

**Embassy of India
Doha**

No. Doh/867/1/2018

05 October 2021

NOTICE INVITING TENDER

Subject : Providing cleaning services at the Embassy of India, Doha.

Embassy of India, Doha invites sealed quotations from reputed, experienced and financially sound companies registered under relevant Qatar Companies Law which can provide daily cleaning services as described in 'Brief scope of work' given below, at the premises of the Embassy, initially for a period of one year. The company should have a minimum of 5 years experience in the field. Bids/Quotations may be submitted to 'Head of Chancery' Embassy of India, Villa No 86 & 90, Street No.941, Al Eithra Street, Zone 63, Onaiza, P.O. Box 2788, Doha, Qatar.

2. The Schedule for bidding is as follows:

Site Visit : 13 October 2021 (10:00 am)

Bid submission (end date) : 27 October 2021 (Till 12:00 pm)

Technical Bid Opening date : 27 October 2021 (3:30 pm)

Brief Scope of Work

3. Sweeping/mopping/dusting/vacuum cleaning/cleaning of common areas, balconies, office rooms, toilets, lobbies, staircases, window panes, office furniture/equipment, entrance and exit areas and other places within the premises of the Embassy, including removal of garbage/waste material.

4. Following will be schedule of work:

- a) Cleaning/mopping of office rooms and dusting of furniture daily in the morning.
- b) Vacuum cleaning of carpets twice a week.
- c) Cleaning/mopping of lobbies/corridors/staircases twice a week.
- d) Cleaning of common toilets twice a day; toilets attached to rooms to be cleaned daily
- e) Cleaning of all glass panes once a week.
- f) Removing and disposing off garbage/waste daily.
- g) Scrubbing of floors with scrubbing machine once a week.

- h) Cleaning/mopping of open areas daily, and washing/scrubbing of open areas once a week.
- i) Cleaning of roofs and terraces every week.

5. Bids should be for cleaning services on all days from Saturday to Thursday and also include the cost of all required material (like brooms, mops, wipers, dusters, brushes, cleaning agents, garbage bags, etc.) and cleaning equipment (like vacuum cleaners, scrubbing machines, garbage trolleys, etc.). A list of cleaning material proposed to be supplied for one month may also be provided with the bid. The company should provide a minimum of six cleaning staff for eleven (11) working hours from 0700 hrs – 1800 hrs.

Eligibility Criteria and Terms & Conditions

6. The bidding company should be registered under the appropriate laws of the State of Qatar and should have all applicable/appropriate licenses in its own name.

7. The bidding company should have a minimum of 5 years experience in the field of cleaning services and should have preferably completed similar type of work in any Govt/Semi Govt/Autonomous Body/Embassy/Consulate. etc. Proof in respect of services provide to such agencies should be provided in the form of copy of contracts, etc. The company should also submit a profile if its key clients along with details of services provided.

8. Bidding Company should have ISO certification.

9. Bidding Company should have bank solvency or credit facility certificate.

10. Bidding Company should submit bank statement of last 06(six) months.

11. The bidding company shall provide only such cleaning staff who have been vetted by local government's security departments in terms of past record, character and antecedents. It shall ensure that no person of doubtful antecedents is, in any way, associated with the cleaning work at the Embassy's premises.

12. The cleaning staff provided should be on the permanent roll of the company with valid working visas. A copy of the labour card of each worker shall be submitted to the Embassy before deployment for work. The successful Bidding Company must obtain prior approval of the Embassy, before deploying cleaning staff from nationalities other than Indian.

Note: Bidding Company must submit attested copies of all documents mentioned in clauses 6 to 12 above. The Embassy of India, Doha reserves the right to ask for any additional documents from the bidders.

13. The cleaning staff shall perform their duties in smart uniforms and their overall appearance shall be neat and clean.

14. The cleaning staff shall have working knowledge of Hindi or English.

15. The service provider shall not pay wages lower than minimum wages of labour as fixed by the local authorities. Payment of other admissible benefits, if any, like bonus, leave etc. to the employees deputed at the Embassy solely be the liability of the bidding company and not that of the Embassy.

16. The service provider shall be responsible for dropping and picking up the cleaning staff to/from the Embassy.

17. The service provider is obliged to replace, without unreasonable delay and at no cost to the Embassy, any personnel whom the Embassy considers lacking in necessary competence.

18. 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.

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

20. The Bidding Company will have to ensure compliance of all mandatory labour laws/regulations laid down by the Government of the State of Qatar and any other relevant Acts and regulations enforceable from time to time without any liability on the Embassy of India, Doha or without responsibility for statutory compliance of any kind by the Embassy.

21. The bidders shall visit the work place, and understand the scope of work thoroughly. The bidders shall give the names of their authorized representatives for the site visit to Attache(Admin/Estt), Embassy of India, Doha at admn.doha@mea.gov.in. The service provider shall be deemed to have visited

the site(s) and made themselves familiar with the working condition whether they actually inspected the site or not.

22. The Embassy reserves the right to accept or reject any or all the tenders without assigning any reasons thereof. The decision of the Embassy shall be final and binding on all. Any bid received after the deadline for submission of bids will be rejected and not be considered and may be returned unopened to the Bidding Company.

23. The Bidder shall not utilize or publicize or disclose or part with any statistic, data or information collected due to the assignment/contract without the express written consent of Embassy of India.

24. The validity of the bids must be for six months with effect from the date of opening of the bids. All bids should be in English language only.

25. The contract will be for one year duration from the date of award, and it could be extended further subject to satisfactory performance, on the same terms and conditions.

26. The terms and conditions of work may be amended or modified with the 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 scope of the cleaning work shall be made except by written amendment signed by both parties i.e., the successful bidder and Embassy of India, Doha.

Tendering Process

27. Tender is invited in two parts i.e. (i) Technical Bid (also containing Bid Security Deposit) and (ii) Financial Bid. Bids are to be deposited at Embassy of India, Doha, Villa No 86 & 90, Street No. 941, Al Eithra Street, Zone 63, Onaiza PO Box Number 2788, Doha, Qatar, in sealed envelopes, clearly marked as 'Technical and Financial Bid for Cleaning Services at the Embassy of India, Doha', as per the scheduled given above.

28. Bid Security Deposit of QAR 20,000/- (QAR. Twenty Thousand only), with a validity of six months should be submitted vide a demand draft/Bank Guarantee/FDR in favour of Embassy of India, Doha. Tenders submitted without Bid Security Deposit will not be considered for evaluation and will be rejected outrightly. The actual Bid Security Deposit demand draft / Bank Guarantee/FDR should be submitted in the form of a Sealed Envelope clearly superscribed

“Tender for Cleaning Services for Embassy of India, Doha – Bid Security Deposit”

29. The Bid Security Deposit shall stand 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 backs out of the contract or delays in furnishing performance guarantee;
- (iii) The bidder furnishes wrong information.

30. The proforma for technical and financial bids is placed at Annexure A and Annexure B respectively.

31. In the first stage, only the envelopes, containing the Technical Bid and Bid Security Deposit will be opened on the appointed date and time, in presence of the bidding companies (one representative each). The sealed envelope containing the Financial Bid will be shown to the members present, but will not be opened at this stage.

32. The Technical Bids will be examined and evaluated by the Embassy. Bidding companies who do not qualify in the technical evaluation will not be considered for qualification to the Financial Bid stage and their financial bids will be returned unopened.

33. Bidding companies which have qualified in the Technical Bid stage, will be informed by email to be present on the date and time fixed by the Embassy and the financial bids will be opened in their presence.

34. After opening of the financial bids, L1 will be announced based on the lowest financial quote. The final decision of the Embassy on award of contract will be communicated in due course. The notification of award will constitute the formation of contract. Upon the successful bidder's furnishing of performance security, Embassy will notify each unsuccessful bidder and will discharge their Bid Security Deposit. No interest shall be paid on the Bid Security Deposit.

35. Performance/Service Guarantee: The successful bidder will submit a Bank Guarantee in the format given at Annexure D of 10% of annual contract

amount within 10 days of award of work. The bank guarantee must remain valid during the tenure of contract period.

36. 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) When the service provider fails to comply with statutory requirements.
- (iv) The service provider shall forfeit the performance security in full in case the service provider terminates the contract without providing three months termination notice.

37. 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 damages from Embassy's side. No interest shall be paid on the service guarantee.

Termination of Contract

38. Embassy reserves the right to terminate the contract at any time by giving one month's advance notice. However, Embassy shall also have the right to terminate the Contract by giving a shorter notice period under special circumstances, such as security considerations. The Service Provider may terminate the contract by giving three months advance notice with justification for termination of services.

39. Force Majeure: Notwithstanding the provisions of contract, the service provider shall not be liable forfeiture of its performance security 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' shall mean an event beyond the control of the service provider and not involving the service provider's fault or negligence. If a Force Majeure situation arises, the service provider shall promptly notify authority in writing of such conditions and the cause thereof. Unless otherwise directed by the Embassy in writing, the service provider shall continue to perform its obligations under the contract as far as is reasonably practical.

SIGN AND SEAL

40. The Bidder must sign and affix his seal on every page of the Tender Document and the complete Signed Tender Document must be submitted along with the Affidavit at Annexure C.

41. Any tender related enquiry/query/clarification may be directed to :-

Head of Chancery

Embassy of India

Doha, Qatar

Email: hoc.doha@mea.gov.in / admn.doha@mea.gov.in

TECHNICAL BID PROFORMA

1. Name of the firm:
 2. Address of the Registered Office:
 3. Correspondence address:
 4. Contact details:
- Telephone:
- Fax:
- E-mail:

SN	Requirements	Reply	Remarks, if any
1	<p>(a) Brief introduction of the company</p> <p>(b) Previous experience in the field (minimum of five years)</p> <p>(c) Registration Certificate & license for the services (duly attested copies to be enclosed)</p>		
2	Qualification and experience of the cleaning staff proposed to be deployed for the job		
3	<p>(a) Details of current contracts of cleaning services undertaken by the firm</p> <p>(b) Details of past contracts of cleaning services undertaken by the firm</p> <p>(c) Testimonials [Clients' letters /</p>		

	certificates etc.]		
4	Copies of other documents sought in the Tender.		
5	List of cleaning material		

Annexure B

FINANCIAL BID PROFORMA

1. Name of the firm:
 2. Address of the Registered Office:
 3. Correspondence address:
 4. Contact details:
- Telephone:
- Fax:
- E-mail:

SN	Item	Charges in QAR	Remarks, if any
1	Total monthly charges for providing cleaning services with details of expenditure like salary to staff, cost of cleaning material, transportation of staff, etc.		

Total Amount : QR _____.

[Signature(s) of the Tenderer(s) with Name, Designation, Date & Seal]

AFFIDAVIT

I/We, _____, representative(s) of
M/s. _____ solemnly declare that:-

1. I/We are submitting my/our bid against the Tender Notice no. Doh/867/1/2018 dated 04.10.2021 brought out by the Embassy of India, Doha for providing cleaning services at the Embassy's premises .
2. I/We or my/our partners do not have any relative working in any office of Embassy of India, Doha.
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/delisted by any Government or Quasi Government agencies or PSUs.
7. I/We accept all the terms and conditions of tender.
8. If any information or document submitted is found to be false/incorrect, Embassy may cancel my/our Tender and take any action as deemed fit including termination of the contract, forfeiture of all dues including Earnest Money and blacklisting of my/our firm and all partners of the firm etc.

[Signature(s) of the Tenderer(s) with Name, Designation, Date & Seal]

Performance / Service Guarantee Format

To:
Embassy of India,
Doha.

WHEREAS.....(Name of the Service Provider) herein called “ the Bidder” has undertaken, in pursuance of Contract No. _____ dated _____ to provide a complete cleaning services hereinafter called “ the Contract”.

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

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

Checklist

Item	Submitted (Yes / No)
Annexure A in separate envelope	
Annexure B in separate envelope	
Annexure C in same envelope as Annexure A	
Bid Security Deposit in same envelope as Annexure A	