



Date: 21 April 2023

**Subject: Tender for Cleaning services at High Commission of India,
72, Pipitea Street, Wellington**

The High Commission of India, Wellington invites sealed quotations (technical & financial bids in separate two envelopes) from experienced companies/firms for providing cleaning services at its office premises at 72, Pipitea Street, Wellington.

2. The detailed scope of works is mentioned in the attached tender document. It mainly includes cleaning of whole Chancery premises including reception/consular area, library, atrium, business centre, multi-purpose hall/auditorium, offices, office furniture, wardrobes, floors, toilets, vacuum cleaning of carpets, dusting, litter disposal, lifts, staircases, corridors, meeting rooms, kitchen, walls, windows & its glasses, common area, lift & staircase in residential complex during High Commission of India on working Days* from 0900 – 1730 hrs.

3. Companies/Firms/bidders are required to submit their bids in two separate sealed envelopes (i) **Technical Bid with supporting documents** & (ii) **Financial Bid along with break-up of costs**. The bids should also include a list of references from satisfied renowned customers. Format for both the bids are also attached for reference.

4. It may be noted that the bids should be valid for a period of three months (90 days). The sealed envelopes should be submitted to the attention of the Head of Chancery, High Commission of India, Wellington latest by **1400 hrs on Date 17th May 2023.**

Sd/-
(Mukesh Ghiya)
Head of Chancery
High Commission of India
Wellington
E-mail: hoc.wellington@mea.gov.in
Admn.wellington@mea.gov.in
Date : 21 April 2023

Wellington/867/2/2023
High Commission of India
Wellington

Date: 21 April 2023

TENDER

Cleaning Contract for the Premises of High Commission of India, Wellington

1. **Scope of Work** – Commercial offers are invited for annual contract for cleaning of premises of High Commission of India in Wellington. The company/firm/agency would be required to provide on-site services for the requisite cleaning on an annual basis at a reasonable price.

Details of services are as follows:

- A. Deployment of cleaners for cleaning of overall premises of the High Commission of India, Wellington.
- B. The scope of works includes the following but not limited to:
 - Vacuum, mop and disinfect all hard floors.
 - Vacuuming of carpet areas including under desks/tables.
 - Dust all furniture, windowsills, partitions, fixtures and ledges.
 - Remove non-permanent marks and blemishes from all doors and walls.
 - Wash all dishes. Keeping fridges, microwaves, dishwashers and all cupboard doors clean.
 - Empty all bins, replace bin liners and remove rubbish to disposal point.
 - All other cleaning related works.
- C. It includes whole High Commission of India premises including security check post, reception/consular area, library, atrium, business centre, multi-purpose hall/auditorium, catering kitchen, offices, conference hall, meeting rooms, office furniture, wardrobes, floors, toilets, vacuum cleaning of carpets, dusting, litter disposal, lifts, staircases, corridors, kitchen, walls, windows & its glasses, common area, lift & staircase in residential block and front/rear outside area of the premises.
- D. Provide all required cleaning equipment for cleaning/sweeping/vacuuming of the premises.
- E. All consumables shall be supplied by High Commission of India.

- F. The tentative scope of work /schedule/frequency for the cleaning of specified area is as under. The bidder must inspect the site and understand the full scope of work before bidding:

Area	Daily	Weekly	Other
Basement Parking area			Monthly or as & when needed
Basement Toilet	Yes		
Front & rear Entry- open to road	Yes		
Guards Room (Front & Rear)	Yes		
Common Area (Ground Floor) Corridors/ Lifts/ Lifts Lobby	Yes		
Toilet (Visitors)	Yes- Twice daily		
Reception-Waiting Area	Yes		
Reception & Office- Ground Floor	Yes		
Library	Yes		
Common office First floor	Yes		
Individual office rooms	Yes		
Common area First Floor- Corridors/ Lifts/ Lifts Lobby	Yes		
Staircases of the building			Monthly sweep or as & when needed
Common areas of residential quarters i.e. corridors/ Lifts/ Lifts Lobby		Yes	As & when needed
Spot Cleaning of all glass doors and windows- All public & office area.	Yes		
Business Centre		Yes	As and when needed
Toilets- Ladies & Gents Ground Floor	Yes		
Atrium		Yes	As and when needed
Multipurpose Hall		Yes	As and when needed
Catering Kitchen		Yes	As and when needed

- G. Cleaning/Sweeping/vacuuming/dusting must carry out between 0900-1730 hrs. on all working days (As per High Commission of India's Calendar). It must be noted High Commission workings days may differ from normal New Zealand working days). Cleaners may be required on afterhours/weekends on important occasions also, as, and when required.

2. **Eligibility Criteria:**

- The bidder should have a minimum of 3 years of experience in the field of providing cleaning services / materials to other official/commercial buildings/offices.
- The bidder should have experience in providing services in security sensitive organizations, offices, and large commercial establishments.
- The bidder should be able to provide at least two User Satisfaction certificates from other organizations.
- The bidder should provide a valid GST Number and Company Registration Number.
- The bidder should have the capability of providing a service replacement at the High Commission premises if the regular cleaning staff doesn't arrive to work due to any reason.
- The bidder should be able to deploy experienced cleaning staff (in proper uniform) on all working days from 0900 – 1730 hrs.

3. **Important Schedule for Tender Notice:**

Date of Publishing of Bids	:	21.04.2023
Date of Receiving of bids (Start)	:	26.04.2023
Date of Clarification (Start)	:	26.04.2023
Date of Clarification (End)	:	13.05.2023
Bid Submission Closing Date & Time:		17.05.2023 & 1400 hrs.
Technical Bids Opening Date & Time:		17.05.2023 & 1430 hrs.
Financial Bids Opening Date & Time:		To be advised.

4. **Visit to High Commission Premises** – Registered/Interested firms/agencies may visit the High Commission between 26 April 2023 to 05 May 2023 between 1400 hrs. to 1600 hrs. (with prior appointment only) to discuss more details about the scope of works/specifications and site visit. Please contact: Mr. Praveen Kumar Sharma, 0064-22-4329667, Email: admn.wellington@mea.gov.in

5. **Commencement of Services** – The cleaning/sweeping/vacuuming services as per Scope of Work at para (1) above will need to be made operational on the date of start of contract failing of which the High Commission reserves the right to cancel the contract and award it to any other firm/agency.

6. **Period of Contract** - The contract period would initially be for a period of One Year, extendable on year-to-year basis for another two years on same terms & conditions and charges subject to satisfactory services and mutual consent.

7. **Instructions to bidders** - Bidders are required to submit their **Technical bids (as per Annexure-I) and Financial bids (as per Annexure-II) in two separate seal covered envelopes** by **17.05.2023 & 1400 hrs** at the address mentioned below. The High Commission, at its discretion may extend the deadline for submission of bids by amending the bidding documents, in which case all rights and obligations of the High

Commission and the Bidders previously subject to the original deadline will thereafter be subject to the deadline as extended.

Address Details:

High Commission of India,
72, Pipitea Street, Wellington

PO Box 4045,
Wellington - 6011

E-mail: hoc.wellington@mea.gov.in & admn.wellington@mea.gov.in

Tel: +64-4-473 6390, Fax: +64-4-4990665

8. Terms and conditions:

- Bidders shall furnish all the data/information under the bidding documents to the complete satisfaction of the High Commission, failing which the Bid will be considered as incomplete and non-responsive and the High Commission reserves the right to reject the Bid.
- **Tender Security/Bid Security/Earnest Money Deposit:** The Bidder must submit with his bid, the Tender Security/Bid Security/Earnest Money Deposit (EMD)/Tender Bond in the sum of **NZ\$ 4,000**. Tender Security/Bid Security/EMD/Tender Bond shall be acceptable by bank transfer/bank draft/pay order in favour of High Commission of India, Wellington or Bank Guarantee (as per enclosed proforma in Tender Document). The other terms and conditions related with the EMD/Tender Bond shall remain same as mentioned in the Tender Document. The Tender Security/EMD/Tender Bond shall remain valid for a period of 120 (One Hundred Twenty) days from last date of submission of tender.
- **Performance Security:** The successful bidder awarded the contract would need to provide Performance Security. **Performance Security shall be of equivalent of Five percent (5%) of the Total Annual Value of the contract as specified in the bid documents.** Performance Security may be furnished in the form of an Account Payee Demand Draft, Fixed Deposit Receipt from a Commercial bank, Bank Guarantee from a Commercial bank or online payment. Performance Security should remain valid for a period of sixty days beyond the date of completion of all contractual obligations of the supplier including warranty obligations. Bid security/EMD shall be refunded to the successful bidder on receipt of Performance Security.
- All data, information, documents, and any other materials submitted by the Bidders in the process of bidding and part of bidding documents, shall remain the exclusive property of the High Commission at all times.
- A prospective Bidder requiring any clarification may contact the High Commission in writing, either by post or email at least the four working days before the deadline for submission of the Bid.
- No extra remuneration would be paid to the agency for working on Saturdays/ Sundays/ Holidays (if required).
- The price to be quoted by the Bidders shall be in **NZD payable on monthly basis**. The price shall include all taxes, miscellaneous services and duties. The prices

quoted by the Bidder shall be kept open and valid for acceptance for a minimum period of Ninety (90) working days.

- The prices quoted by the bidder will be applicable for the duration of the contract. No escalation in prices on any account will be allowed during the validity of the contract.
- If a firm quotes NIL charges /consideration, the bid shall be treated as unresponsive and will not be considered.
- The contract period would initially be for a period of One Year, extendable on year-to-year basis for another two years on same terms & conditions and charges subject to satisfactory services and mutual consent.
- The Bid shall contain no alterations, omissions or additions, overwriting except those to comply with instructions issued by the High Commission or as necessary to correct errors made by the Bidder, in which case the person or persons signing the Bid shall initial all such corrections.
- The High Commission reserves the right to accept/reject the Bid and does not bind itself to accept the lowest Bid or any Bid and can reject any or all of the bids or to scrap the RFP in whole or in part.
- The successful Bidder should not sub-contract any part of the Scope of Work to be undertaken by them without written permission from the High Commission. The Bidder to whom the contract is awarded is solely responsible to the High Commission for the completion of the awarded contract.
- The successful bidder, on award of contract, must send the contract/acceptance in writing within 7 days of award of contract; otherwise, the contract may be awarded to the next successful bidder.
- No request for revision/increase of approved rates during the currency of the contract will be entertained.
- The Company must be registered under the relevant laws of the New Zealand Government and should have all applicable/appropriate licenses in its name, compliance with relevant law and regulations of New Zealand Government including labour law will be the sole responsibility of the company. They shall comply with all the requirements of taxes, fee and other statutory payment as are required by the concerned New Zealand authorities.
- The service provider shall not pay wages which are lower than minimum wages fixed by the local authorities. Payment of other admissible benefits, if any, like bonus, leave etc. to the employees deputed at the High Commission of India will solely be the liability of the bidding company and not that of the High Commission of India. The company should agree to allow review of pay slips/banks statements

of cleaning staff to cross-check the claim. Medical facility/health insurance etc, for the cleaning staff, will be sole responsibility of the company. Any increase in minimum wages by the local authorities shall be borne by the service provider and High Commission will not entertain any request for increase of approved rates during the currency of the contract.

- Cleaning staff should be well trained and must be able to perform his/her duties efficiently.
- High Commission of India reserves the right to accept/reject any cleaning staff deployed by the Company.
- The company shall be responsible for the conduct/integrity of persons deputed for cleaning works at the premises and will also be responsible for any act of omissions or commissions on their part. The company shall vouch for their character and integrity and shall ensure that no person of doubtful antecedents, in any way, as associated with the cleaning work at the High Commission's premises. The company should provide details of cleaning staff to be engaged by the company for cleaning work in the High Commission.
- The company shall arrange for suitable reserve personnel in lieu of weekly off or leave period of the regular cleaning staff. No separate payment shall be made for such arrangements.
- High Commission of India reserves the right to terminate the contract at any time by giving one month's advance notice. In case of deficiencies in the quality of services or for any violation of the provisions in the contract, or under exceptional circumstances as determined by the High Commission of India, the High Commission of India reserves the right to terminate the contract without notice. The Service Provider may terminate the contract by giving three months advance notice with justification for termination of services.

9. Terms of payment: The bills for the services for a month must be prepared based on approved rates and submitted to the High Commission on a monthly basis by the 10th of the succeeding month to effect payment. The payment will be made within 10 working days after receipt of the invoice from the company and satisfactory completion of the job.

Technical Bid (On the letter head of the company)
For
Cleaning services at High Commission of India, Wellington

Dear Sir/Madam,

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

- I. I/We are submitting tender for the hiring of Cleaning Agency against Tender Notice No. WEL/867/2/2023 dated 21.04.2023.
- II. Myself or my parents do not have any relative working in the office of High Commission of India, Wellington.
- III. 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.
- IV. All documents/credentials submitted along with this tender are genuine, authentic, true, and valid.
- V. The price-bid submitted by me/us is "WITHOUT ANY CONDITION".
- VI. I/We have not been banned/de-listed by any Government or Quasi Government agencies or PSUs.
- VII. If any information or document submitted is found to be false/incorrect, High Commission may cancel my/our Tender and can take any action as deemed fit including termination of the contract, forfeiture of all dues including Earnest Money, if any, and blacklisting of my/our firm and all partners of the firm etc.
- VIII. If this offer is accepted, we will commence the services immediately or as agreed on receipt of work order and signing of Service Agreement.
- IX. All the terms and conditions of the tender are acceptable to us.

Yours sincerely

(Signature of Tenderer)

Date:

Enclosures: All documents such as experience certificate, user certification certificate and tax/register number details.

Introduction and Credentials of Bidder/Technical Information
(Proforma to be submitted with Technical Bid by the Bidder)

1. Name of Company:
2. Address of the Registered Office:
3. Correspondence address:
4. Contact details:
 - a) Telephone No.:
 - b) E-mail:

S. No.	Requirements	Response
1.	Brief introduction of the company	
	Previous experience in the field (minimum three years)	
	Total number of regular employees with the company	
	Annual turnover of the company for the last two years. Whether the firm has suffered loss in any of previous 5 ears.	
	Registration certificate and license for the services	
2.	Details of work plan and methodology for undertaking the job	
3.	List of other embassies or reputed organizations where the company is providing similar services. Whether the company is providing similar services in other countries?	
4.	What system does the company follow to monitor functioning/performance of cleaning staff	

Date & Signature of bidder

Financial Bid (On the letter head of the company)
For Cleaning services at
High Commission of India, Wellington

Please provide the financial bid/quote for cleaning services to cover the scope of works as given in Notice Inviting Tender.

Cleaning Staff- during office hours (0800 – 1800 hours)	Per hour rate in NZ\$ excluding GST*	Monthly total excluding GST

2. Also please provide rates for the following:

Cleaning Staff- beyond office hours (1800 – 0800 hours)	Per hour rate in NZ\$ excluding GST*

Cleaning Staff- on Public Holidays	Per hour rate in NZ\$ excluding GST*

* (i) No separate/additional cost will be paid for cleaning equipment. However, consumables will be provided by the High Commission.

(ii) No additional payment will be made on account of meals, uniform, transportation etc.

(iii) This rate should be inclusive of all personnel/administration costs.

Signature (Authorized Signatory)

Designation:

Date:

Seal:

Bank Guarantee Proforma for Earnest Money Deposit/Tender Security

Bank Guarantee No.....

Date:

Brief description of contract: **Tender for Cleaning services at High Commission of India, 72, Pipitea Street, Wellington.**

Name and Address of Beneficiary: **High Commission of India, 72 Pipitea Street, Thorndon, Wellington, New Zealand.**

Whereas M/s (Name of Tenderer with address) _____
_____ have submitted their tender for **Name of work: Tender for Cleaning services at High Commission of India, 72, Pipitea Street, Wellington** and one of the tender conditions is for the M/s (Name of tender with address) _____ to submit a Bank Guarantee for **Earnest Money Deposit** amounting to **NZ\$ 4,000/- (New Zealand Dollars Four Thousand only)**.

In fulfilment of the tender conditions, we, (Name of Bank with address) _____ hereby irrevocably and unconditionally undertake to pay to you within three working days of receipt of your first written demand, without any demur whatsoever and without seeking any reasons, whatsoever, up to the maximum aggregate amount of **NZ\$ (NZ\$ only)**.

This guarantee is valid for **120 days** and any claim and statement hereunder must be received at the above-mentioned office before expiry. After expiry, this guarantee shall become null and void whether returned to us for cancellation or not and any claim or statement received after expiry shall be ineffective.

Notwithstanding anything to the contrary contained herein, the maximum liability under this guarantee is restricted to **NZ\$ (NZ\$..... only)**.

Notwithstanding anything to the contrary contained herein, this guarantee is valid from **(date of issue)** _____ up to the (date after _____ **days** from **date of issue**) _____ and claims under this guarantee should be submitted not later than (date after _____ **days** from **date of issue**) _____.

This guarantee may not, without our prior written consent, be transferred or assigned and this guarantee is limited only to the payment of a sum of money.

This guarantee shall be governed and construed in accordance with the laws of the New Zealand and shall be subject to exclusive Jurisdiction of the courts of the New Zealand.

Date _____ Signatures _____