



**ASSISTANT HIGH COMMISSION OF INDIA,  
KHULNA, BANGLADESH**

**[www.hcidhaka.gov.in](http://www.hcidhaka.gov.in) & [www.ahcikhulna.gov.in](http://www.ahcikhulna.gov.in)**

**Tender No.: KHU/ADM/867/02/2018  
Date: 20 November, 2018**

**Tender for hiring of firm for providing Housekeeping services in the Chancery building and premises of the Assistant High Commission of India, Khulna**

**Last date for submission of bids: Wednesday, 12 December, 2018**

**No. KHU/ADM/867/02/2018**  
**ASSISTANT HIGH COMMISSION OF INDIA**  
**Khulna**

**20 November 2018**

**NOTICE INVITING TENDER**

Assistant High Commission of India, Khulna invites Tender under two bid system from registered and authorized firms/agencies for providing housekeeping work at the Chancery Complex of the Assistant High Commission of India, Khulna as per details given in the tender documents.

2. The tender document can be downloaded from the websites – [www.eprocure.gov.in](http://www.eprocure.gov.in) or [www.ahcikhulna.gov.in](http://www.ahcikhulna.gov.in) or [www.hcidhaka.gov.in](http://www.hcidhaka.gov.in) from 21.11.2018 onwards. No fee for the tender documents will be charged.
3. The interested service providers/firms have to submit the tenders in two bid system [i.e. (i) Technical Bid and (ii) Financial Bid]. Tenders are to be submitted to Head of Chancery, Assistant High Commission of India, 17 Jalil Sarani, Boyra, Khulna, Bangladesh. All the necessary documents including those in support of eligibility criteria etc. (except the Financial bid) are to be submitted along with the Technical bid in a sealed envelope. The Financial bid will be submitted in a separate sealed envelope. No tender documents will be accepted after the expiry of stipulated date and time for the purpose under any circumstances.
4. The Earnest Money Deposit (EMD) of BDT 6,000/- (BDT Six thousand only) in the form of Account Payee Demand Draft/Pay Order drawn in favour of Head of Chancery, Assistant High Commission of India, Khulna is required to be submitted along with tender bids from 21.11.2018 to 12.12.2018 between 1000 hrs to 1630 hrs on any working day. Bids shall not be considered in case the EMD is not submitted and would be rejected summarily.
5. The Technical Bids will be opened on 13.12.2018 at 1630 hrs by the Committee authorized by the Competent Authority of this office. The financial bids of only those bidders, whose Technical Bids are accepted, shall be opened by the Committee authorized for the purpose. The site visit may be conducted on prior appointment basis to assess the job requirement/quantum of work involved.
6. The Competent Authority reserves the right to reject any or all the bids without assigning any reason and the decision of the competent authority of the Ministry shall be final and binding.

Sd/- (R.K.Raina)  
AHC/HOC  
Tel No +880-041-763410

**TECHNICAL PROPOSAL SUBMISSION FORM**

**LETTER OF BID**

Dated      November/December 2018

To,  
Mr. R.K.Raina  
AHC/HOC  
Assistant High Commission of India  
17 Jalil Sarani, Boyra  
Khulna, Bangladesh

Ref: Invitation for Bid No. KHU/ADM/867/02/2018 dated 20 November 2018

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 providing housekeeping services in the Chancery building and premises of the Assistant High Commission of India, Khulna.
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 maybe accepted at any time before the expiry of the period.
4.        If our bid is accepted, we commit to submit a Performance Security Deposit in accordance with the Bidding Documents.
5.        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.
6.        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,  
Authorised Signatory

(Authorised 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)

## **DATES TO REMEMBER**

<b>SL No</b>	<b>Events</b>	<b>Date</b>	<b>Time</b>
1	Notice Inviting Tenders	20 November 2018	1600 hrs
2	Starting date for submitting tender	21 November 2018	1000 hrs
3	Site visit (with prior appointment)	22 November to 11 December 2018	Between 1000 to 1630 hrs
4	Last date of Tender Submission	12 December 2018	1630 hrs
5	Opening of Technical Bids	13 December 2018	1630 hrs
6	Opening of Financial Bids (of only those who qualifies in the minimum eligibility criteria)	<b>Date and time will be intimated on due course</b>	

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### **SECTION 1: INSTRUCTIONS TO BIDDERS**

#### **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 Assistant High Commission.

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

Assistant High Commission of India,  
17, Jalil Sarani, Boyra,  
Khulna, Bangladesh.

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

The Work order and payment thereof shall be processed by:

**AHC/HOC,  
Assistant High Commission of India,  
Khulna.**

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

At any time, prior to the deadline for submission of bids, AHCI, Khulna 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 **Assistant High Commission of India, Khulna**. The amount towards EMD is **BDT 6,000 (BDT Six 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 AHCI, Khulna 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:
  - If the bidder withdraws the bid during the period of bid validity specified in the tender.
  - 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. AHCI, Khulna 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. Bidders are also advised to visit the site to visualize the work & requirement before submission of bids.

## **8. Late Bids**

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

## **9. AWARD OF CONTRACT**

### **Award Criteria:**

- a. AHCI, Khulna 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, AHCI, Khulna 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, AHCI 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, AHCI's interpretation of the clauses shall be final and binding on all parties.

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

### **SECTION 2: SPECIAL CONDITIONS OF CONTRACT**

#### **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 4 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, Housing 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. AHCI 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. AHCI reserves the right to cancel the work order in case the delay is more than 15 days.
- c. AHCI 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:**

AHCI 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 3: GENERAL TECHNICAL SPECIFICATIONS**

- i. Firm should have overall good experience in housekeeping and related services.
- ii. Firm should have well trained personnel for carrying out the work mentioned under the contract.
- iii. Firm should be equipped with latest equipment like vacuum cleaners, glass cleaners, floor cleaning machines for different kind of floors like carpet tiles/floor, granite, marble glass etc and for all kind of office furniture.
- iv. Preference will also be given to firms providing housekeeping services to government departments/commercial organizations in addition to diplomatic missions
- v. Firm should have valid Certificate of incorporation & VAT registration certificate from the concerned department.

## **SECTION 4**

Format for submitting the Price Schedule for providing housekeeping services in the Chancery building and premises of the AHCI, Khulna

**Tender No. KHU/ADM/867/02/2018, 20 November, 2018**

### **Price Schedule**

<b>Job Title</b>	<b>Name of firm</b>	<b>Address for correspondence</b>	<b>Contact Details</b>	<b>Total Price (BDT)</b>
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>

### **Note:**

1. Above quoted prices for the 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 5: DETAILS OF WORKS TO BE CARRIED OUT**

1. Housekeeping – **Daily cleaning\*** on week days of all office rooms, conference room, common areas, toilets, lobbies, staircase, verandahs, corridors, pantries, water fittings and fixtures in the Chancery building.
2. Daily cleaning of compound wall, guard houses, watch posts, entrance and exit areas.
3. Toilets to be cleaned once in the morning and then after every two hours in the day.
4. Cleaning of all glass panes, partitions, structure glazing and skylights from outside once in a fortnight and from inside once in a week or when required
5. Daily cleaning of annexe building, water bodies.
6. Daily cleaning of common areas within the complex including courtyard, staircase, corridors etc.
7. Daily collection and removal of all garbage (including from garbage chutes) and its disposal in a hygienic manner, including dumping at municipal designated garbage dustbin. Garbage trolley should be provided by the Bidder.
8. 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 AHCI within the Complex.
9. Cleaning of common areas outside the chancery building including inner perimeter road, outer pavements will have to be done on holidays as well as weekends.
10. 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.
11. Bids should be for cleaning services along 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 Assistant High Commission of India, Khulna. 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 Assistant 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 Assistant 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:

Annexure-2

**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

Annexure -3

**BANK GUARANTEE OF PERFORMANCE SECURITY**

(On non-judicial paper of appropriate value)

To,  
**AHC/HOC**  
**Assistant High Commission of India**  
**Khulna**

Bank Guarantee no: Date:

Dear Sir(s)

This has reference to the Purchase Order No. \_\_\_\_\_ Dated \_\_\_\_\_  
\_\_\_\_\_ been placed by AHCI, Khulna 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. AHCI, Khulna 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 AHCI, Khulna under any security(ies) now, or hereafter held by the AHCI, Khulna 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 AHCI, Khulna hereunder or of prejudicing right of the AHCI, Khulna against the bank.

This undertaking guarantee shall be a continuing undertaking guarantee and shall remain valid and irrevocable for all claims of the AHCI, Khulna 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 .....
- D. The Bank guarantee will expire on .....

Granted by the Bank.

Yours faithfully,  
SEAL OF THE BANK  
For (Name of Bank)  
Authorized Signatory