

<p align="center"><b>Consulate General of India Birmingham</b></p>	 <p align="center">सत्यमेव जयते</p>	<p align="right">20, Augusta Street, Jewellery Quarters, Hockley, Birmingham B18 6JL Tel: +44-121-2367706</p> <p>E-mail: <a href="mailto:hoc.birmingham@mea.gov.in">hoc.birmingham@mea.gov.in</a> <a href="mailto:admn.birmingham@mea.gov.in">admn.birmingham@mea.gov.in</a></p>
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**TENDER NOTICE**

**Subject: Invitation for competitive tender for cleaning services at office premises of Consulate General of India, Birmingham (Gamgee House).**

No. BIR/551/07/2021

Dt: 25<sup>th</sup> October 2021

The Consulate General of India, Birmingham invites sealed bids from reputed experienced, financially sound & eligible facility management/housekeeping companies registered under relevant UK Companies Law which can provide daily cleaning services as has been defined below in 'Brief scope of work' at official premises of the Consulate initially for a period of one year\*.

2. Crucial dates and time for the above tender would be as under:

Sr. No.	Key Event	Dates
1.	Period of Contract	1 year*
2.	Date of e-publishing on CPP Portal	25 <sup>th</sup> October 2021
3.	Date of receiving the bids(Start)	26 <sup>th</sup> October 2021
4.	Date of clarification (start)	26 <sup>th</sup> October 2021
5.	Date of clarification (end)	16 <sup>th</sup> November 2021 (1700 hrs)
6.	Bid Submission Closing Date	16 <sup>th</sup> November 2021 (1700 hrs)
7.	Technical Bid opening Date (Date and time for opening of financial bids of technically qualified bidders will be communicated separately)	17 <sup>th</sup> November 2021 (1500 hrs)

\*May be extended for a further period of 02 years, on year to year basis, on same terms & conditions.

3. The bid forms and other details can be obtained from the website <https://eprocure.gov.in/epublish/app> → Active Tenders → Tender Title → Birmingham.

4. Detailed Notice Inviting Tender is also available on [https://cgibirmingham.gov.in/news/all\\_news](https://cgibirmingham.gov.in/news/all_news) or the bid forms can be obtained from the Consulate without any fee/charges.

  
**(Hitesh Saxena)**  
**Consul (Head of Chancery)**

<p align="center"><b>Consulate General of India Birmingham</b></p>	 सत्यमेव जयते	<p align="right">20, Augusta Street, Jewellery Quarters, Hockley, Birmingham B18 6JL Tel: +44-121-2367706</p> <p>E-mail: <a href="mailto:hoc.birmingham@mea.gov.in">hoc.birmingham@mea.gov.in</a> <a href="mailto:admn.birmingham@mea.gov.in">admn.birmingham@mea.gov.in</a></p>
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**NOTICE INVITING TENDER**

**Subject: Invitation for competitive tender for cleaning services at office premises of Consulate General of India, Birmingham (Gamgee House).**

No. BIR/551/07/2021

Dt: 25<sup>th</sup> October 2021

The Consulate General of India, Birmingham invites sealed bids from reputed experienced, financially sound & eligible facility management/housekeeping companies registered under relevant UK Companies Law which can provide daily cleaning services as has been defined below in 'Brief scope of work' at official premises of the Consulate (Gamgee House) initially for a period of one year, which may be extended for a further period of 02 years, on year to year basis, on same terms & conditions, if the services of the Services Provided found satisfactory. The broad details of works required is in Scope of Work (page-5).

2. Content of the Tender document are as follows:

Sr. No.	Document Details	Page No.
1.	Invitation to Tender	02
2.	Instruction to Bidders	03-04
3.	Scope of work	05
4.	Terms & Conditions of the Contract	06-09
5.	Part-I: Technical Bid	10-12
6.	Part-II: Financial Bid	13-14

3. Bids may be submitted to 'Head of Chancery, Consulate General of India, 20 Augusta Street, Jewellery Quarter, Birmingham, B18 6JL or hand delivered latest by 1700 hrs of 16.11.2021.

  
**(Hitesh Saxena)**  
**Consul (Head of Chancery)**



## **Instruction to Bidders**

### **(A) Eligibility Criteria:**

1. The bidder must be registered under the UK Companies Act and should have all applicable/appropriate licenses in their own name.
2. The company should have a minimum of 3 years of experience in the housekeeping job as on 01.10.2021.
3. The Company should have a minimum annual turnover of GBP 20,000 during the past three financial years (Cope of relevant financial statements for the last three financial years may be attached with the bid).
4. The bidding company must possess the requisite experience of handling Office complexes.

### **(B) General Instructions for Compliance:**

1. The tenders should be submitted in two sealed covers – the first sealed cover should be super scribed “**Technical Bid**” and second sealed cover super scribed “**Financial Bid**”. Both the sealed covers should be placed in the main sealed envelope super scribed “**Tender for supply of cleaning services for CGI, Birmingham**” and addressed to ‘Head of Chancery, Consulate General of India, 20 Augusta Street, Jewellery quarter, B18 6JL.
2. The ‘Technical Bid (Part-I)’ should contain – (a) The requisite information duly filled in as per proforma enclosed; (b) Agency profile including previous experience of manpower supply to Government Departments, total number of cleaners permanently working with the company. The bidder should also clearly mention in the tender that the terms and conditions of the tender are acceptable to them.
3. The ‘Financial Bid (Part-II)’ should contain rates which are to be quoted on monthly basis as on enclosed proforma.
4. 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 initialled. 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 initialled 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.

**(C) 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.

**(D) 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.



## Scope of Work

The Consulate will be soon relocating its Chancery/ Office premises to the property at **Gamgee House, 2 Darnley Road, Birmingham B16 8TE** . The premises is spread evenly across 03 floors, having total carpet area of 20,300 sq. ft. and comprises of several office rooms, conference hall, stores, visitor's hall, kitchen/ kitchenetts, toilets, two staircases, one lift, counters, reception area and an open car park.

### Housekeeping

1. Sweeping/ mopping/ dusting/ vacuum cleaning/ cleaning of common areas, balconies, office rooms, toilets, lobbies, staircases, lifts, window panes, office furniture/equipment, 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 company should provide proper working uniform to the cleaners which is 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 daily.
- Lobbies/corridors/staircases to be cleaned/mopped daily.
- Common toilets to be cleaned twice a day; toilets attached to rooms to be cleaned daily.
- Staircases.
- Cleaning of pantry once a day.

3. Bids should be for cleaning services on all days from Monday to Friday 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 four cleaning staff with during hours from 0800 hrs - 1600 hrs.

## Terms & Conditions of the Contract

1. The bidder will have to ensure compliance of all mandatory labour laws/regulations laid down by the Government of the UK and any other relevant.
2. Acts and regulations enforceable from time to time without any liability on the Consulate General of India, Birmingham or without any responsibility for statutory compliance by the Consulate.
3. The workers provided should be on the permanent role of the company with valid working visas.
4. The bidder must have satisfactory in house training facility for its employees.
5. 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'.
6. **Duration of Contract:** The contract will be for **one year** duration from the date of award, and it could be extended **up to three years** subject to satisfaction of performance, on the same terms and conditions.
7. **Right to accept any bid and to reject any or all bids:** The Consulate General of India, Birmingham, have the discretion, accept or reject any bid/quotation without assigning any reasons thereof. The decision of the Consulate shall be final and binding on all.
8. **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 the bidder and Consulate General of India, Birmingham.
9. **Site Visits:** The bidders may 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 ASO (Admin), Consulate General of India, Birmingham (+44-121-2367706), visit the site (Gangee House) by prior appointment.



10. **Notification of award:** Consulate will notify the successful bidder in writing that its bid has been accepted.
11. 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.
12. 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.
13. 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.
14. The tender should be for a period of 120 days from the last date of submission.
15. 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.
16. **Validity of Contract:** The Consulate will have the right to review or cancel contract at any stage of execution with 30 days of advance notice.
- 17. Code of Conduct and Penalty for Non Performance:**
- i. 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.
- ii. 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.
- iii. Smoking, chewing of pan, intoxication, sleeping on duty is forbidden in the building.



18. 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.

19. 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.

20. **Other conditions:**

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

ii. 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.

iii. 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.

iv. 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, National Insurance no. etc.

v. 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.

vi. 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.

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



viii. 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.

ix. 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.

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

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

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

21. **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.

22. **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/PIO. A copy of the Visa status of the worker shall be submitted to the Consulate before deployment for work.

23. **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.

24. **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.

**Part-I: Technical Bid**

(All pages to be printed on Firm's Letter Head)

**Bidder's description format summary**

<b>Name of the bidding firm</b>	
<b>Name of partner(s)</b> <b>Nationality</b>	
<b>Name of the Authorized Signatory</b> <b>Nationality</b> <b>Passport No.</b>	
<b>E mail Id</b>	
<b>Telephone No.</b>	
<b>Fax No.</b>	
<b>Year of Incorporation</b>	
<b>Registration No.</b>	
<b>Service tax no.</b>	
<b>Registered Office &amp; Address</b>	
<b>Branches if any</b>	



**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?

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

## Copy of documents relating to the bidder’s experience, name of other offices/residences where they are working/ have worked etc. and any other relevant information about bidder may be enclosed.

**AFFIDAVIT**

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

1. I/We are submitting tender for the housekeeping against Tender Notice No.BIR/551/07/2021 dated 25.10.2021.
2. Myself or my partners do not have any relative working in any office of Consulate General of India, Birmingham.
3. All information furnished by me/us in respect of fulfilment 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]**



## **PART-II: Financial Bid**

(All pages to be printed on Firm's Letter Head)

To,  
Head of Chancery  
Consulate General of India,  
20 Augusta Street, Jewellery Quarter  
Birmingham B18 6JL

### **Sub: Financial Bid for Housekeeping Services at Consulate premises**

Dear Sir,

As part of the Bid, we hereby make the following price offer to the CGI towards providing the Housekeeping services at **Consulate General of India, Birmingham (Gamgee House)**.

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>Annual Cost</b>	
Housekeeping services (including garbage removal)			
Cleaning Manpower			
Cleaning resources requirement			
Total of Housekeeping Services (A)			
Sundry Expenses/Overheads (B)			
Sub Total (F) (A+B)			
Service Tax (C) (if any)			
Total A+B+C			

**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 behalf of:

**Signature (Authorized Signatory)  
Designation**

**Note:**

i. All the cost heads shall be inclusive of all applicable taxes as per the UK Government Legislations. The amount quoted should constitute the landed cost of hiring an agency towards providing housekeeping at Consulate General of India, Birmingham for a period of one year.

ii. Bidders must read these conditions carefully and comply strictly while sending/submitting their tenders.