

Dated: 08.02.2024

TENDER NOTICE

Subject: Contract for Cleaning and Housekeeping services at the premises of the Assistant High Commission of India, Sylhet

Sealed quotations are invited from companies/service providers for the award of a contract for cleaning and housekeeping services at the premises of the Assistant High Commission of India (AHCI), Sylhet at Shahjalal Uposhohor, Sylhet under a two-bid system consisting of technical and financial bids. Bids are to be sent in an envelope containing the sealed technical & financial bids addressed to the Head of Chancery, Assistant High Commission of India, Sylhet at House No. 40, Road No. 2, Block E, Shahjalal Uposhohor, Sylhet, as per the following details:

Envelope 1: The sealed envelope should include the **Technical bid**, duly signed by the authorized person with detailed particulars of the bidder (including key personnel and their contact details), competency and experience of the bidder. The bidder should be a legally valid entity and possess the requisite licences from the local authorities to provide such services if applicable. The envelope should be prominently superscribed "**TECHNICAL BID FOR CLEANING AND HOUSEKEEPING SERVICES, AT AHCI, SYLHET**"

Envelope 2: **Financial bid:** The sealed envelope should contain the Financial bid, duly signed by the authorized person, and be prominently superscribed "**FINANCIAL BID FOR CLEANING AND HOUSEKEEPING SERVICES, AT AHCI, SYLHET**"

Location of Work: Assistant High Commission of India, Sylhet at House No. 40, Road No. 2, Block E, Shahjalal Uposhohor, Sylhet

Period of Contract (start date)	: One year from 10.03.2024 to 09.03.2025
Bid Submission (start date)	: 14.02.2024 (from 0900 hrs.)
Bid Submission (end date)	: 05.03.2024 (till 1500 hrs.)
Bid Opening date (Technical)	: 06.03.2024 at 1500 hrs @ AHCI Sylhet
Bid Opening date (Financial)	: 07.03.2024 at 1500 hrs @ AHCI Sylhet

Scope of Work

The detailed scope of the cleaning and housekeeping services at the premises of the Assistant High Commission of India, Sylhet are described in Annexure 'A' of this document. A contract is to be signed by the selected firm and the Assistant High Commission of India, Sylhet, in the format of agreement given at Annexure 'B' of this document.

Eligibility Criteria

Bidders are required to have experience of at least 02 years in this sector and must be registered with the concerned Bangladeshi authorities as required under the local regulations for tax and other purposes.

Validity of Bids

The bids should be valid for a period of at least six months from the last date for submission of bids.

Earnest Money Deposit (EMD)

The bidder should furnish a refundable Earnest Money Deposit (EMD) of BDT 15,000/- (Bangladeshi Taka Fifteen Thousand only) in the form of a Demand Draft / Banker's cheque, Bank Guarantee in favour of the "**Assistant High Commission of India, Sylhet**" along with their sealed bids.

Any bids submitted without the EMD or Bid Securing Declaration shall be summarily rejected. The EMD will be forfeited on account of one or more of the following reasons:

- The bidder withdraws the bid during the period of bid validity;
- In the case of a successful bidder, if the selected bidder fails to sign the agreement in time or furnish a Performance Guarantee;

Notification of Award

Prior to the expiration of the period of bid validity, the Assistant High Commission of India, Sylhet will issue a letter of Intent to the successful bidder that it is proposed to accept their bid. Upon the receipt of acceptance letter from successful bidder and furnishing of Performance Guarantee, the letter of award of work will be issued and the Contract will be signed by the Assistant High Commission. On award of work to the successful bidder, the EMD submitted by the unsuccessful bidders will be returned.

The Assistant High Commission of India, Sylhet, at any time, may terminate the contract, by giving a written notice of 30 days to the service provider for unsatisfactory performance. During the contract period, no increase in rates will be allowed.

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 Assistant High Commission will not entertain any extra claim at any stage during the period of contract. In case of any changes in the tax rates are notified by the Government, the same shall be admissible only after the publication of the relevant Government notification.

General Instructions:

Bidders are requested to thoroughly familiarize themselves with the scope of work given at Annexure A and may visit the premises with prior appointment to gauge the scope of work before submitting their bids. Bidders will be requested to be present at the time of opening of technical bids and after assessment of technical bids, eligible bidders will be requested to be present at the time of opening of financial bids. For the Bidding/Tender Document purposes, Assistant High Commission of India, Sylhet shall be referred to as 'Client' and the Bidder/Successful Bidder shall be referred to 'Contractor' and/or Bidder/Company or interchangeably.

Other terms and conditions

- (i) The cleaning work should be done as per directions of Client;
- (ii) The rates finally approved/accepted by the Client, including the VAT amount payable shall be valid for the contract period and no upward revision will be allowed under any circumstances. Client will not entertain any claim on account of any tax other than VAT for execution of the work awarded under the contract and all such taxes should be paid by the firm itself.
- (iii) Under no circumstances shall the Bidder appoint any sub-contractor or sub-lease the contract. If it is found that the company has violated these conditions, the contract will be terminated forthwith without notice, by the Client;
- (iv) Delay in work will not be permissible on the grounds of non-availability of the materials, items etc;
- (v) Late/delayed tenders due to any reason, whatsoever, will not be accepted/considered under any circumstances;
- (vi) The contract can be terminated by the Client at any time if the work of the Company is found unsatisfactory;
- (vii) The bills for the services for a month must be prepared on the basis of approved rates and submitted to the Client by the 10th of the succeeding month for effecting payment;
- (viii) No advance payment shall be made for the services;...
- (ix) The payment will be released through direct bank transfer or through a crossed cheque in favour of the Company after scrutiny of the attendance sheets of the cleaning staff;

- (x) Work carried out shall be to the satisfaction of the Client;
- (xi) The contract can be terminated without assigning any reason by giving 30 days' notice by the Client;
- (xii) Cleaning staff engaged by the company will be required to mark the attendance sheet on working days on arrival and departure from the premises;
- (xiii) Substitute should be provided in case of non-availability of regular cleaning staff.
- (xiv) The Company should provide details of cleaning staff to be engaged by it for cleaning work in the Assistant High Commission in advance;
- (xv) Cleaning staff assigned by the Company should ensure that they maintain good personal hygiene and are well mannered while carrying out their duties. Unbecoming behaviour on the part of any member of the cleaning staff will be reported to the Company which will replace the erring member with a replacement within 3 working days;


Head of Chancery
Assistant High Commission of India, Sylhet
Tel. No. 880-2996687001
08.02.2024

DETAILED WORK DESCRIPTION FOR CLEANING CONTRACT**DESCRIPTION AND DEFINITION OF THE AREAS**

- (i) Ground Floor, entrance, lobby, parking lots, Basement.
- (ii) First floor - all the rooms including kitchen, restroom
- (iii) Second floor - all the rooms including kitchen, restroom
- (iv) Common area of the Chancery building e.g. Stairs, lift, rooftop etc.
- (v) Water tank and Sanitary fittings.
- (vi) Cleaning of terrace

B. LIST OF CLEANING & HOUSEKEEPING SERVICES AND SCHEDULE

Cleaning services will include sweeping/mopping/dusting/vacuum cleaning of common areas, balconies, office rooms, toilets, lobbies, staircases, lifts, window panes, office furniture/equipment, terrace, ground floor, entrance and exit areas, drive ways, parking areas and any other place within the premises as directed by the Client from time to time including removal of waste material and discarded furniture. The cleaners should be provided with proper Working Uniforms to be worn during the entire working time.

I. Daily cleaning service from Sundays to Fridays

- Vacuuming of all carpet areas
- Sweeping and mopping of all the floors including stairs, parking lot & driveway
- Remove garbage from all baskets and ash trays, etc. twice a day
- Dusting all work stations and furniture; Cleaning all the rooms, restrooms and pantry; Cleaning entrance & lobby
- Cleaning doors of entrance and glass doors; Removing & disposal of empty cartons;
- Cleaning of drainage systems

II. Weekly cleaning

- Washing floors and kitchen;
- Cleaning refrigerators, water dispensers, other equipment;
- Dusting pictures/articles, air conditioner vents on all floors; Removing stains on doors and glass panes
- Cleaning of all vertical blinds and windows from inside
- Using cleaning material for opening sinks
- Cleaning of terrace

III. Fortnightly Cleaning

- Cleaning walls in each room/floor/kitchen
- Cleaning trays
- Cleaning cupboards

IV. Monthly cleaning

- All windows interior & exterior
- Cleaning of fax machine, photocopier, telephones, computers; Cleaning and arranging of server room
- Thorough cleaning of all furniture items
- Cleaning the perimeter walls of the building
- Thorough cleaning of bathrooms
- Cleaning of Water Tanks and Water Supply Lines
- Brass polishing of sign boards/brass planters and railing of staircase to be done as and when required.

V. Pest Control

Pest control of the premises for eradicating mosquitoes, cockroaches, rats and other pests should be done every fortnight. Fumigation should be done for entire building as and when required. Special treatment should be done to ensure rodent and pest free rooms.

C. MANPOWER AND INSPECTION

- (i) From Sunday to Thursday - three employees will work from 07:00 to 15:30 hrs which will include a 30-minute lunch break.
- (ii) The employees, if needed, may be required to come on Weekends/Holidays twice a month. However, the work hours will be restricted to 8 hours (with a 30-minute lunch break) on each instance.
- (iii) Employees will be Bangladeshi nationals and possess valid Bangladeshi National Identity Cards, wearing uniform with name tags. Working hours of the employees will be monitored
- (iv) Assessment of the work will be done from time to time but at least once a month

D. EQUIPMENT AND CLEANING MATERIAL TO BE PROVIDED BY THE COMPANY

Service trolley, vacuum cleaner, all cleaning material including brooms, dusters, garbage bags, tissue paper, soap for cleaning and hand wash liquid, parquet cleaner, room freshener etc.

AGREEMENT

Signed on _____ 2024

BETWEEN

Assistant High Commission of India Sylhet, House No. 40, Road No. 2, Block E, Shahjalal
Uposhohor, Sylhet.

("AHC" on one part)

AND

M/s _____ License No. _____,

Address: _____.

("COMPANY" on the other part)

AND given that the Company offers such services at different places.

INTRODUCTION

- 1.1 The introduction of this contract, the price offer and the attached annexures are an inseparable part of this contract.
- 1.2 The Company declares and confirms with his signature this contract.
- 1.3 This contract is valid for 12 (twelve) months from 10.03.2024. The agreement may be extended for a period of 12 months on mutual consent at the same rates.
- 1.4 This contract can be terminated on 30 days prior notice by the Client without assigning any reason.

DECLARATION BY THE COMPANY

- 2.1 The Company declares that it knows all the details of the contract and has the knowledge, the capacity, the skills and the means to provide all of the required services as given in Annexure 'A'.
- 2.2 The Company will provide for the services as per the contract and Annexure 'A'.
- 2.3 The Company declares that it is permitted by law provide these services detailed in this Agreement and provide proof of registration in compliance of local laws and statutory regulations in running a private company.
- 2.4 The employees of the Company have the knowledge and experiences and the skill to

provide the services required as per this contract and the Annexure(s).

EMPLOYEES

- 3.1 The Company will provide three employees for cleaning and maintenance services. All the Employees must be Bangladeshi Citizens and hold valid Bangladesh NID cards.
- 3.2 All employees must be able to converse in Bangla and basic Hindi/English. They should be physically / mentally fit and should not suffer from an apparent disability.
- 3.3 The cleaning staff not found acceptable by the client will be substituted.
- 3.4 The company undertakes to follow prevalent Bangladeshi Labor laws in determining terms and service conditions of its employees including mandatory contributions to national insurance etc, if any. It agrees to provide the Client details of salary, other benefits/contributions, allowances, leave etc. of its employees

RESPONSIBILITY

- 4.1 The Company will take responsibility for any damages/loss of property caused to the Client / or any third party by its employees and suitably compensate the Client / or any third party.

PAYMENTS

- 5.1 The Client will pay a fixed amount of BDT _____ per month inclusive of all taxes for cleaning and housekeeping services as per this contract and Annexure(s).

OTHERS

- 6.1 Any amendment to this contract should be made in writing with mutual consent.

Authorised Signatory of the Company Name of Company, SEAL & Address	Head of Chancery Assistant High Commission of India Sylhet
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