

No.Riy/E/872/2/2022

Embassy of India

Riyadh

Invitation for Tender

Sealed Tenders are invited under 2 (two) Envelopes from eligible Contractors for the under mentioned requirements as per terms and conditions set forth in the Tender Documents:

1.	Tendering Authority	Embassy of India, Riyadh
2.	Invitation Ref no & date	RIY/E/872/2/2022
3.	Procurement Method	Open Tendering Method
4.	Source of Fund	Government of India
5.	Tender Name	Annual Maintenance Contract for Cleaning & Maintenance work at Chancery, shared area of Embassy Residence & Chancery such as parking, loan etc. (which is used for official engagements) and Multi-Purpose Hall.
6.	Earnest Money Deposit/Tender Security Amount	Earnest Money Deposit (EMD) SAR 7300/- (Saudi Riyal Seven Thousand three hundred only) shall be submitted in the form of Banker's cheque/Demand Draft/bank guarantee drawn in favor of The Head of Chancery, Embassy of India, Riyadh . Any bid not accompanying with Earnest Money Deposit/Tender Security Amount 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 in case the bidder withdraws his bid during the period of bid validity or in case of a successful bidder, the selected bidder fails to sign the agreement in time or furnish performance guarantee or furnishing of any wrong information.
7.	Tender Submission date	Publication Date : 26.07.2023 Pre-Bid Meeting : Last date of submission of bids : 21.08.2023 (1700 hrs)
8.	Tender Opening Date & Time	Technical bids will be opened on 22.08.2023 at 1600 hrs Financial bids opening will be intimated later. Authorized representatives of the bidders may attend the opening of tenders.

9.	Eligibility of Tenders	<p>The invitation of tender is open to all eligible firms/service agents as mentioned below:</p> <ul style="list-style-type: none"> i) The bidder shall have requisite experience in carrying out similar services including housekeeping and conservancy in any Govt / Semi Govt. / Autonomous Body/ Embassy/ Consulate. ii) Tenderer must have up to date Trade License. iii) The bidder must have VAT registration. iv) Tenderer must submit bank statement of last 06 (six) months. v) Tenderer must submit list of current contractor's . <p>[Tenderer must include, as part of the tender, attested copies of documents mentioned above to establish their qualifications to Perform the contract.]</p>
----	-------------------------------	---

10.	Performance Guarantee	<p>The successful bidder is required to submit a 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 and a fresh performance guarantee may be issued. 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:</p> <ul style="list-style-type: none"> (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.
11	Contract period	<p>The Contract period would initially be for a period of One Year, extendable on year to year basis for another two years on same term, conditions and charges subject to satisfactory services and mutual consent.</p>
12.	Name and address of the office Receiving Tenders	Head of Chancery, Embassy of India, PB No. 94387, Riyadh
13.	Name and address of the office for opening Tenders	Embassy of India, Post Box No.94387, Riyadh.
14.	Name and address of the officer(s) selling Tenders Documents	Head of Chancery, Embassy of India, PB No. 94387, Riyadh.

15.	Special instructions	<p>i) 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 envelopes should be placed in another larger envelope superscribed “Tender for Cleaning & Maintenance” and addressed to “Head of Chancery, Embassy of India, P.O. Box No.94387, Riyadh.</p> <p>ii) The ‘Technical Bid’ should contain</p> <p>(a) The requisite information duly filled in as per proforma at Annexure-I;</p> <p>(b) Agency profile including previous experience of man power supply to Government Departments, total number of manpower permanently working with the company</p> <p>(c) Demand Draft/ Banker’s cheque for Earnest Money Deposits</p> <p>(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.</p> <p>iii) The ‘Financial Bid’ should contain rates which are to be quoted on monthly basis as proforma at Annexure-II. This should also mention statutory taxes as applicable.</p> <p>iv) The Tenderer shall submit documentary evidence in respect of their financial and technical capabilities and also of their experience in execution of similar nature of work.</p> <p>v) The tenderer can submit only one tender. A Tenderer who submits or participates in more than one tender will be disqualified.</p> <p>vi) The Agency/procuring entity reserves the right to accept or reject any or all the Tenders without assigning any reasons.</p>
-----	----------------------	--

		<p>vii) If the Tenderer submit any false/incorrect or forged certificates, his tender will be summarily rejected and the Tender security may be forfeited.</p> <p>viii) The Tenderer should be compliant with local regulations as regarding hiring of manpower for Security purpose and also with local taxation laws.</p> <p>ix) Any bidder from a country which shares a land border with India will be eligible to bid in this Tender only if the bidder is registered with the Competent Authority.</p> <p>x) If a firm quotes NIL charges/consideration, the bid shall be treated as unresponsive and will not be considered.</p> <p>xi) Quotation should be valid for at least 90 days.</p>
--	--	---

16.	Scope of work	<p>Contract for the provision of a Maintenance Team with a Supervisor capable of performing the job listed in the scope of work, for a period of one year that can be extended to another two years at the same rate and conditions subject to the satisfactory performance of the service provider.</p> <p>Location: Chancery building, shared area of Chancery and Embassy Residence and Multi-Purpose Hall at Diplomatic Quarter Riyadh</p> <p>Scope of Work: Duty Hours - 7.30 AM to 4.30 PM (with lunch break between 12.00 noon to 1.00 PM), 6 days a week (Friday being observed as a holiday).</p> <ol style="list-style-type: none"> 1) Furniture cleaning with untreated or soap-treated solution (daily). 2) All marble floor areas and walks in the Chancery building shall be swept and damp-mopped (daily). 3) All open space floor tiles shall be swept and damp-mopped using machines (daily) 4) All furniture such as desk, chairs, tables, ventilation grills, windows, sheds etc. shall be dusted with a soft dry clothe (daily). 5) All glass in doors and windows shall be cleaned daily. 6) The garbage shall be collected and carted away to Riyadh Municipality and all garbage receptacles shall be kept clean and sprayed with insecticide (daily). 7) Waste paper baskets kept clean on a daily basis. 8) Carpets and carpeted areas shall be vacuumed daily and shampooed when necessary. 9) All office rooms and hall shall be disinfected. The water closets shall be cleansed using coring powder. The flag pole shall be cleaned daily. The fountains shall be cleaned once a week. The theatre, the grills in the outer fence and other grills in open space inside should be dusted and mopped clean (weekly). 10) The main entrance to be cleaned daily. 11) The skylight in Chancery building shall be dusted and cleaned regularly. Upholstered furniture shall be vacuumed and leather shall be wiped with clean dry clothe every week. 12) Aluminium, chromium plated, brass plated, stainless and plastic surfaces as well as lacquered metal shall be wiped with a clothe well wrung out in water containing washing up liquid every week. 13) All cupboards shall be dusted and wiped clean every week. 14) All floors shall be swept for dust daily. 15) All surfaces and objects which are not normally visible from the floor shall be cleaned at least once or twice a month by dusting and/or vacuuming using machines, including but not limited to such
-----	---------------	---

		<p>things as walls, door checks, transoms, clocks exposed pipes and duct works. All light fixtures shall be cleaned monthly or upon request.</p> <p>16) All windows, glass surfaces, window sills, window lintels and window grills outside only shall be cleaned of dust and bird deposits, subject to access permitted by the First Party (monthly or bimonthly as necessary).</p> <p>17) All light fixtures above two meters in height shall be cleaned thoroughly (quarterly or upon request). Twice a year the Second Party shall take down the curtains for dry cleaning and hang them up without damaging the wall or curtains themselves. The curtains shall be cleaned as per the manufacture's specifications.</p> <p>18) All built in furniture in pantries such as cooking stoves, sinks and counter tops shall be washed. Grills and windows shall be dusted, then cleaned with a damp cloth and finally wiped with a dry cloth. All cupboards shall be spot cleaned (daily).</p> <p>19) The Second party shall supply and use adequate high quality antiseptics, air fresheners, toilet papers, soft tissues and soap.</p> <p>20) Marble and ceramic floors in toilets shall be swept and wet mopped daily. Wall surfaces, partitions, doors and receptacles shall be spot cleaned daily. Splashes around wash basins, water closets shall be removed daily.</p> <p>21) All mirrors, shelving, dispensers, chromium fixtures in toilets shall be damp-wiped and polished dry (daily).</p> <p>22) All wash basins, showers, water closets shall be thoroughly cleaned using a cleaning and general purpose solution.</p> <p>IV. Maintenance</p> <p>Equipment, tools, machines and consumables as required to perform cleaning & maintenance shall be provided by the contractor. The contractor shall plan preventive maintenance and repair to preserve the buildings and structures in a good and habitable condition.</p> <p>Note: Only personnel of Indian nationality or those from friendly countries, who are security vetted by the Embassy & Local Govt Security Department, should be deployed. Embassy of India reserves the right to accept/reject any person deployed.</p>
		<p>For any tender-related enquiry/query/clarification please contact: Head of Chancery mail: adm.riyadh@mea.gov.in</p>

The tendering authority 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.

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.

Technical Bid

To

Head of Chancery
Embassy of India
Riyadh

Dear Sir/Madam,

I/We, _____, Representative(s) of M/S _____
solemnly declare that:-

1. I/We are submitting tender for the provision of Cleaning & Maintenance at Embassy of India Riyadh against Tender Notice No. Riy/Admn/872/02/2022 dated 26.07.2023.
2. Myself or my partners do not have any relative working in any office of Embassy of India, Riyadh.
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, Embassy 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 and blacklisting of my/our firm and all partners of the firm etc.
8. All the terms and conditions of the tender are acceptable to us.

Yours sincerely,

(Signature of Tenderer)

GENERAL INFORMATION AND EMD DETAILS

1	EMD Details DD No and date: Amount in SAR. Name of the Bank:	
2	Name and Address of the Bidder:	
3	Contacts:	
4	Telephones:	
5	Fax:	
6	E-mail:	
7	Mobile No:	
8	Category of the Bidder (Whether company, partnership firm or Proprietary concern)	
9	Details of Owners/Partners (Please attach passport copies)	
10	Name of Chief Executive Officer and Telephone No.	
11	Year of Establishment	
12	Trade License Number(please provide copy)	
13	Yearly turnover of the last 2 years.	
14	Name and Address of the Banker	
15	List of major Clients and the size of orders executed	

Note: Separate sheets may be attached wherever necessary.

**Signature of the Tenderer
With stamp and date**

Financial Bid

No	Job Particulars/category	Minimum Number of workers required	Number of workers proposed by Service Provider	Total Amount per month in SR (without VAT)	Total (including VAT)
1	Cleaning & Maintenance of Chancery Building, area shared by Chancery & Embassy Residence and Multi-Purpose Hall situated at Diplomatic Quarter Riyadh	10 cleaners plus one supervisor			

Signature of the Tenderer
With stamp and date

DRAFT CONTRACT

ANNUAL CONTRACT FOR CLEANING AND MAINTENANCE

The Embassy of India in Riyadh (hereinafter referred to as the First Party) and (name of service provider)(hereinafter referred to as the Second Party) have agreed that the First Party has engaged the Second Party to carry out cleaning and maintenance work in Chancery building, shared area of Embassy Residence & Chancery such as parking, loan etc. and Multi-Purpose Hall located at B-1 Diplomatic Quarter, Riyadh, as per the following terms and conditions:

I. Number of workers: The second Party will provide a Maintenance Team, all Indian nationals, with a supervisor capable of performing the job listed in the scope of work.

II. Working hours: 7.30 AM to 4.30 PM (with lunch break between 12.00 noon to 1.00 PM), 6 days a week (Friday being observed as a holiday).

III. Description of jobs to be undertaken at Chancery and Embassy Residence:

- 1) Furniture cleaning with untreated or soap-treated solution (daily).
- 2) All marble floor areas and walks in the Chancery building shall be swept and damp-mopped (daily).
- 3) All open space floor tiles shall be swept and damp-mopped using machines (daily)
- 4) All furniture such as desk, chairs, tables, ventilation grills, windows, sheds etc. shall be dusted with a soft dry clothe (daily).
- 5) All glass in doors and windows shall be cleaned daily.
- 6) The garbage shall be collected and carted away to Riyadh Municipality and all garbage receptacles shall be kept clean and sprayed with insecticide (daily).
- 7) Waste paper baskets kept clean on a daily basis.
- 8) Carpets and carpeted areas shall be vacuumed daily and shampooed when necessary.
- 9) All office rooms and hall shall be disinfected. The water closets shall be cleansed using coring powder. The flag pole shall be cleaned daily. The fountains shall be cleaned once a week. The theatre, the grills in the outer fence and other grills in open space inside should be dusted and mopped clean (weekly).
- 10) The main entrance to be cleaned daily.
- 11) The skylight in Chancery building shall be dusted and cleaned regularly. Upholstered furniture shall be vacuumed and leather shall be wiped with clean dry clothe every week.
- 12) Aluminium, chromium plated, brass plated, stainless and plastic surfaces as well as lacquered metal shall be wiped with a clothe well wrung out in water containing washing up liquid every week.
- 13) All cupboards shall be dusted and wiped clean every week.
- 14) All floors shall be swept for dust daily.
- 15) All surfaces and objects which are not normally visible from the floor shall be cleaned at least once or twice a month by dusting and/or vacuuming using machines, including but not limited to such things as walls, door checks, transoms, clocks exposed pipes and duct works. All light fixtures shall be cleaned monthly or upon request.
- 16) All windows, glass surfaces, window sills, window lintels and window grills outside only shall be cleaned of dust and bird deposits, subject to access permitted by the First Party (monthly or bimonthly as necessary).
- 17) All light fixtures above two meters in height shall be cleaned thoroughly (quarterly or upon request). Twice a year the Second Party shall take down the curtains for dry cleaning and hang them up without damaging the wall or curtains themselves. The curtains shall be cleaned as per the manufacture's

specifications.

18) All built in furniture in pantries such as cooking stoves, sinks and counter tops shall be washed. Grills and windows shall be dusted, then cleaned with a damp cloth and finally wiped with a dry cloth. All cupboards shall be spot cleaned (daily).

19) The Second party shall supply and use adequate high quality antiseptics, air fresheners, toilet papers, soft tissues and soap.

20) Marble and ceramic floors in toilets shall be swept and wet mopped daily. Wall surfaces, partitions, doors and receptacles shall be spot cleaned daily. Splashes around wash basins, water closets shall be removed daily.

21) All mirrors, shelving, dispensers, chromium fixtures in toilets shall be damp-wiped and polished dry (daily).

22) All wash basins, showers, water closets shall be thoroughly cleaned using a cleaning and general purpose solution.

IV. Maintenance

The Second Party shall provide all the skilled personnel, equipment, tools, machines and consumables as required to perform maintenance. The contractor shall plan preventive maintenance and repair to preserve the buildings and structures in a good and habitable condition.

V. Material

Materials such as soap, toilet paper, deodorants, soft tissues as well as detergents and other cleaning materials will be provided by the Second Party and checked both for quality and adequate availability on a daily basis by the First Party. Failure to provide materials of adequate quality and quantity will amount to a breach of contract.

VI. Performance Guarantee

The service provider shall submit a 10% of annual contract amount within 10 days of signing the contract. 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.

VII. Penalty for unsatisfactory services/breach of contract

The Second Party will continue to provide the Cleaning and Maintenance service to the First Party as per the agreement during the currency of the Contract. If any service is not found satisfactory, the First Party reserves the right to get that work done by a third party and recover the expenditure so incurred from the Second Party. Further, if the Second Party unilaterally and prematurely end their services or breach the terms and conditions of Contract in any manner, the First Party will notify the Second Party and would terminate the agreement with immediate effect. The First Party will also forfeit the performance security amount deposited by the contractor/service provider and initiate administrative actions for blacklisting etc. solely at the discretion of the competent authority.

VIII. Reporting channel

All the workers, including the pool technician provided by the Second Party will carry out their obligations in a sincere manner under the supervision of a supervisor nominated by the Second Party. The supervisor will report to the Head of Chancery through the Attache (Admn) for instructions.

IX. Other terms and conditions

1) The workforce will sign attendance register at the Reception on a daily basis, registering both time-in and time-out.

2) The Second Party will provide photograph of each of the workers along with copies of their passports and iqamas to the First Party.

3) The Second Party will ensure that its workforce is dressed in a neat and tidy uniform at all times. The transportation of workforce and the materials and equipment will be the responsibility of the Second Party at its own cost.

4) The Second Party will provide mobile facility to the Supervisor of the Cleaning staff.

5) The Second Party will submit a daily, weekly and monthly work schedule to the First Party.

6) Payment: The First Party will pay to the Second Party a sum of SR (Saudi Riyals only) per month (excl. of VAT) for the services rendered by the Second Party. The payment will be made at the end of each calendar month following the certification of the First Party that jobs have been carried out in a satisfactory manner and in accordance with the terms and conditions listed in the agreement.

7) No mid-term escalation in contract rate: The payment to the workers in accordance to minimum wages prescribed by the local government along with other statutory payments is sole responsibility of the contractor/service provider. Claim for any escalation on account of minimum wages and any other statutory obligations or otherwise also, during the complete period of contract, shall not be entertained by the Embassy. There will be no mid-term escalation in the contract rate during the contract period.

8) The contract will be valid for a period of **one year beginning on and ending on** Both sides are free to terminate the Contract prematurely by giving the other side a notice period of one month.

8) The Contract could be extended for a further period of two years on yearly basis at the same rate, terms and conditions with mutual consent.

Done in Riyadh, in English, in duplicate, on 30th day of January 2022.

(First Party)
Embassy of India, Riyadh

(Second Party)
(Name of the Service Provider)