

**Embassy of India**  
**Bahrain**  
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**Subject: Notice inviting Bids/Quotations for Providing Cleaning Services to the Embassy of India Complex, Manama, Bahrain**

On behalf of the President of the Republic of India, Embassy of India, Bahrain invites **sealed** quotations from reputed, experienced and financially sound maintenance companies which can supply cleaning services at the Embassy of India, Chancery-cum-Residential Complex at Road No.2819, Block No.428, Seef District, Bahrain, initially for a period of one year. The details of cleaning services has been defined in the scope of work in this tender document. The company should have a minimum of 10 years experience in the field as on 31.10.2020. The schedule for bidding is as follows:

Pre bid meeting	: 29.12.2020 (1100 hrs.)
Bid Submission (start date)	: 29.12.2020 (15.00 hrs)
Bid submission (end date)	: 20.01.2021 (1500 hrs)
Bid opening date (Technical)	: 21.01.2021 (1500 hrs)
Bid opening date (Financial)	: 28.01.2021 (1500 hrs.)

The interested companies, fulfilling the eligibility & qualification criteria given below, may submit their bids/quotations, in two sealed covers, to the Bids/quotations may be submitted to 'Head of Chancery, Bldg. No.1090, Road No. 2819, Block No.428, Al-Seef, Manama, Bahrain by post or by hand latest by 1500 hrs. of 20.01.2021, as per following details:

1. **Cover 1: Technical bid:** The envelope should be prominently super-scribed "TECHNICAL BID FOR CLEANING WORK" and should contain particulars of the bidder (including key personnel and their contact telephone numbers and email addresses) along with:

- a) Bid Security / Earnest Money Deposit of **BHD 300.000** (Bahraini Dinars Three hundred only) in the form of Certified Cheque / Bank Guarantee / Initial Bond / Bank Draft of a Registered International Bank in favour of "Embassy of India, Bahrain" and valid at least up to March, 2021.
- b) Plan of deployment of staff and equipment at the site;
- c) A draft contract to be signed between the two parties.
- d) The documents listed at para 4 (Qualification of Bidders).The technical bids would be opened at 1500 hrs on January 21, 2021, in the presence of bidders or their representatives who may like to attend the proceedings.

**Cover 2: Financial bid:** The envelope should be prominently super-scribed "FINANCIAL BID FOR CLEANING WORK" and should contain the financial bids / quotations in Bahraini Dinars separately for "routine cleaning work" and "special cleaning work" specified in the scope of work below. The date and time of the opening of financial bids would be intimated by email to the technically qualified bidders and the bids would be opened in the presence of qualified bidders or their representatives who may like to attend the proceedings.

### **Eligibility of Bidders:**

- This *Invitation for Bids/Quotations* is applicable to all companies who are registered as a commercial entity with Govt. of Bahrain for providing janitorial/cleaning services (A copy of valid trade licence to be enclosed with the technical bid).
- The bidder shall conform to the Laws of the Kingdom of Bahrain and his attention is particularly drawn to the laws governing employment of manpower.
- Bidders must register their employees in the Kingdom of Bahrain with the Ministry of Labour / LMRA and receive a certificate of registration. It must also register its employees with the General Organization for Social Insurance (GOSI) and contributions must be paid monthly for compulsory insurances against old age, disability and death (for Bahraini employees), and against work-related injuries including death (for all employees) as per Bahraini law.
- The bidder should not have been debarred or black-listed for providing services by any of the agencies of the Government of the Kingdom of Bahrain.

### **Terms & Conditions**

- i) The bidder will have to ensure compliance of all mandatory Labour Laws/regulations laid down by the Government of the Kingdom of Bahrain and any other relevant acts and regulations enforceable from time to time without any liability on the Embassy of India, Bahrain or without any responsibility for statutory compliance by the Embassy.
- ii) The workers provided should be regular employees of the company with valid work permits and visas and should be Indian national or any friendly country. A copy of the Labour card of each worker shall be submitted to the Embassy before deployment for work.
- iii) The bidder must have modern equipment, latest technical expertise for management of building and related facilities as has been defined in 'Scope of Work'.

**Qualification of Bidders:** All Bidders shall provide in the technical bid, a preliminary description of the proposed work & method, and also submit relevant documents to demonstrate:

- i) Registration as commercial establishment with the Government of the Kingdom of Bahrain.
- ii) Satisfactory certificates / testimonials from the relevant clients for three similar services provided by them for at least one-year duration during the last five years along with the relevant contact details of such clients for reference purposes.
- iii) A signed undertaking to confirm fulfilling of eligibility criteria mention in Para 3 (Eligibility of bidders) above

**Scope of Work:** Provision of required manpower, cleaning materials and equipment for carrying out cleaning work as per detailed description provided in **Annexure 'A'**

**Bids/price-quotes** submitted should be valid for three months and should indicate separate charges for each of the two items (routine & special) mentioned in the scope of work.

The Embassy may decide to reduce or increase the final scope of work and may ask for services in respect of any one or more of the items mentioned listed in the scope of work. The charges would remain fixed for one year with the option to renew the contract for a further period of one year at a time at the same rates if acceptable to both the parties.

The Embassy reserves the right to reject a bid without assigning any reason and to restrict the bids to any number deemed suitable by it, if too many bids are received. The Embassy also reserves the right to reject the bid if any of the conditions in the draft contract is/are not acceptable to the Embassy and the changes proposed are not accepted by the bidder. Any bid received by 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.

For scheduling a site inspection or any other any clarifications, please write by email to [hoc.bahrain@mea.gov.in](mailto:hoc.bahrain@mea.gov.in). Any modifications/clarifications issued by the Embassy to this notice would be available at the "Tenders" page of Embassy's website <http://eoi.gov.in/bahrain>.

### **Earnest Money Deposit**

The bidder should furnish refundable Earnest Money Deposit (EMD) of ***BHD 300.00*** in the form of a Demand Draft/Banker's cheque, Bank Guarantee or online payment to Bank Account in favour of '**Embassy of India, Bahrain,**' along with the bid. Any bid not accompanied with EMD or Bid Securing Declaration shall be rejected. The EMD will be forfeited on account of one or more the following reasons:

- The bidder withdraws his bid during the period of bid validity; In case of a successful bidder, the selected bidder fails to sign the agreement in time or furnish Performance Guarantee; Furnishing of any wrong information.
- The bidder should be ready to provide Performance Guarantee of *5% of accepted contract value before issue of letter of award of work.*

**Right to accept any bid and to reject any or all bids:** The **Embassy of India, Bahrain** reserves the right to amend any of the terms and conditions contained in the Tender document or reject any or all applications/offers without giving any notice or assigning any reason thereof. The decision of the Embassy shall be final and binding upon all bidders.

- 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. No variation in or modification of the terms of the Contract shall be made except by written amendment signed by both the parties i.e., the bidder and **Embassy of India, Bahrain.**
- Site Visits:** The bidders shall visit the work place, understand the scope thoroughly (even if it is not mentioned in this tender) and then quote for. The bidder shall contact Head of Chancery, **Embassy of India, Bahrain** for visiting the site on 29.12.2020.
- Notification of award:** Prior to the expiration of the period of bid validity, Embassy of India, Bahrain will issue letter of Intent to successful bidder that it is proposed to accept his 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 *Contract will be signed* by the Embassy and EMD will be refunded to unsuccessful bidders at the earliest

and latest within 30 days of award of work.

The Embassy may terminate this contract, by giving a written notice of 30 days to the service provider *for* unsatisfactory performance.

**Termination of Contract :**

- The service provider shall pay the expenses of applicable duties for execution of agreement.
- If the service provider imposes any condition, in conflict with the conditions mentioned herein, his tender is liable to be summarily rejected. In any case, none of such conditions will be deemed to have been accepted unless specifically mentioned in the letter of acceptance of tender issued by the Embassy.
- The tendering authority (Embassy) 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 submitted 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.
- The service provider shall be deemed to have visited the site(s) and made themselves familiar with the working condition whether they actually inspect the site(s) or not.
- 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.
- The tender shall remain valid for acceptance for a period of 180 days from the last date of submission.
- 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.
- The service provider would need to ensure that all the statutory requirements for operating buildings are in force and adhered to.
- Validation of Contract:** The contract shall be valid for one year after the signing of contract subject to satisfactory performance of the service provider. The Embassy of India, Bahrain will have the right to review or cancel contract at any stage of execution with 30 days of notice.
- Performance/Service Guarantee:** The successful bidder is required to submit 5% of annual contract amount as Performance Guarantee before the commencement order is given and within 10 days before signing the final contract. 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 by taking a fresh Guarantee. The Guarantee shall remain valid during the tenure of contract period and additional 60 days.

The guarantee amount in full or part may be forfeited in the following cases:

- When the terms and conditions of the contract are breached. When the service provider fails to comply with minimum service levels agreed upon. Failure of the service provider to comply with statutory requirements shall constitute sufficient grounds for annulment of the award and forfeiture of service guarantee.

Notice with reasonable time will be given to *Service Provider* in case of forfeiture of Performance Guarantee.

The Guarantee shall be valid for additional 60 days and shall be refunded after successful completion of contract period provided there is no breach of contract. No interest shall be paid on the Performance/ Service Guarantee.

**Code of Conduct and Penalty for Non Performance:**

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. 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 Embassy will be final in this respect.

Smoking, chewing of pan, intoxication, sleeping on duty is forbidden in the building.

All workers and staff employed by the company shall be regular employee of the company and will not have any claim of any nature on the Embassy. Any dispute arising between employee and company will be the responsibility of the company only.

- Other conditions:** The service provider shall ensure that all compliances governing the employment of labour under this contract are met.
- The service provider is also responsible for transfer and discharge of employees. All personnel employed by the service provider shall at all times and for all purposes be solely in the employment of the service provider.
- The service provider shall assign personnel of appropriate qualification and experience to perform and fulfill its obligation under this tender. 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 Embassy, any personnel whom the Embassy considers lacking the necessary competence or with whom the Embassy finds it difficult to collaborate.
- 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, labour card of the employees, appropriate insurance. The service provider will furnish details that all statutory dues have been paid in respect of the officials deployed in the Embassy. The service provider will ensure that the total number of staff deployed at any site is agreed with the Embassy beforehand and this number is not changed without mutual contract in writing.
- 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 Embassy and the service provider's personnel.

- The service provider must know and follow their duties related to safety for all personnel.
- All the staff deployed by the service provider should be provided with a Uniform and shall work within the Embassy premises in their prescribed uniform. The service provider must provide consumables, modern tools and equipment based on applicable regulations/codes/guidelines.
- The service provider should ensure that proper qualified/trained/licensed personnel carry out the jobs and that proper supervision is done for all jobs.
- All workmen of the service provider must have valid identification cards issued by the Embassy to be displayed at all times during duty hours.
- 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 Embassy 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.
- Execution Method**: The Embassy *shall approve* the following for effective performance of tasks :
  - Standard operation procedure for all service categories, Daily/Weekly/Monthly/ Half Yearly Schedules, Log books/Log Sheets
- Terms of Payment**: The payments shall be made monthly/quarterly on pro-rata basis for the services. Billing cycle will be 1<sup>st</sup> day following the completion of quarter/month.

### **General Instructions for Compliance**

- The tenders should be submitted in three sealed covers – First cover/sealed containing *EMD or Bid Securing Declaration*, the *second* sealed cover should be super-scribed "Technical Bid" and *third* sealed cover super-scribed "Financial Bid". All three sealed covers should be placed in a large sealed envelope super-scribed "Tender for Cleaning Services to the Embassy of India, Bahrain Chancery-cum-Residential Complex" and addressed to '**Head of Chancery, Embassy of India, Building No. 1090, Road No. 2819, Al-Seef- 428, Manama.**
- The 'Technical Bid' should contain – (a) The requisite information duly filled in as per Proforma at Annexure-I; (b) Agency profile including previous experience of manpower supply to Government Departments, total number of cleaning staffs permanently working with the company; (c) 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.
- The 'Financial Bid' should contain rates which are to be quoted on Annual basis as proforma at Annexure-II.

- 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.
  
- Late Bids: The bidders are advised, in their own interest, to ensure that the tender document reaches the Embassy well before the closing date and time of the bid submission. Any bid received after the deadline shall be rejected and returned unopened.
  
- 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.

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**27 December 2020**

**DETAILED WORK DESCRIPTION FOR CLEANING CONTRACT****A. Description and definition of the areas:**

- I) Entrance, interlocking tiled roads, pavements, marble/granite/wooden floor areas, flag-post, car-parkings, guard-houses, substation/generator rooms, garbage disposal area, etc. located inside the Indian Embassy Complex.
- II) All office and utility rooms including multipurpose hall, pantries, stores, toilets, stairs, lifts etc. located in the basement, ground floor and first floor of the Chancery building;
- III) Common/utility areas including entrances, parking lots, stairs & lifts in the Residential Building.

**B. Scope of Work:****I) Routine Cleaning**

- i) Daily Cleaning (Three cleaners from 0700 hrs to 1600 hrs Sunday to Thursday)
  - a) Sweeping and mopping of all marble/granite/wooden floors using disinfectants;
  - b) Vacuum-cleaning of carpets/carpeted areas;
  - c) Cleaning/dusting of all office furniture & equipment;
  - d) Cleaning/dusting of all fixtures, signboards, glass doors/windows & partitions;
  - e) Removing garbage from all waste-baskets and shredders, etc.
  - f) Cleaning and disinfecting of toilets & pantries;
  - g) Spraying air-freshener in all office rooms; and
  - h) Brushing of all roads & pavements in the complex.
- II) Weekly Cleaning (Saturdays)
  - a) Cleaning of high areas including air-conditioning grills, roof tiles; lights, venetian blinds; etc.
  - b) Cleaning of refrigerators, hot-plate, microwave & other equipment in pantries;
  - c) Washing with detergent and buffing using rotary floor machines all marble / granite / wooden floors located in public areas (consular/Labour halls, portico, reception, etc.)
  - d) Washing of all floors, roads & pavements in open areas of the complex;
- III) Monthly Cleaning (1<sup>st</sup> week of every month)
  - a) Washing with detergent and buffing using rotary floor machines all marble / granite / wooden floors inside office rooms and other areas not covered under weekly cleaning;
  - b) Cleaning of glass-windows of the office building from outside;

**II) Special Cleaning (once in six months)**

- a) Shampoo-cleaning of carpets and curtains;
- b) Polishing of brass decorative items, signage, emblem, handles; etc.
- c) Pressure Machine Cleaning of all stone-cladding & outside walls of the office and residential buildings and perimeter wall of the complex; and
- d) Fumigation of all offices and residences against insects & mosquitoes.

**C. Supply of cleaning material:**

The selected company would use their own cleaning equipment including service trolleys, vacuum cleaner, brooms, dusters, parquet cleaner, hand-towels, water-pipes, etc. and also supply the required consumable cleaning materials including toilet papers, paper towels, hand-wash, soap, detergent, deodorants, garbage bags, room fresheners, etc. of good quality and in sufficient quantities. Failure to provide materials of adequate quality and quantity will amount to a breach of Contract

**D. Other terms & conditions:**

The cleaning work should be done on time and as per directions of Embassy from time to time. The cleaners must wear uniforms and name tags supplied by the company.

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## **Bids Securing Declaration**

I/we accept that if I/we withdraw or modify Bids during the period of validity or if I/we are awarded the contract and I/we fail to sign the contract, or to submit a performance security before the deadline defined in the request for bids document, I/we will be suspended for the period of time specified in the request for bids document from being eligible to submit Bids for contracts with the entity that invited the Bids.

Date\_\_\_\_\_

Signatures\_\_\_\_\_

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[Letter head of the Company]

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

- Myself or my partners do not have any relative working in any office of Embassy of India, Bahrain.
  
- I/We Company have not been banned/de-listed by any Government or Quasi Government agencies or PSUs.

**[Signature(s) of the Tenderer with Date & Seal]**

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**Performance / Service Guarantee Format**

To:  
Embassy of India  
Bahrain.

WHEREAS ----- (Name of the Service Provider) herein called "the Bidder" has undertaken, in pursuance of Contract No. \_\_\_\_\_ dated \_\_\_\_\_ to provide Cleaning Services hereinafter called "the Contract".

AND WHEREAS it has been stipulated by you in the said Contract that the Service Provider shall furnish you with a Bank Guarantee by a recognized Bank for the sum specified therein as security for compliance with our performance obligations in accordance with the Contract.

AND WHEREAS we have agreed to give the Service Provider a Guarantee.

THEREFORE We hereby affirm that we are Guarantors and responsible to you, on behalf of the Service Provider, up to a total of \_\_\_\_\_ (Amount of the Guarantee in Words and Figures 5% of annual invoice) and we undertake to pay you, upon your first written demand declaring the Supplier to be in default under the Contract and without cavil or argument, any sum or sums within the limit of \_\_\_\_\_ (Amount of Guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This guarantee is valid until the \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_

\_\_\_\_\_  
**(Signature and Seal of Guarantors)**

Date :

Address :

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**Part-I : Technical Bid****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.	
Service tax no.	
Registered Office & Address	
Branch offices in Bahrain (with address and Contact details) if any	
Total turnover in the <i>last five</i> financial years	
Total Staff Strength <i>with Nationality of Employee</i>	
Total Technical staff percentage	
Nationality of Staff deputed for work (in case of getting bid) ( <i>National of India or friendly country</i> )	

**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?

Attach a current organizational chart and include the total number of employees in your firm in India, by various locations.

**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?

**Financial Information**

Please provide copies of your firm’s audited financial statements(income statement, balance sheet, cash flow statements) for the last 3 years.

How long has your company been providing the services outlined in this Tender? Please list contact names and phone number for three (3) companies with which you have entered into facilities/property management contracts, and include a brief description of the scope covered under each.

Please list your top five (5) customers and indicate what % of your business they represent.

Who are your bankers?

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## **Part-II: Financial Bid**

Embassy of India, Bahrain  
REQUEST FOR PROPOSAL(TENDER)

CLEANING SERVICES

FOR  
**EMBASSY BUILDING OF E/I, BAHRAIN**  
**PART 2 – Financial Bid**

To:

**Office Address**

Dear Sir,

Sub: Financial Bid for Cleaning Services of E/I, Bahrain building

I/We are submitting tender for the Cleaning Services of E/I, Bahrain building work against Tender Notice No.../.../ dated 00.00.2020.

As part of the Bid, we hereby offer BD.....(In Words.....) for providing Cleaning services of the Embassy of India, Bahrain building. The above is inclusive of all the applicable taxes; fees, as per regulations.

We have read these conditions carefully and will comply strictly. We agree to bind by this offer if we are selected as the preferred bidder.

If our bid is accepted, we commit to submit a Performance Security Deposit in accordance with the Bidding Documents.

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,

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, for feature of all dues including Earnest Money and blacklisting of my/our firm and all partners of the firm etc.

NOTE: All the above work will conform to Bahrain Municipality Norms.

The C.R. number of the company registered with Bahrain Chamber of Commerce is \_\_\_\_\_.

For and on Behalf of:

Signature (Authorized Signatory)  
Designation: