

**High Commission of India,  
Dhaka, Bangladesh**  
[www.hcidhaka.gov.in](http://www.hcidhaka.gov.in)

**Date: 13 July, 2016**

**Tender for hiring of firm for housekeeping  
work of the new Chancery Complex of the  
High Commission of India at Baridhara Dhaka**

**Tender No.: DAC/ADM/871/09/2016**

**Last date for submission of bids: Sunday, 26 July, 2016**

**Section-I : Invitation for bids (IFB)**

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**No.DAC/ADM/871/09/2016**  
**HIGH COMMISSION OF INDIA**  
**Dhaka**

**TENDER NOTICE**

High Commission of India, Dhaka (HCI) invites sealed quotations from eligible firms for hiring of firm for housekeeping work of the new Chancery Complex of the High Commission of India at Baridhara Dhaka.

2. Tender document can be obtained from the Administrative Wing, HCI, Dhaka between 2.30 p.m. and 5.00 p.m. on all working days w. e. f. 13 July, 2016 on payment of BDT 500/-. It may also be downloaded from the Mission's website [www.hcidhaka.gov.in](http://www.hcidhaka.gov.in) **BDT 500/- per copy of the tender document may kindly be paid by the bidder towards Tender Document Fee, in case the document is downloaded from the website.**

3. The sealed quotations **would be accepted till 5.30 p.m. on 26 July, 2016.** EMD Pay Order/Demand Draft of **Taka 25,000 (BDT Twenty Five Thousands only)** in favour of 'High **Commission of India, Dhaka**' should be submitted along with the bid. The quotations should be submitted in sealed envelopes, clearly super scribed as "Tender for hiring of firm for housekeeping work of the new Chancery Complex of the High Commission of India at Baridhara Dhaka" in the tender box kept at the Reception of the Mission. **The sealed quotations would be opened on Wednesday, 27 July, 2016 at 3.30 p.m. in Conference Room of the Mission** in presence of the authorized representatives of the companies present. HCI, Dhaka reserves the right to reject one or all of the bids without assigning any reasons.

**4. For any queries/clarifications, please contact us at: 00-88-02-9889953 or send e-mail to: [fshoc@hcidhaka.gov.in](mailto:fshoc@hcidhaka.gov.in)**

**(Head of Chancery)**  
**13 July, 2016**

## **SECTION I: INVITATION FOR BIDS (IFB)**

**1. HCI, Dhaka** invites sealed bids from eligible bidders for hiring of firm for housekeeping work of the new Chancery Complex of the High Commission of India at Baridhara Dhaka as per Schedule of Requirements.

**2. Contact information –  
Head of Chancery,  
High Commission of India,  
Dhaka, Bangladesh;  
Tel: 02-9889953**

### **3. Date of submission of bids and opening of bids:**

**a.** Last date for submission of bids is **26 July, 2016 up to 1730 Hrs**

**b.** Bids will be opened on **27 July, 2016 at 1530 Hrs** at: Conference Room of HCI, Dhaka.

**c.** The representatives of bidders may choose to attend the opening of the bids.

**d.** The authorized representative of bidders, present at the time of opening of the bids shall be required to sign an attendance register as a proof of having attended the bid opening.

**e.** The bidder's name, bid prices, discounts and such other details considered as appropriate by HCI, Dhaka will be announced at the time of the opening of the bids.

## **SECTION II: INSTRUCTIONS TO BIDDERS (ITB)**

### **1. Timeline for services to be provided**

Upon award of the tender, the firm will have to provide housekeeping services from the date to be notified by the High Commission.

### **2. Locations of Services**

High Commission of India, 1, 2, 3 United Nations Road, Baridhara Dhaka.

### **3. Work order and Release of Payment**

The Work order and payment thereof shall be processed by:

**Head of Chancery,  
High Commission of India,  
Dhaka.**

### **4. Amendment of Bidding Documents**

At any time, prior to the deadline for submission of bids, HCI, Dhaka may, for any reason, whether on its own initiative or in response to the clarification request by a prospective bidder, modify the bid document.

### **5. Earnest Money Deposit (EMD)**

a. The tender documents must be accompanied by Earnest Money Deposit of appropriate amount, in the form of a Pay Order drawn on any Nationalized Bank, in favour of **High Commission of India, Dhaka**. The amount towards EMD is **BDT 25,000 (BDT Twenty five thousand only)** and should be submitted in the sealed envelope. Bids submitted without EMD will stand rejected. EMD will not be accepted in the form of cash/cheque/FDR or any other form except PO. No interest shall be payable on EMD.

b. The EMD will be returned to the bidder(s) whose offer is not accepted by HCI, Dhaka within 30 days from the date of the placing of the final order(s) on the selected bidder(s).

c. The successful bidder, on award of contract/order, must send the contract/order acceptance in writing, within 7 days of award of contract/order, failing which the EMD will be forfeited and the order will be placed to the next successful bidder.

d. The EMD shall be forfeited:

I. If the bidder withdraws the bid during the period of bid validity specified in the tender.

II. If the bidder fails to furnish the acceptance in writing, within 7 days of award of contract/ order.

## **6. Period of validity of bids**

a. Bids shall be valid for a minimum **180 days** from the date of submission of bids. A bid valid for a shorter period shall stand rejected.

b. HCI, Dhaka may ask for the bidder's consent to extend the period of validity. Such request and the response shall be made in writing only. The bidder is free not to accept such request without forfeiting the EMD. A bidder agreeing to the request for extension will not be permitted to modify his bid.

## **7. SUBMISSION OF BIDS**

The Bid shall be neatly arranged, plain and intelligible. Each page of the bid should be signed. They should not contain any terms and conditions, printed or otherwise, which are not applicable to the Bid. The conditional bid will be summarily rejected. Insertions, postscripts, additions and alterations shall not be recognized, unless confirmed by bidder's signature.

## **8. Late Bids**

Any bid inadvertently received by HCI, Dhaka after the deadline for submission of bids, will not be accepted and returned unopened to the bidder.

## **9. AWARD OF CONTRACT**

### **Award Criteria:**

a. HCI, Dhaka shall award the contract to the eligible bidder whose bid has been accepted and determined as the lowest evaluated commercial bid.

b. The lowest price criteria shall be applied on the total.

c. If more than one bidder happens to quote the same lowest price, HCI, Dhaka reserves the right to split the order and award the contract to more than one bidder.

**10. Purchaser's Right to amend Scope of Work**

If, for any unforeseen reasons, HCI is required to change the Scope of Service, this change shall be acceptable to the bidder without change in the unit price quoted.

**11. Interpretation of the clauses in the Tender Document/Contract Document**

In case of any ambiguity/ dispute in the interpretation of any of the clauses in this Tender Document, HCI's interpretation of the clauses shall be final and binding on all parties.

**12.** The High Commission reserves the right to accept or reject any or all the Tenders without assigning any reasons whatsoever.

## **SECTION III: SPECIAL CONDITIONS OF CONTRACT (SCC)**

### **1. Prices**

- a. The price quoted shall be considered firm and no price escalation will be permitted during the period of the contract.
- b. Bidders must quote the price in the format given in Price Schedule at Section-V of this document.
- c. All items are to be quoted only in Bangladeshi Taka.
- d. The prices quoted should be exclusive of VAT but inclusive of all other applicable taxes and charges.
- e. The bidder should work out the entire work in terms of minimum manpower required for 4 separate divisions of the work i.e. Chancery Building, Perimeter Road & Outer pavements, Staff Housing Block and Gym Block. Accordingly the rate for per person proposed to be deployed is to be quoted by them.
- f. The bidder should also work out a list of consumables for one month, which should be attached with tender documents.

2. **Payments:** Payment will be made on monthly basis against the bill to be submitted by the firm for services provided by it on expiry of each month of service.

3. The tenderer shall submit documentary evidence in respect of their financial and technical capabilities as quoted by them.

4. The tenderer can submit only one tender; a tenderer who submits more than one tender will be disqualified.

**5 Performance Bank Guarantee (PBG):** The successful bidder will be required to furnish the Performance Bank Guarantee in form of a Bank Guarantee for the 100% (one hundred percent) amount of the bid value (i.e. cost of one month's service) within 7 working days of receipt of work Order, as per the format attached to this document (Annexure. 3). This bank guarantee shall remain valid till the completion contract period.

### **6. Penalty for delayed Services:**

- a. HCI reserves the right to levy penalty @ of 0.5% of price quoted for per month service for per day of delay beyond the date intimated by the Mission to the firm to start providing services, subject to a maximum of 5% of the total bid value.

b. HCI reserves the right to cancel the work order in case the delay is more than 15 days.

c. HCI reserves the right to revoke the contract at any time if the services rendered are not found satisfactory during the period of Contract.

**7. Force Majeure:**

HCI may consider relaxing the penalty and delivery requirements, as specified in this document, if and to the extent that, the delay in performance or other failure to perform its obligations under the contract is the result of an Force Majeure. Force Majeure is defined as an event of effect that cannot reasonably be anticipated such as acts of nature (like earthquakes, floods, storms etc), acts of states, the direct and indirect consequences of wars (declared or undeclared), hostilities, national emergencies, civil commotion and strikes at successful Bidder's premises.



#### **SECTION IV: GENERAL TECHNICAL SPECIFICATIONS**

- i. Firms who have a minimum of 10 (Ten) years of overall experience in housekeeping and related services.
- ii. Firm must be based in Dhaka.
- iii. Firm must have well trained personnel
- iv. Firm must be equipped with modern equipments like vacuum cleaners, glass cleaners, floor cleaner etc to cater to the need of cleaning such big area in short time.
- v. Firm must be providing housekeeping services to at least 5 diplomatic missions.
- vi. Firm must also be providing housekeeping services to at least 5 government departments.
- vii. Firm must have valid VAT registration certificate from the concerned department.
- viii. Firm must have up to date Trade License.
- ix. Firm must have a certificate of incorporation.

The Tenderer must include, as a part of his tender, attested copy of documents mentioned in Sl. No. (i) to (ix), to establish his qualifications to perform the Contract.

## Section – V

Format for Submitting the Price Schedule for the work of housekeeping of the new Chancery building of High Commission of India, Park Road, Baridhara, Dhaka

**BID No. DAC/ADM/871/09/2016 13 July, 2016**

### Price Schedule

**Name of firm -**

**Address for correspondence –**

**Contact Details -**

<b>Division of work</b>	<b>Number of personnel proposed to be deployed</b>	<b>Rate per person to be deployed Worker /supervisor</b>	<b>Total Price (BDT)</b>
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>
<b>Chancery</b>			
<b>Perimeter roads &amp; outer pavements</b>			
<b>Staff Housing Block</b>			
<b>Gym Block</b>			

**Note:**

1. Above quoted prices for housekeeping work are complete in all respect as per technical specifications inclusive of all taxes & other charges etc.
2. Certified that rates quoted are as per specifications, terms & conditions mentioned in the tender document.

Yours faithfully,  
(Signature of Authorised Signatory)  
Name & Designation:  
Company seal:

## **Section – VI: Details of works to be carried out**

1. **Housekeeping** – Daily cleaning\* of common areas, toilets, lobbies, staircase, verandahs, pantries, lifts, fittings and fixtures, Compound Wall, Terrace Conference Hall, open/covered parking, entrance and exit areas.
2. Cleaning of any other place within the premises as directed by the competent authorities from time to time including cleaning during special functions/parties organized by High Commission within the Complex.
3. Daily cleaning of multipurpose court, gym block, electric sub station and water bodies.
4. Daily cleaning of common areas of staff housing block within the complex including courtyard, staircase, corridors etc.
5. The cleaners should be provided with proper working Uniforms to be worn during the entire working time, hrs 0800 hrs 1700 hrs with lunch break from 1300 hrs to 1400 hrs. Cleaning of common areas outside the chancery building including inner perimeter road, outer pavements on park Road and UN Road will have to be done on holidays as well as weekends.
6. Lobbies/staircases/Corridors to be cleaned/mopped throughout the day.
7. Toilets to be cleaned once in the morning and then after every two hours in the day.
8. Cleaning of all glass panes, partitions, structure glazing and skylights from both sides once in a week.
9. Polishing of signages/nameplates/brass planters and railing of staircase to be done once a week.
10. Daily collection and removal of all garbage and its disposal in a hygienic manner, including dumping at municipal designated garbage dustbin. Garbage trolley should be provided by the Bidder.
11. Bids should be for cleaning services on all days including holidays with all required material and machinery. Bids should include cost of cleaning material including garbage bags, toilet roll, C-fold paper, multifold paper, liquid soap, air freshener, brasso, insect killer, naphthalene balls/urinal cubes etc. No extra remuneration would be paid to the agency for working on Fridays/Saturdays/Holidays (if required).
12. Drainage & Water System -- It will be the responsibility of the contractor to clean the drains on a regular basis.

13. The final authority to increase the number of items, mentioned above rests with High Commission of India, Dhaka. Service Provider needs to render the upkeep and maintenance services in respect of these increased number of items.
14. The Contractor shall employ in consultation with the High Commission of India only those persons who are physically and medically fit and whose antecedents have been verified and cleared by the local police/Administration.
15. The workers engaged by the Contractor will be the employees of the Contractor and the High Commission of India will not, in any way, be responsible for any liability/compensation on account of accident, injury or death of workers while performing their work inside the High Commission's campus.
16. The Contractor shall ensure compliance of local laws related to the workers/engaged for the above mentioned work.

- \*Cleaning includes - Sweeping/moping/dusting/Vacuum cleaning as required.

**NOTIFICATION OF AWARD**

Contract No:

Date:

To:

[Name of Contractor]

This is to notify you that your Tender dated [insert date] for the execution of the Works for [name of project/Contract] for the Contract Price of BDT [Amount in figures and in words], as corrected and modified in accordance with the Instructions to Tenderer is hereby accepted by [name of Employer]. You are requested to proceed with the execution of the Works on the basis that this Notification of Award shall constitute the formation of a Contract, which shall become binding upon you furnishing a Performance Security within fourteen (14) days, and signing the Contract Agreement within twenty-one (21) days, we attach the Contract Agreement for your perusal and signature.

Signed

Duly authorised to sign for and on  
behalf of [name of Procuring Entity]

Date:

## CONTRACT AGREEMENT

THIS AGREEMENT made the [day] day of [month] [year] between [name and address of Employer] (hereinafter called "the Employer") of the one part and [name and address of Contractor] (hereinafter called "the Contractor") of the other part:

WHEREAS the Employer invited Tenders for certain works, viz, [brief description of works] and has accepted a Tender by the Contractor for the execution of those works in the sum of Taka [Contract price in figures and in words] (hereinafter called "the Contract Price").

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the General Conditions of Contract hereafter referred to.
2. The documents forming the Contract shall be interpreted in the following order of priority:
  - a. the signed Contract Agreement;
  - b. the letter of Notification of Award
  - c. the completed Tender Submission Sheet as submitted by the Tenderer;
  - d. Scope of Work
3. In consideration of the payments to be made by the Employer to the Contractor as hereinafter mentioned, the Contractor hereby covenants with the Employer to execute and complete the works and to remedy any defects therein in conformity in all respects with the provisions of the Contract.
4. The Employer hereby covenants to pay the Contractor in consideration of the execution and completion of the works and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract.

IN WITNESS whereof the parties hereto have caused this Agreement to be executed in accordance with the laws of Bangladesh on the day, month and year first written above.

For the Employer:

For the Contractor:

Signature  
Print Name  
Title  
In the presence of  
Name  
Address

**BANK GUARANTEE OF PERFORMANCE SECURITY**

(On non-judicial paper of appropriate value)

To,

**Head of Chancery  
High Commission of India  
Dhaka**

Bank Guarantee no:

Date:

Dear Sir(s)

This has reference to the Purchase Order No. \_\_\_\_\_ Dated \_\_\_\_\_ been placed by HCI, Dhaka M/s \_\_\_\_\_ (Name & Address of vendor) for

The conditions of this order provide that the vendor shall,

1. Arrange to deliver the service listed in the said order to the employer, as per details given in said order,

M/s \_\_\_\_\_ ..(Name of Vendor) has accepted the said work order with the terms and conditions stipulated therein and have agreed to issue the performance bank guarantee on their part, towards promises and assurance of their contractual obligations vide the work order No. \_\_\_\_\_ M/s. (name of vendor) holds a current account with us and has approached us and at their request and in consideration of the promises, we hereby furnish such guarantees as mentioned hereinafter.

HCI, Dhaka shall be at liberty without reference to the Bank and without affecting the full liability of the Bank hereunder to take any other undertaking of security in respect of the suppliers obligations and /or liabilities under or in connection with the said contract or to vary the terms vis-a-vis the supplier or the said contract or to grant time and or indulgence to the supplier or to reduce or to increase or otherwise vary the prices or the total contract value or to forebear from enforcement of all or any of the obligations of the supplier under the said contract and/or the remedies of the HCI, Dhaka under any security(ies) now, or hereafter held by the HCI, Dhaka and no such dealing(s) with the supplier or release or forbearance

whatsoever shall have the effect of releasing the bank from its full liability of the HCI, Dhaka hereunder or of prejudicing right of the HCI, Dhaka against the bank.

This undertaking guarantee shall be a continuing undertaking guarantee and shall remain valid and irrevocable for all claims of the HCI, Dhaka and liabilities of the supplier arising upto and until date \_\_\_\_\_ .

Your right to recover the said sum of Tk. \_\_\_\_\_/- Taka \_\_\_\_\_ Only) from us in manner aforesaid will not be affected/or suspended by reason of the fact that any dispute or disputes have been raised the said M/s \_\_\_\_\_ and/or that any dispute or disputes are pending before any officer, tribunal or court or Arbitrator.

Our liability under this guarantee is restricted to Tk \_\_\_\_\_ (Taka \_\_\_\_\_ Only) Our guarantee shall remain in force until unless a suit action to enforce a claim under guarantee is filed against us within six months from (which is date of expiry of guarantee) all your rights under the said guarantee shall be forfeited and we shall be relieved and discharged from all liabilities there under.

We have power to issue this guarantee in your favour under Memorandum and Articles of Association of our Bank and the undersigned has full power to do under the power of Attorney dated.

Notwithstanding anything contained herein:

A. Our liability under this guarantee shall not exceed Tk \_\_\_\_\_ . (In words)

B. This bank guarantee shall be valid up to \_\_\_\_\_ & unless a suit for action to enforce a claim under guarantee is filed against us within six months from the date of expiry of guarantee. All your rights under the said guarantee shall be forfeited and we shall be relieved and discharged from all liabilities there after i.e. after six months from the date of expiry of this Bank guarantee



C. We are liable to pay the guaranteed amount or any parts thereof under this bank guarantee only and only if you serve upon us a written claim or demand or before ò ò ò ò .

D. The Bank guarantee will expire on ò ò ò  
Granted by the Bank.

Yours faithfully,

SEAL OF THE BANK

For (Name of Bank)  
Authorized Signatory