

**High Commission of India, Dar es Salaam
INVITATION TO TENDER**

1.0 The High commission of India, Dar es Salaam, for and on behalf of the President of India, invites tender bids from reputed Cleaning Service Providers for the following work :

Name of Work
ENGAGEMENT OF DAILY CLEANING SERVICES FOR THE HIGH COMMISSION OF INDIA CHANCERY-CUM-RESIDENTIAL BUILDING AT PLOT NUMBER 213/51, SHAABAN ROBERT STREET, DAR ES SALAAM

2.0 Tender Document shall be available for collection by applicants between 14.07.2021 to 03.08.2021. Tender can also be downloaded from www.eprocure.gov.in and Mission's website: www.hcindiatz.gov.in (under What's New section). The tender document can also be obtained from Head of Chancery, The High Commission of India, 213/51 Shaaban Robert Street, P.O.Box 2684, Dar es Salaam, Tel. +255-22-2113097; Email: hoc.desalaam@mea.gov.in.

3.0 Tender documents should be submitted in sealed envelopes duly superscribed with the name of work. The bidders are also advised to clearly mention the name of the company in the bottom left corner of the sealed envelopes. The bid documents will be received up to **1400hrs on 03.08.2021.**

4.0 The Technical Bid (Part I) and Financial Bid (Part II) must be submitted in two separate sealed envelopes clearly marked as such. Both the sealed envelopes then should be sealed in a bigger envelope clearly marked "Tender for Security Services in the High Commission of India, Dar es Salaam 2021". The Bid Securing Declaration must also be enclosed in the envelope containing Technical bid (Part I). The bids must reach this office on or before last date of submission. **This INVITATION TO TENDER will form part of the Tender Documents.**

4.1 The Technical bid(s) will be opened on **03.08.2021 at 1500 hrs** in the **Conference Room, Mezzanine Floor, High Commission of India, 213/51, Shaaban Robert Street, Dar es Salaam, Tanzania** in the presence of the tenderer(s) or their authorized representative(s) who are present at the scheduled date and time.

4.2 The date and time of opening of Financial bid(s) will be decided after Technical bid(s) have been evaluated by the Client. **Financial bid(s) of only those tenderer(s) who qualify the technical evaluation will be opened on the specified date and time.** The date, time & place of opening of the financial bid(s) will be intimated in due course of time. Those who do not qualify for Technical Bid will not be considered for the Financial Bid.

5.0 If any information furnished by the applicant is found incorrect at a later stage, he/she shall be liable to be debarred from the tendering process. The High Commission of India reserves the right to verify the particulars furnished by the applicant independently.

5.1 The High Commission of India, Dar es Salaam reserves the right to reject any tender and to annul the tendering process and reject all tenders at any time prior to Contract award, without thereby incurring any liability to tenderers.

Head of Chancery,
High Commission of India,
213/51 Shabaan Robert Street
P.O.Box 2684 Dar es Salaam
Tel: +255 22 2113097
Email: hoc.desalaam@mea.gov.in

TERMS AND CONDITIONS

- 1 The Signatory to the Tender Document should also be the authorized signatory of the Agency for signing the Agreement between the Agency and the High Commission of India, Dar es Salaam.
- 2 Agencies making their offer for the Tender should be registered in Tanzania as Cleaning services providing organization, with relevant Government organizations and should attach the proof of the same.
- 3 The firms should have **at least five years of experience** of providing cleaning services to - (i) Tanzanian Government offices/locations, and/or (ii) companies listed on Tanzanian Stock Exchange, and/or (iii) Embassies/Consulates and International organizations in Tanzania.
- 4 Earnest Money Deposit: The bidder should furnish refundable Earnest Money Deposit (EMD) of 2% of the estimated cost of work for AMC in the form of a Demand Draft/Banker's cheque, Bank Guarantee or online payment to Bank Account in favour of 'High Commission of India, Dar-es-Salaam' along with the bid. The bidder may submit Bid Securing declaration if submission of EMD is not possible. Any bid which is not accompanied with EMD or Bid Securing Declaration, shall be rejected.
- 5 The EMD will be forfeited on account of one or more the following reasons:
 - 5.1 The bidder withdraws his bid during the period of bid validity;
 - 5.2 In case of a successful bidder, the selected bidder fails to sign the agreement in time or furnish Performance Guarantee;
 - 5.3 Furnishing of any wrong information.
- 6 The bidder should be ready to provide Performance Guarantee of 5% of *accepted contract value before issue of letter of award of work.*
- 7 The Agency will have to provide for replacements or additions as and when required by the High Commission (the team leader should have good knowledge of Swahili and English).
- 8 The Agency should specify the intended monitoring mechanism for the cleaning staff deployed at the High Commission Premises in the Technical Bid Proforma.
- 9 The High Commission will have the right to do a Quarterly review of the services and terminate the Agreement in case of persistent lack of quality in the service.
- 10 Quality parameters of the cleaning services, as detailed in the draft Cleaning Services Agreement, should be strictly complied with. Offers from the Agency/Company that does not meet the critical requirement will be summarily rejected.
- 11 Validity of Bids: The bids submitted shall remain valid and open for acceptance for a period of four months (120 days) from the last date of submission of Bids. The High Commission may request for extension for another period of 60 days, without any modifications and without giving any reason thereof.

- 12 All interested Agencies/firms may contact the Head of Chancery and fix an appointment for additional information, if any, up to **21 July 2021**. The interested parties may visit the Chancery building for surveying the premises, taking measurements etc. as may be required for quoting between 0230 p.m. - 0430 p.m. on any day between 15 – 29 July 2021.
- 13 **PAYMENT** - Payment will be made on monthly basis through Bank cheques. Claims for payment should be made through a Tax invoice after the end of each month.
- 14 Opening of Bids - The Technical Bids will be opened at 1500 hrs. on 03.08.2021 in the High Commission of India, Dar es Salaam. The bidder has the option to be present or send any representative at the time of opening of bids. Financial bids only of the technically qualified bidders will be opened on a subsequent date under intimation to all the bidders (details of the bidders including their addresses).
- 15 All documents, submitted, by the bidder should be clear and legible. All documents should either be in English or together with English translation of all supporting documents being provided in Swahili language.

Declarations and Obligations of the Company

- 16 The Company obliges to employ, throughout the entire period of this Agreement, a quota of suitable cleaning staff with Team leader who is fluent in English and Swahili (both required) (only Tanzanian Citizens), at the numbers as per Financial Bid proforma.
- 17 **The Agency/Company should provide only such personnel who have been vetted by Local Government's Security Department(s) in terms of Past Record, Character and Antecedents and the proof should be submitted to the High Commission of India in respect of each staff deployed at the High Commission of India.**
- 18 The employees of the Company shall be equipped with the appropriate representative uniform, according to conventional practice in the execution of such works and their overall appearance should be neat and clean. They should be thoroughly proficient and trained in handling cleaning equipment they are supposed to carry or use.
- 19 The Company should furnish information about its other clients in Tanzania and abroad, including period and type of service rendered in broad terms. Its past experiences, service history and its achievements may also be provided. It should provide proof of registration in compliance of Tanzanian Local Laws and Statutory Regulations and that the Agency/Company is permitted by law in Tanzania to execute the works subject of this Agreement.
- 20 The company should also provide the range and details of all cleaning services it provides, the size of the reserve pool of personnel and logistics at its disposal and details of its training facilities and type of training it imparts on personnel to be deployed.
- 21 The Company should have sufficient employees on its roll so that the staff is rotated periodically. Ideally, the staff should change after every four months. The employee, who will not be accepted by the client, will be substituted immediately.
- 22 The Company will ensure to pay for all its employees minimum wages as per Tanzanian Laws, NSSF contributions and third party as well as employer's liability.

- 23 The Company will undertake to follow prevalent Tanzanian Labour laws in determining terms and service conditions of its employees. It agrees to provide the Client details of salary, other benefits/contributions, allowances, leave etc., it permits for its employees.
- 24 The Company should have provisions for real time checks for functioning of the employee to ensure that the quality of the provided personnel and service they render is always above the benchmark. It should be able to provide proof of this to the Client. The Company should undertake responsibility regarding its employees including damages,if any, caused by the employees of the company.

PERIOD OF AGREEMENT

- 25 **The Period of Agreement shall be for one year from the date of signing of contract.** The Agreement shall be extended for one year at a time **for total of additional two years** with mutual consent at the same rates and on the same terms and conditions,
- 26 Notwithstanding the above mentioned, each Party reserves the right to terminate this Agreement, by way of a prior written notice, (transmitted either by email or Registered Post) furnished 60 days in advance.

Detailed Scope of Work

ENGAGEMENT OF DAILY CLEANING SERVICES AT THE CHANCERY-CUM-RESIDENTIAL BUILDING OF THE HIGH COMMISSION OF INDIA AT PLOT NUMBER 213/51, SHAABAN ROBERT STREET, DAR ES SALAAM

SL. No.	SERVICES
A	THOROUGH SWEEPING AND MOPPING OF ALL OFFICE AREAS INCLUDING OPEN AREAS OF THE BUILDING
B	DUSTING AND WET WIPING OF WALLS, DOORS HANDLES ETC. ALONG THE CORRIDORS
C	DUSTING OF ALL FIXTURES AND FITTINGS IN ALL AREAS
D	SWEEPING AND MOPPING OF STAIRCASES
E	CLEANING INTERIOR WINDOWS
F	PERIODIC CLEANING OF WINDOWS (EXTERNAL)
G	REMOVAL OF GARBAGE TO COLLECTION POINT & MAINTENANCE OF CLEANLINESS IN THE GARBAGE COLLECTION AREA
H	CLEANING OF TOILETS DURING WORKING HOURS
I	CLEANING OF ALL METAL DOOR HANDLES INSIDE OFFICE PREMISES WITH DISINFECTANT
J	CLEANING OF ALL THE 03 (THREE) LIFTS IN THE BUILDING
K	SWEEPING OF CAR PARKING AREA IN THE BASEMENT
L	SWEEPING AND MOPPING OF STAIRCASES AND CORRIDORS ON EACH FLOOR OF RESIDENTIAL SIDE OF BUILDING
M	PERIODICAL REMOVAL OF COBWEBS AND DUST CLEANING OF AREAS WHICH ARE ACCESSIBLE ONLY WITH A LADDER
N	PERIODIC CLEANING OF ROOF TOP ON BOTH SIDES (OFFICE AS WELL AS RESIDENCE SIDE)
O	PERIODICAL WASHING OF THE HAND TOWELS IN THE WASHROOM INSIDE THE OFFICES OF HIGH COMMISSIONER AND DEPUTY HIGH COMMISSIONER
P	PROVISION OF ALL KINDS OF CLEANING MATERIAL INCLUDING TOILET PAPERS, TISSUES, AIR FRESHENERS, TOILET FRESHENERS AND HAND WASH LIQUID/SOAPS, DISINFECTANT ETC.

SL. No.	WORKING DAYS
A	MONDAY – FRIDAY : EIGHT HOURS EXCLUDING LUNCH TIME
B	SATURDAY: HALF DAY UPTO LUNCH TIME

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, I/we will be suspended for the future from being eligible to submit Bids for contracts with the the High Commission of India, Dar es Salaam.

Date _____ (_____)
Signature of the authorized person

Name of the Person.....

Mobile Number.....

Name of Company.....

Seal of firm

Part I – TECHNICAL BID PROFORMA

Name of the firm:

Address of the Registered Office:

Correspondence address

Contact details

Telephone:

Mob.:

E-mail:

Sl. No.	Requirements	Reply (Please attach additional sheets wherever needed, preferably on the firms letter heads)	Remarks, if any
1	List of other clients the Company is serving in terms of supply of cleaning services at national as well as international level. (Please attach references from at least 5 International Organizations/Embassies)		
2	Past experience, service history, achievements of the company: Brief introduction of the Company Previous experience in the field (minimum of five years)		
3	Proof of registration of the company under relevant statutory regulations such as labour laws, etc.		
4	Evidence of range of security services provided		
5	Size of the reserve pool of men and logistics		
6	Attrition rate of cleaning staff and supervisors. What is the rate of turnover of managerial and field staff? High or Low? Please provide statistics that can be cross checked from labour		

	department (NSSF) records.		
7	Industry certification obtained by the company for its quality		
8	Please provide details of scope and limit of liability of the company-compensation, insurance etc. to the cleaning staff.		
10	Does it meet the minimum wage directive of the Tanzanian government and also meets other legal, labour and governmental obligations? Please specify take home pay and allowances of the cleaning staff. Please provide detailed break-up of payments on account of NSSF for per guard		
11	Please provide plan of action and methodology proposed to clean the premises and also for supervision or supervise inspections of the cleaning staff.		
13	Details of Current contracts of cleaning services undertaken by the firm (Please provide references from at least five International Organizations/Embassies in Tanzania Details of past contracts of cleaning services undertaken by the firm Testimonials [Clients' letters / certificates, etc.]		
14	Is the firm familiar with local policies, plans and procedures associated with the local contractual and their practical applications?		
18	Is the firm licensed by the local statutory authority on the subject? Details of evidence be attached?		

(_____)
Signature of the authorized person

Name of the Person.....

Mobile Numbers.....

Name of Company.....

Seal of firm

Part II – FINANCIAL BID PROFORMA

Name of the firm:

Address of the Registered Office:

Correspondence address

Contact details

Telephone:

Mobile:

E-mail:

Sl. No.	Items	Charge (including VAT)	Remarks,
1	06 Cleaning staff with all Requisite cleaning material and equipment for entire chancery premises & common areas of residential wing	Note: Price quoted should be on an all-inclusive basis to be paid monthly and shall include the cost of all services, personnel, transportation, VAT, social security, insurance of the cleaning staff , good quality cleaning material and equipment etc.	
2	Consumables (Toilet Papers, Tissues, Room Fresheners, Toilet Fresheners and Hand Wash Liquid/Soaps)	Note: Price quoted should be on an all-inclusive basis to be paid monthly	
3	Total		

(_____)

Signature of the authorized person

Name of the Person.....

Mobile Numbers.....

Name of Company.....

Seal of firm