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**Tender for Annual Maintenance Contract for
Housekeeping/Cleaning services at {CGI, Birmingham}**

TENDER NO. BIR/551/07/2021

Dated: 10 - 04 - 2024

Last date for submission of bid: 03/05/2024

**Consulate General of India
2, Darnley Road,
Birmingham B16 8TE
E Mail: hoc.birmingham@mea.gov.in
accts.birmingham@mea.gov.in**

File No.BIR/551//07/2021
{ CGI, Birmingham }

NOTICE INVITING TENDER

Consulate General of India, Birmingham invites Tender under two bid system from registered and authorized firms/agencies for providing Housekeeping/Cleaning services at **Consulate General of India, 2,Darnley Road, Birmingham B16 8TE** as per details given in the tender documents.

2. The interested firms/service agencies should submit the bids in two separate sealed covers, superscribed as **“Technical Bid” and “Financial Bid”**. **Both sealed covers should be put in a separate single envelope superscribed as “Tender for supply of cleaning service for CGI, Birmingham”** and addressed to “Head of Chancery, Consulate General of India, 2, Darnley Road, Birmingham, B16 8TE. Please note that tender document will not be accepted after the expiry of stipulated date and time for the purpose (03.05.2024) under any circumstances.

3. The Technical Bids will be opened on **06/05/2024** by a Committee authorized by the Competent Authority of the CGI Birmingham. The financial bids of only those bidders, whose Technical Bids are found responsive, shall be opened by the Committee authorized for the purpose. The pre-bid site visit may be conducted on prior appointment basis to assess the job requirement / quantum of work involved. For any queries, please write to **e-mail:- accts.birmingham@mea.gov.in**.

4. If a firm quotes NIL charges / consideration, the bid shall be treated as unresponsive and will not be considered.

5. The Competent Authority reserves the right to reject any or all the bids or cancel the tender, without assigning any reason and the decision of the competent authority of the CGI Birmingham shall be final and binding.



[Handwritten Signature]
09/04/2024

DATES TO REMEMBER

<u>Events</u>	<u>Date</u>
Notice Inviting Tender	10/04/2024
Starting date of Tender submission	10/04/2024
Site visit	15-26/04/2024
Pre-bid meeting	24/04/2024 at 1500hrs
Last date of Tender Submission	03/05/2024
Opening of Technical Bids	06/05/2024
Opening of Financial Bids (of only those who qualify in the minimum eligibility criteria)	06/05/2024

1. GENERAL INSTRUCTIONS

- 1.1 For the Bidding / Tender Document Purposes, the CGI, Birmingham shall be referred to as 'Client' and the Bidder/Successful Bidder shall be referred to 'Contractor and / or Bidder or interchangeably.
- 1.2 The tender document can be downloaded from the websites of <http://www.cgbirmingham.gov.in>, from **10/04/2024** onwards. The last date of submission of bids is **03/05/2024**.
- 1.3 While all efforts have been made to avoid errors in the drafting of the tender documents, the Bidder is advised to check the same carefully. No claim on account of any errors detected in the tender documents shall be entertained.
- 1.4 The bidder shall submit the copy of the authorization letter / Power of Attorney as the proof of authorization for signing on behalf of the Bidder.
- 1.5 All Bidders are hereby explicitly informed that conditional offers or offers with deviations from the conditions of Contract, the bids not meeting the minimum eligibility criteria, or any other requirements, stipulated in the tender documents are liable to be rejected.
- 1.6 The Parties to the Contract/Agreement shall be the successful bidder (to whom the work has been awarded) and the Client, CGI, Birmingham.

- 1.7 For all purposes of the contract including arbitration thereunder, the address of the bidder mentioned in the bid shall be final unless the bidder notifies any change of address by a separate letter handed over personally/courier or by email to the CGI, Birmingham . The bidder shall be solely responsible for the consequences of any omission or error to notify any change of address in the aforesaid manner.
- 1.8 The bidders are advised to visit the site to assess the quantum of work involved before submitting the tender. Once the tender is submitted, it will be presumed that the bidder has seen and understood the complete work involved.
- 1.9 The tender should be submitted in two sealed covers – the first sealed cover should be superscribed as “ **Technical Bid**” and second sealed cover superscribed as “**Financial Bid**”. Both the sealed covers should be placed in the main sealed envelop super scribed “ **Tender for supply of cleaning service for CGI, Birmingham**” and addressed to “Head of Chancery, Consulate General of India, 2, Darnley Road, Birmingham, B16 8TE.
- 1.10 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 Determent, 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.
- 1.11. The ‘Financial Bid (Part-II)’ should contain rates which are to be quoted on monthly basis as on enclosed proforma.
- 1.12 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 conditions. The bidder shall sign all schedule forming part of the tender.
- 1.13 **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.
- 1.14. **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.

2. **Scope of Work:**

The Consulate General of India Birmingham, 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, visitor's hall, kitchen/kitchenettes, toilets, two staircases, one counters, reception area and an open car park.

Housekeeping

2.1 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.

2.2 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 pantries once a day.

2.3 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 a minimum four cleaning personnel during 0800hrs-1600 hrs.

3. MINIMUM ELIGIBILITY CRITERIA

1. The bidder must be registered under the UK companies Act and should have all applicable/appropriate licenses in his own name.
2. The company should have a minimum of 3 years of experience in the housekeeping job as on 30/04/2024.
3. The Cleaning Service Company should have a **registered VAT number with HMRC** (copy of VAT number to be attached with the bid).
4. The bidding company must possess sufficient work experience of providing services to Important organizations/office complexes like CGI Birmingham.

4. VALIDITY OF BIDS

- 4.1 Bids shall remain valid and open for acceptance for a period of 180 days from the last date of submission of Bids.
- 4.2 In case, client calls the bidder for negotiation then this shall not amount to cancellation or withdrawal of original offer which shall be binding on the bidder.
- 4.3 The client may request for extension for another period of 60 days, without any modifications and without giving any reasons thereof.
- 4.4 **PRE-BID MEETING/SITE VISIT:** Interested firms/service agencies may visit the site for visualization and better understanding of the quantum of work during office hours after fixing a prior appointment. A pre-bid meeting will take place on at 1500hrs on 24.04.2024 . The site address is **Consulate General of India, 2-Darnley Road, Birmingham B16 8TE**. The bidders may also submit their queries by email on the aforementioned email IDs which will also be discussed in the pre-bid meeting.

5. PREPARATION OF BIDS

- 5.1 **Language:** Bids and all accompanying documents shall be in **English** only. The technical as well as the financial bids should be submitted in two sets – one original and one copy.
- 5.2 **Technical Bid:** Technical Bid should be prepared as per the instructions given in the Tender Documents along with all required information, documents in support of the minimum eligibility criteria. **All the documents comprising the Technical Bid shall be put in a separate sealed envelope superscribed as “Envelope A – Technical Bid”.** Documents comprising the Bid.

- a. **Technical Bid Submission Form duly signed and printed on Company's letterhead.**
- b. Contact Details Form, duly filled, signed & stamped.
- c. All attested supporting documents in proof of having fully adhered to minimum eligibility criteria as referred in Section-3 above.

5.3 **Financial Bid:** Bidder shall prepare the Financial Bid in the Price Schedule as provided in the Tender Document. Financial Bid shall be put in a separate sealed envelope superscribed as "**Envelope B- Financial Bid**".

6. **SUBMISSION OF BIDS**

6.1 The Bidding firms have to submit the tenders in two bid system {i.e (i) **Technical Bid and (ii) Financial Bid**} in the prescribed proforma. Tenders are to be submitted to **CGI, Birmingham Gangee House, 2 Darnley Road, Birmingham B16 8TE**. All the documents in support of eligibility criteria etc. and other required documents are to be submitted along with the Tender Documents. No Tender Documents will be accepted after the expiry of stipulated date and time for the purpose under any circumstances whatsoever.

The tender shall be submitted in sealed envelopes as described below:

ENVELOPE 'A'	Technical Bid
ENVELOPE 'B'	Financial Bid

6.2 No Bid shall be accepted after the specified date and time. However, the Competent Authority in the CGI, Birmingham reserves the right to extend the date / time for submission of bids, before opening of the Technical Bids.

7. **BID OPENING PROCEDURE**

7.1 The Technical Bids (Envelope A) and Financial bids (Envelope B) shall be opened at Consulate, **2 Darnley Road, Birmingham B16 8TE at 11am on 06/05/2024** in the presence of bidders or their representatives and the Tender Evaluation Committee constituted by the Competent Authority of the CGI, Birmingham. After evaluation of Technical Bids, a list of qualified bidders will be prepared by the CGI, Birmingham.

7.2 Bids shall be declared as valid or invalid based on the preliminary scrutiny, i.e. on site verification of documents submitted by the bidders by the Tender Evaluation Committee. The financial bids will be opened on result of such scrutiny. However, in case any thing found false or forged in contrary to the documents submitted by the bidder, its bid will be rejected and suitable legal action may be taken.

7.3 The date fixed for opening of bids, if subsequently declared as holiday by the Government, the revised date of schedule will be notified. However, in absence of such notification, the bids will be opened on next working date, the time remaining unaltered.

7.4 A letter of authorization shall be submitted by the Bidder's representatives before opening of the Bids.

7.5 Absence of bidder or their representative shall not impair the legality of the opening procedures.

8. CLARIFICATION ON TECHNICAL BID EVALUATION.

8.1 The Technical Bids shall be evaluated based on the available documents submitted by the bidder. To assist in the examination, evaluation, and comparison of the bids, and qualification of the bidders, the client may, at its discretion, ask any bidder for a clarification of its bid. Any clarification submitted by a bidder that is not in response to a request by the client shall not be considered. The client's request for clarification and the response shall be in writing.

8.2 If a bidder does not provide clarifications of its bid by the date and time set in the client's request for clarification, its bid may be rejected.

8.3 Client also reserves the right to seek confirmation/ clarification from the issuer agency, on the supporting documents submitted by the bidder.

9. VALIDITY OF CONTRACT

The contract, if awarded, shall be valid for a period of ONE YEAR (01 year). The contract may be extended annually on year to year basis, for further 02 years **[maximum tenure 03 years from the date of start of work initially]** as per the contract signed on same terms and conditions and same rates, subject to satisfactory services provided by the vendor. In case of breach of contract or in the event of not fulfilling the minimum requirements / statutory requirements, the client shall have the right at any time to terminate the contract forthwith in addition to forfeiting the performance security amount deposited by the Contractor and initiating administrative actions for blacklisting etc. solely at the discretion of the competent authority in CGI, Birmingham.

10. PAYMENTS

10.1 After award of work, a price schedule shall be annexed to the Articles of Agreement according to which all payments shall be made to the SP towards the AMC.

10.2 The prices in the Price Schedule shall be inclusive of all applicable taxes as may be levied by the Government from time to time.

10.3 All payments shall be made in GBP by means of bank transfer.

10.4 The payment to the workers in accordance to minimum wages prescribed by the local Government along with the statutory compliance Bonus is sole responsibility of the Contractor. In case of revision in minimum wages by the local Government, the same would be absorbed by the service provider. Claim for any escalation shall not be entertained by the Client.

10.5 **No request for revision/ increase of approved rates during the currency of the contract will be entertained.**

10.6 No payment shall be made in advance nor will any loan from any bank or financial institution be recommended on the basis of the order of award of work.

11. Other Conditions, Force Majeure & Penalty Clause

11.1 The workers so provided should be on the roll of the Company.

11.2 The bidder must have satisfactory arrangements for training of its workers. Confirmation in this regard is to be given.

11.3 The bidder should submit precise profile of its key clients along-with details of services provided.

11.4 If any cleaner is absent on a given day, the company will provide a substitute for him otherwise proportionate deductions will be made from the monthly payment.

11.5 In case the Service Provider fails in adhering to the daily cleaning requirements at CGI, Birmingham premises, and Client has to make alternative arrangements for daily cleaning, then Service Provider would reimburse the cost of such arrangements.

11.6 Contractor would be fully responsible for all acts of omission or negligence, dishonesty or misconduct of its employees for work at CGI, Birmingham premises. Contractor would indemnify Client against any compensation/claim and damages etc. due to accident or injury to its employees or death due to accident or otherwise, which may arise out of and during the course of their duties. Client would not be liable to pay any damages or compensation to such cleaners or to any third party.

11.7 In case of any complaint, either as regards to the nature of service or as regards to the behaviors of cleaners on duty or otherwise, Contractor would be intimated and would be required to take corrective measures promptly.

11.8 Client reserves the right to amend/withdraw any of the terms and conditions in the tender documents or to reject any or all tenders without giving any notice or assigning any reason. The decision of the Client in this regard shall be final and binding on all.

11.9 Client reserves its right to revoke the contract at any time, if the services rendered are not found satisfactory during the period of the contract.

11.10 **Client may, by written notice sent to Housekeeping agency, terminate the contract, with a notice period of at least one month, in whole or in part at any time for its convenience. The notice of termination shall specify that termination is for the Client's convenience, the extent to which performance of work under the contract is terminated and the date upon which such termination becomes effective.**

- 11.11 **The bidder must have modern equipment(s), latest technical expertise for management of buildings and related facilities, as has been defined in brief scope of work. Machinery, equipment, implements, material and consumables proposed to be used should be clearly indicated. List of equipment owned by the company may also be furnished with the bid.**
- 11.12 Any wrong or misleading information will lead to disqualification.
- 11.13 The bidder shall maintain at all times machinery / equipment and other resources required for upkeep and cleanliness of the premises of the Client. The SP will arrange at his own cost additional machinery/ equipment and resources if required by the Client for the purpose.
- 11.14 Client reserves the right to remove any person found unfit.
- 11.15 The bidder would be responsible for all mandatory compliance for social, safety and environmental issues related to the performance of the service provider in the Mission's/Post's premises as stated in the eligibility criteria.

LETTER OF BID

Dated:

To,
The Head of Chancery
Consulate General of India,
2,Darnley Road, Birmingham
B16 8TE

Ref. Invitation for Bid No. BIR/551//07/2021 dated:10/04/2024

We, the undersigned, declare that:

We have examined and have no reservations to the Bidding Documents, including Addenda issued in accordance with Instructions to Bidders,

2. We offer to execute in conformity with the Bidding Documents for AMC for Housekeeping/Cleaning services at **Consulate General of India, 2-Darnley Road, Birmingham B16 8TE.**

3. Our bid shall be valid for a period of 180 days from the date fixed for the bid submission deadline in accordance with the Bidding Documents and shall remain binding upon us and may be accepted at any time before the expiry of the period.

4. We also declare that the Government of India or any other Government body has not declared us ineligible or blacklisted us on charges of engaging in corrupt, fraudulent, collusive or coercive practices or any failure/lapses of serious nature.

5. We also accept all the terms and conditions of this bidding document and undertake to abide by them, including the condition that you are not bound to accept highest ranked bid / lowest bid or any other bid that you may receive.

Yours sincerely,
Authorized Signatory

(Authorized person shall attach a copy of Authorization for signing on behalf of Bidding Company)

Full Name and Designation

(To be printed on Bidder's letterhead)

Annexure -1

Format for Submitting the Financial Bid

(To be submitted in a separate sealed cover superscribed as "Envelope B – Financial Bid")

BID No. _____

Date:.....

To,
Head of Chancery
Consulate General of India,
Birmingham
B16 8TE

FINANCIAL BID

Proforma to be filled up and submitted by the bidder (in English)

1.	Name of the Bidding Agency/ Company	
2.	Address of the Bidding Agency/ Company	
3.	Contact details of the Bidding Agency/ Company	

Break-up of the total cost:

No. of cleaners {to be decided by the Mission/ Post*}	
Wages of cleaners (monthly)	
Total Wages	
Cleaning material charges (if applicable)	
Taxes (if applicable)	
{Any further break-up of monthly charges, if available}	
Total Amount (monthly) (inclusive of taxes)	

Total monthly charges for cleaning services: _____ **(incl. taxes)**

Yours faithfully,

(Signature of Authorized Signatory)

Name:

Designation:

Company seal:

PART-I: TECHNICAL BID

(ALL PAGES TO BE PRINTED ON FIRM'S LETTER HEAD)

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.	
VAT Registration no.	
Registered Office & Address	