service provider is also

responsible for transfer and discharge of them. All personnel employed by the service provider shall at all times and for all purposes be solely in the employment of the service provider.

The service provider shall assign personnel of appropriate qualification and experience to perform and fulfill its obligation under this tender. The service provider shall take commercially reasonable steps to ensure the staff members performing services under this tender are qualified and suitable to perform such services. The service provider is obliged to replace, without unreasonable delay and at no cost to the Consulate, any personnel whom the Consulate considers lacking the necessary competence or with whom the Consulate finds it difficult to collaborate.

The service provider will have to ensure compliance with all labour laws/regulations before a contract can be signed. This will include obtaining appropriate trade license, labour card of the employees, PE/ESI(Employees State Insurance) registration etc. The service provider will submit copies of PE/ESI challans alongwith list of staff with their individual PE/ESI numbers alongwith monthly invoices. The service provider will ensure that the total number of staff deployed at any site is agreed with the Consulate beforehand and this number is not changed without mutual contract in writing.

The service provider shall ensure that all employees assigned by them to perform development of the services are employees of the service provider and that under no circumstances shall the relationship of employer and employee be deemed to arise between the Consulate and the service provider's personnel.

The service provider must know and follow their duties related to safety for all personnel. These guidelines are applicable to contractors as well as sub-contractors deployed by them at the suite.

All the staff deployed by the service provider should be provided with a Uniform and shall work within the Consulate premises in their prescribed uniform.

The housekeeping standards employed by the service provider must be good in all respects. They must leave work areas in a clean, tidy and safe condition at the end of each working period.

The service provider must provide consumables, tools and equipment based on applicable regulations/codes/guidelines.



The service provider should ensure that proper qualified/trained/licensed personnel carry out the jobs and that proper supervision is done for all jobs.

All workmen of the service provider must have valid identification cards issued by the Consulate to be displayed at all times during duty hours.

36. Taxes and Duties: The bidder must include in their bids all duties, royalties and sales/service taxes or any other taxes, fees, charges as applicable. The Consulate will entertain no extra claim on this amount at any stage of execution of work. In case of any variations in the taxes, the same shall be charged after producing the Government notification.
37. Employees: The contracting company must employ qualified/competent personnel on site for execution of the agreed tasks. The workers provided should be on the permanent roll of the company with valid working visas and should be an Indian national. A copy of the labour card of each worker shall be submitted to the Consulate before deployment for work. The company shall comply with the provisions of all applicable labour and immigration legislations.
38. Execution Method: The successful bidders shall get the following documents approved by the Consulate Management for effective performance of tasks:
  - Standard operation procedure for all service categories,
  - Daily/Weekly/Monthly/Quarterly/Yearly Maintenance Schedules,
  - Log books/Log Sheets
  - Down time scheduling of various services.
39. Terms of Payment: The payments shall be made monthly for the services rendered in the preceding month. Billing cycle will be 1<sup>st</sup> of the month to the last day of the month. The service provider shall submit correct invoices in terms of quantity and commercial aspects within ten days of the succeeding month and payments shall be released within 30 days of submission of commercially acceptable invoices.

### **General Instructions for Compliance**

40. The tenders should be submitted in two sealed covers – the first sealed cover should be superscribed “Technical Bid” and second sealed cover superscribed “Financial Bid”. Both the sealed covers should be placed in the main sealed envelope superscribed “Tender for supply of cleaning

services for CGI, Dubai” and addressed to ‘Head of Chancery, Consulate General of India, P.O. Box No.737, Dubai’.

41. The ‘Technical Bid’ should contain – (a) The requisite information duly filled in as per proforma at Annexure-I; (b) Agency profile including previous experience of manpower supply to Government Departments, total number of cleaners permanently working with the company, (c) Demand Draft/Banker’s cheque for Earnest Money Deposits; (d) All other required documents. The bidder should also clearly mention in the tender that the terms and conditions of the tender are acceptable to them.
42. The ‘Financial Bid’ should contain rates which are to be quoted on monthly basis as proforma at Annexure-II.
43. The tender forms shall be filled in ink or typed. No tender filled in pencil will be considered. The tender shall be signed, dated and witness in all places provided for in the documents. All corrections/deletions/scoring out/over writing shall be initialed. Any correction made in the tender documents by the bidder shall be made in ink only and not by using correcting fluid, and should duly be authenticated. Every page of the tender shall be initialed by the bidder, and submitted back as a token of accepting the laid down terms and condition. The bidder shall sign all schedule forming part of the tender.
44. Late Bids: The bidders are advised, in their own interest, to ensure that the tender document reaches the Consulate well before the closing date and time of the bid submission. Any bid received after the deadline shall be rejected and returned unopened.
45. Modifications and withdrawals: No documents may be modified after submission. In case of any changes the bidder may write the corrections and send the same and it is at the discretion of the tender inviting authority to accept the same or reject it, and no changes shall be accepted once the bids are opened. In case of withdrawal, the bidder will lose his Earnest Money Deposit and will be blacklisted.

## **AFFIDAVIT**

I/We, \_\_\_\_\_, Representative(s) of  
M/s. \_\_\_\_\_ solemnly declare that:-

1. I/We are submitting tender for the housekeeping and pest control work against Tender Notice No.Duba/Prop/862/1/2014 dated 15.10.2015.
2. Myself or my partners do not have any relative working in any office of Consulate General of India, Dubai.
3. All information furnished by me/us in respect of fulfillment of eligibility criteria and other information given in this tender is complete, correct and true.
4. All documents/credentials submitted along with this tender are genuine, authentic, true and valid.
5. The Price – Bid submitted by me/us is “WITHOUT ANY CONDITION”.
6. I/We have not been banned/de-listed by any Government or Quasi Government agencies or PSUs.
7. If any information or document submitted is found to be false/incorrect, Consulate may cancel my/our Tender and can take any action as deemed fit including termination of the contract, for feature of all dues including Earnest Money and blacklisting of my/our firm and all partners of the firm etc.

**[Signature(s) of the Tenderer with Date & Seal]**

**Performance / Service Guarantee Format**

To:  
Consulate General of India  
Dubai.

WHEREAS ----- (Name of the Service Provider) herein called "the Bidder" has undertaken, in pursuance of Contract No. \_\_\_\_\_ dated \_\_\_\_\_ to provide a complete facility management solution/Integrated Facility Management Services/ Housekeeping Services including the services like \_\_\_\_\_ (Description of all Services to be rendered by the Service Provider) hereinafter called "the Contract".

AND WHEREAS it has been stipulated by you in the said Contract that the Service Provider shall furnish you with a Bank Guarantee by a recognized bank for the sum specified therein as security for compliance with the IFMSP's performance obligations in accordance with the Contract.

AND WHEREAS we have agreed to give the Service Provider a Guarantee.

THEREFORE We hereby affirm that we are Guarantors and responsible to you, on behalf of the Service Provider, up to a total of \_\_\_\_\_ (Amount of the Guarantee in Words and Figures 10% of annual invoice) and we undertake to pay you, upon your first written demand declaring the Supplier to be in default under the Contract and without cavil or argument, any sum or sums within the limit of \_\_\_\_\_ (Amount of Guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This guarantee is valid until the \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_

\_\_\_\_\_  
**(Signature and Seal of Guarantors)**

Date :  
Address :

**Part-I: Technical Bid**

**Bidder's description format summary**

Name of the Bidding Firm	
Name of Partner(s)	
Nationality	
Name of the Authorized Signatory	
Nationality	
Passport No.	
E Mail ID	
Telephone No.	
Fax No.	
Year of Incorporation	
Registration No.	
Service tax no.	
Registered Office & Address	
Branch offices if any	
Total turnover in the latest financial year	
Total Staff Strength	
Total Technical staff percentage	

- **Bidder information** – More detailed information on the following aspect may be given in typed form.

- **Business background**

- How many years has your firm been in business? How many years under its present business name?

- Attach a current organizational chart and include the total number of employees in your firm in India, by various locations.

- **Claims and Suits (Explain any “Yes” answers)**

- Has your firm, its subsidiaries or its parent companies, ever filed for bankruptcy?

- Has your firm ever failed to complete work awarded to it?

- Are there any judgments, claims, arbitration proceedings or suits pending or outstanding against your firm or its officers?

- Has your firm filed any lawsuits or requested arbitration with regard to any contract(s) within the last five years?

- **Geographic Capability**

Please provide a listing of your offices in the UAE (with contact information, phone & fax numbers, email etc.) and a listing of the areas in which your firm has performed Property Management services.

- **Financial Information**

- Please provide copies of your firm's audited financial statements (income statement, balance sheet, cash flow statements) for the last 3 years.
- How long has your company been providing the services outlined in this Tender? Please list contact names and phone number for three (3) companies with which you have entered into facilities/property management contracts, and include a brief description of the scope covered under each.
- Please list your top five (5) customers and indicate what % of your business they represent.
- Who are your bankers? What is the credit limit you enjoy with various banks?

**Part-II: Financial Bid**

Consulate General of India, Dubai

REQUEST FOR PROPOSAL(TENDER)

PROVISION OF HOUSE KEEPING SERVICES

FOR

**Consulate premises, Dubai**

**PART 2 – Financial Bid**

To:

**Head of Chancery  
Consulate General of India  
P.O. Box No. 737  
Dubai  
PHONE NO: 00971 4 3971222, 3971333**

Dear Sir,

Sub: Financial Bid for Housekeeping Services at Consulate premises

As part of the Bid, we hereby make the following price offer to the CGI towards providing the Housekeeping/ Integrated Facility Management services at Consulate General of India, Dubai.

This summary sheet contains the pattern of deployment of resources as required by the respective service category. All the service heads are being calculated based on the applicable taxes; fees, as per regulations.



<b>SUMMARY SHEET</b>		<b>Monthly Cost</b>	<b>Yearly Cost</b>	
<b>Management Team – Bidders payroll</b>				
<b>Management Team</b>				
<b>Management Resources requirement</b>				
<b>Total of Management Team(A)</b>				
<b>Housekeeping Services (Including garbage removal)</b>				
<b>Cleaning Manpower</b>				
<b>Cleaning resources requirement</b>				
<b>Total of Housekeeping Services (B)</b>				
<b>Sundry Expenses/Overheads (D)</b>				
<b>Management Fees(E)</b>				
<b>Sub Total(F) (A+B+C+D+E)</b>				
<b>Service Tax (G)</b>				
<b>Total(F+G)</b>				

***Columns not applicable may be crossed and written “Not Applicable”.***

Monthly Cost (in words):

Yearly Cost (in words):

We agree to bind by this offer if we are selected as the preferred bidder.

For and on Behalf of:

Signature (Authorized Signatory)

Designation:

**Note:**

- (a) All the cost heads shall be inclusive of all applicable taxes as per the UAE Government Legislations. The amount quoted should constitute the landed cost of hiring an agency towards providing housekeeping / integrated Facility management Services at Consulate General of India, Dubai for a period of one year.
- (b) Bidders must read these conditions carefully and comply strictly while sending/submitting their tenders.