

**High Commission of India
Abuja, Nigeria

www.hciabuja.gov.in

Date: 07th February 2024

Notice Inviting Tender (NIT) for selecting contractor for AMC for cleaning and general housekeeping of Chancery-cum-Residential complex at 364 Cadastral Zone, Central Business District, FCT, Abuja and at the common area of Embassy Residence, Maitama, Abuja.

Tender No. HCI/ABUJ/872/01/2024 dated 07th February 2024

Last date for submission of bids: 29th February 2024

Section- I : Invitation for Tenders

Section - II : Terms & Conditions

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HCI/ABUJ/872/01/2024
High Commission of India
Abuja, Nigeria

Subject: Notice Inviting Tender for selecting contractor for AMC for cleaning and general housekeeping of Chancery-cum-Residential complex at 364 Cadastral Zone, Central Business District, FCT, Abuja and at the common area of Embassy Residence, Maitama, Abuja.

The High Commission of India (HCI), Abuja invites sealed tenders for AMC for cleaning and general housekeeping of Chancery-cum-Residential complex of High Commission of India and common area of Embassy Residence.

2. The tenders are invited under two bid system viz. Technical Bid and Financial Bid from reputed and experienced firms having regular office preferably in Abuja, Nigeria for cleaning and general housekeeping of Chancery-cum-Residential complex and common area of the High Commission of India, Abuja (*as per details given at Section-IV*).

3. The tender document can be downloaded from the following websites:

www.hciabuja.gov.in

[www.http://eprocure.gov.in/cppp](http://http://eprocure.gov.in/cppp)

www.mea.gov.in

Bidders are requested to go through the terms & conditions contained in the bid document. Bidders are also required to deposit Earnest Money Deposit (EMD) of ₦ 300,000.00 (Three hundred thousand Naira only) in the form of “Pay Order/Demand Draft or Bank Guarantee from any Scheduled bank of Nigeria” in favour of “High Commission of India, Abuja”. **Bids received without EMD will not be considered and rejected summarily.** EMD of all unsuccessful bidders shall be refunded within 30 days of awarding the tender. EMD of successful bidder shall be return after 30 days from date of completion of awarded of work subject to the satisfaction of the High Commission. No interest shall be payable for EMDs. The EMD will be forfeited on account of one or more of the following reasons:

- i. The bidder withdraws his bid during the period of bid validity;
- ii. In case of a successful bidder, the selected bidder fails to sign the agreement in time ;
- iii. Furnishing of any wrong information.

4. Successful bidders shall submit 5 % of the contract value as Performance Security in the form Demand Draft valid for a period of sixty days beyond the date of the completion of all the contractual

obligations. Performance Security shall be deposited within 15 days of signing of contract. The Performance Security will be forfeited :

- i. When the terms and conditions of the contract are breached.
- ii. When the service provider fails to comply with minimum service levels agree upon.
- iii. Failure of the service provider to comply with statutory requirements shall constitute sufficient ground 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 Security. No interest shall be paid on the Performance Security.

5. The tender should be submitted in **two sealed envelopes** as below, along with prescribed EMD.

- (a) The first sealed cover superscripted as “Technical Bid” should contain details of technical capabilities of the firm (*with documentary evidence*) as per Section-III.
- (b) The second sealed envelope superscripted “Financial Bid” should contain rates only for work as per Section-V of the Tender Document.
- (c) **Both the sealed covers, along with EMD should be placed in the main sealed envelope superscripted “Tender for cleaning and general housekeeping of Chancery-cum-Residential complex and at the common area of Embassy Residence of High Commission of India, Abuja”.** This should be addressed to the Head of Chancery, High Commission of India at 364, Cadastral Zone, Central Business District (CBD), FCT, Abuja, Nigeria, and must reach on or before 29th February 2024 by 1700 hrs. Bids may either be delivered by hand or sent by post at the aforementioned address. Mission will not be responsible for any postal delay.

6. Please note that any corrigendum/addendum in the above tender document, if required, will be posted on the website of the High Commission of India, Abuja, as given above. Link of the same is given below : <https://www.hciabuja.gov.in/list/Mw>

7. Bidders are advised to check the terms and conditions of this “Notice Inviting Tender” carefully. No claim on account of any errors detected in the tender documents shall be entertained.

8. The bidder shall submit the copy of the authorization letter / Power of Attorney as the proof of authorization for signing on behalf of the Bidder.

9. The Tender shall be neatly arranged, plain and intelligible. Each page of the Tender should be signed. It should not contain any terms and conditions, printed or otherwise, which are not applicable to the Tender. The conditional tender will 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 High Commission.

10. Any bid received by the High Commission after the last date for submission of bids will be rejected and not be considered and may be returned to the bidder.

11. Tender shall be valid for 180 days from the date of submission of tenders. A tender valid for a shorter period shall stand rejected. HCI, Abuja 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 tender.

12. High Commission of India, Abuja reserves the right to accept /reject any tender without giving any reasons and accept tender for all or anyone or more of the articles for which the bidder has submitted bid. The Mission reserves the right to exclude any of the jobs/items from the scope of work during tendering process.

13. If any dispute, difference or question at any time arises between the Mission and the Contractor in respect of the agreement signed which cannot be settled mutually or in case of termination, shall be referred to arbitration. The arbitration proceedings will be conducted in accordance with and subject to the UNCITRAL (United Nations Commission on International Trade Laws) Arbitration Rules, as amended from time to time and the decision of the arbitrators as mentioned above shall be final and binding on all the parties. The Arbitration will have its sittings in the High Commission of India in Abuja (Nigeria).

14. Prior to the expiration of the period of bid validity, High Commission will issue letter of Intent by email to the successful bidder that it is proposed to accept his bid. Upon the receipt of acceptance letter from successful bidder, the letter of award of work will be issued and Contract will be signed between High Commission and successful bidder. EMD will be refunded to unsuccessful bidders at the earliest and latest within 30 days of award of work. The successful bidder, on award of contract, must send the contract/acceptance in writing, within 14 days of award of contract; otherwise, the Contract will be awarded to the other bidder, as decided by High Commission.

15. The contract shall be valid for one year after signing of contract subject to satisfactory performance of the service provider. The contract can further be extended on same terms, condition and amount subject to mutual consent .

16. 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.

authorized representative of the selected service provider and the High Commission of India, Abuja.

17. The contractor shall pay the expenses of applicable duties for execution of agreement.

18. The contractor shall not further sub-contract, the whole or any part of the contract, under any circumstances to a third party.

19. Non-Disclosure Agreement: The selected bidder shall submit a Non-Disclosure Agreement (NDA) after signing the agreement to the effect that the bidder and the personnel deployed by the bidder shall not disclose any information/data which they may obtain/acquire while providing services to the High Commission.

20. The contractor shall be responsible for coordinating with concerned local authorities and compliance of all local laws & rules in carrying out the contracted work.

21. **No request for revision/increase of approved rates during the currency of the contract will be entertained.** No other charges like transportation and others will be payable for providing the services.

22. All Bidders are hereby explicitly informed that conditional offers or offers with deviations from the conditions of Contract, the bids not meeting the minimum eligibility criteria, Technical Bids not accompanied by EMD of requisite amount/format, or any other requirements, stipulated in the tender documents are liable to be rejected.

23. The important schedules and dates are as under:

	<i>Key Event</i>	<i>Dates</i>
1.	Pre-bid Meeting	15 th February 2024 at 1600 hrs
2.	Last date for submission of bids	29 th February 2024 by 1700 hrs
3.	Date of Opening of Technical Bids (<i>Participant bidders may wish to be present</i>) <i>*Date & time for opening of financial bids of technically qualified bidders will be communicated separately.</i>	29 th February 2024 at 1730 hrs
4.	Venue for pre-bid and opening of bids	Conference Room High Commission of India, Abuja Nigeria

24. For any tender related enquiry/clarification/site visit, please contact Mr. Sunil Kumar, ASO(GA) by E-mail adm.n.abuja@mea.gov.in or by phone (078622800-04).

25. All bidders are requested to read and understand the terms & conditions of the contract before submitting their bids. No change or violation of the aforementioned terms and conditions is permissible once the quotation is accepted by the Mission.

26. The payment towards the cleaning and housekeeping work will be made on monthly basis at the end of the last working day of the month on submission of invoice by the company and the Register indicating works done with feedback from concerned officials. In case of any shortfall in services, appropriate deductions would be made for non-performance of designated services.

27. The Service Provider must deploy qualified cleaning staff/housekeeping staff and the supervisor. Besides, the bidder shall be responsible for verification of character and antecedents by the Police Authorities of all its staff and the supervisor, which to be submitted within a month of award of contract. Certificate from [National Drug Law Enforcement Agency \(NDLEA\)](#) is also to be [submitted by the Service Provider.](#)

28. The supervisor shall personally visit the Chancery-cum-Residential complex of the High Commission to ensure the proper cleanliness. The Service Provider is obliged to replace, without unreasonable delay and at no cost to the High Commission, any personnel or with whom the High Commission finds it difficult to collaborate.

29. The services will need to be made operational within 30 days from the date of award of contract, failing which HCI reserves the right to cancel the contract and award it to any other service provider.

**High Commission of India
Abuja (Nigeria)**

SECTION II: TERMS AND CONDITIONS

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

2. HCI, Abuja shall award the contract to the eligible bidder whose technical tender has been accepted and determined as the lowest evaluated commercial tender. The lowest price criteria shall be applied on the total.

3. 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, Abuja's interpretation of the clauses shall be final and binding on all parties.

4. The successful bidder, on award of contract, must send the contract/acceptance in writing, within 14 days of award of contract; otherwise the Contract will be awarded to the next successful bidder i.e. L-2.

5. Mission reserves the right to terminate the contract at any point of time during the tenure of contract, if the services are not found satisfactory or the contractor dishonours the contract. Decision of the Mission in this regard shall be final and binding upon the contractor.

6. The Contractor shall be responsible for minimum wages payment to his employees as per local laws. Besides, workmen compensation policy shall be taken for all workers by the Contractor at his cost. The High Commission of India shall be kept immune from any mishappening at site. The contractor will be fully responsible for the safety and insurance of worker hired for this job

7. The workers should not be allowed to bring any of their personal belongings except mobile phones. They should deposit their personal belongings at Security Gate.

8. All the items used by the Service Provider, shall be from branded and reputed brands and quality of the services rendered should not be compromised at all. HCI Abuja has right to inspect and, where necessary, reject the material for cleaning and other toiletries including other accessories to be used for this work after arrival of the stuff at the site. The material can be used only after satisfaction of the High Commission of India. The Head of Chancery, High Commission of India, Abuja shall be the final authority to reject full or any part of the supply which is not confirming to the specification and other terms and conditions. Rejected items must be removed by the contractor

within 5 days of the date of rejection at their own cost and replaced immediately

9 All workers must wear uniform of the company at all times. The dresses should be clean and tidy. Workers should be given sufficient uniforms.

10 In the financial bid, the monthly salary payable to the staff, who are required to be available for duty at Chancery from Monday to Saturday, should be quoted. In case of absence of any of such staff, Mission will deduct the proportionate amount.

11. The Contractor will attend to all complaints immediately after receiving calls from *Admin Section* in the Mission. If the Service Provider is not able to do assigned maintenance work in reasonable time, the Mission reserves the right to get the same get done from any other source and recover from the Service Provider the cost of such work not attended to by the Service Provider.

12. If any incident of theft/pilferage by the workers of the Service Provider is reported causing pecuniary loss to the Mission, the entire cost would be recovered from the firm besides annulment of the contract.

13. Any financial loss caused due to the damage attributed to negligence by Service Provider installed at the premises would be deducted from the performance security

14. Service Provider shall provide all necessary materials/tools/equipment (Trolley, vacuum cleaner, all cleaning material including brooms, dusters, garbage bags, face tissues, sanitisers, toilet paper, soap for cleaning and hand wash, harpic or other similar disinfectant for cleaning bathroom, floor cleaner, parquet cleaner, room freshener, surface cleaner/liquid, etc.) to its staff for them to carry out their task (indoor/outdoor cleaning, housekeeping, maintenance, etc.) effectively. A designated space will be given in the premises where such materials may be store.

15. It will be ensured that appropriate type of cleaning material suited for cleaning is used. Any damage caused to the property of this building/floor due to unsuitable/harmful cleaning materials or due to the negligence on the part of the workers will be liable to be compensated by the service provider Service Provider/firm.

16. The Service Provider should make an effort to ensure that back-up/relief staff is available in case of absence of existing staff. Absence will result in proportionate deduction from monthly payment based on the Attendance Register kept with the India-based Security Assistance at Chancery.

SECTION III: SPECIAL CONDITIONS OF CONTRACT (SCC)

1. Prices

- a. Price quoted by the Contractor and agreed to by HCI, Abuja shall be considered final and no price escalation will be permitted thereafter.
- b. Bidders must quote the price in the format given in Contract Price Schedule at Section – V of this document.
- c. All prices are to be quoted only in Nigerian Naira.
- d. The prices quoted should be all inclusive of all kind of taxes including transportation, insurance charges, etc.

2. Taxes and Duties:

VAT should not be included as the High Commission of India is exempted from VAT under the Vienna Convention.

3. Force Majeure:

High Commission of India, Abuja 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 *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 selected Bidder's premises. If a *Force Majeure* situation arises, the service provider shall promptly notify the authority in writing of such conditions and the cause thereof. Unless otherwise directed by the High Commission in writing, the service provider shall continue to perform its obligations under the contract as far as is reasonably practical and shall seek all reasonable alternative means not provided by the *Force Majeure* event.

SECTION IV: TECHNICAL SPECIFICATIONS/JOB DESCRIPTION

(Scope of work)

Scope of work given below is tentative. The bidder is advised to inspect the site and understand the full scope of work.

Complete cleaning/sanitation/disinfection of Chancery-cum-Residential complex, at 364, Cadastral Zone, Central Business District (CBD), FCT, Abuja **and common area at the Embassy Residence, Maitama, Abuja**, Nigeria as per the following details:

4.1 Daily cleaning (sweeping/mopping/dusting/vacuum cleaning)

- (a) Chancery cum residential premises {Offices, Corridors, Stairs, Toilets (3 times daily), Waiting areas, Reading rooms}
- (b) Outside Chancery building and ER (Common pathways, Roads/Walkways, Passages, Guest toilets, Generator rooms, Parking Shed, MOPOL Shed, Security entrance, Common areas of residences, stairs, Tennis court area, gym)
- (c) Daily removal of garbage/wastepaper/packing material

4.2 Weekly

- (a) Cleaning of doors, windows and roof of chancery
- (b) Thorough cleaning of Chancery corridors, waiting/reading rooms, stairs, foyers with necessary materials and chemicals
- (c) Cleaning of garages and car shed
- (d) Vacuum cleaning of chairs, sofas, seats, etc.

4.3 Fortnightly

- (a) Fumigation/Pest Control of all indoor and outdoor spaces in the Chancery cum Residential complex and Embassy Residence at Maitama

4.4 Monthly

- (a) Cleaning of MOPOL/Security toilets/Common pathways/Generator area / outside area of Boys' Quarter at Embassy Residence (ER) at Maitama
- (b) Cleaning of locked/storerooms at the Chancery-cum-Residential Complex
- (c) Gentle cleaning of curtains/blinds and wall paintings/posters at the Office
- (d) Disinfection of all indoor and outdoor spaces Chancery cum Residential complex and Embassy Residence at Maitama
- (e) Cleaning of windowpanes.
- (f) Cleaning of ceilings

4.5 Quarterly (Once every three months)

(a) Special cleaning of walkways using sand blasting machines to remove dirt and any outgrowth of grass due to heavy rains.

4.6 Services during Events organised in the Chancery and the Embassy Residence

(a) Effective cleaning of the premises before , during and after event organised in the High Commission and the ER. The information about organising such events would be conveyed at least 48 hours in advance to facilitate preparation for cleaning.

4.7 Staff should be available at the Chancery complex as per following details:

Supervisor (01): *(Monday to Friday 0900-1730 hrs, and Saturday 1000-1300 hrs)*. During non-working hours, the Supervisor or any authorized person must be available on call 24x7.

House Keeping Staff (5 Cleaners): *(Monday to Friday 0800-1630 hrs (30 minutes lunch break from 1300 hrs to 1330 hrs), and Saturday 1000-1300 hrs)*. (One staff to be deployed in the kitchen for cleaning and upkeeping of the floors, serving tea/coffee/snacks to the visitors, washing dishes and keep them in the cupboards, as and when required). **Service Provider will ensure the Services of House Keeping Staff are made available after the hours mentioned above and on Sundays/closed holidays in Emergency and in case of official events organized in the Chancery in weekdays, weekends, holidays, beyond office hours as and when required.**

Section – V

TECHNICAL INFORMATION
(Proforma to be submitted with Technical Bid)

1. Name of firm:
2. Address of the Registered Office:
3. Correspondence address:
4. Contact details:
Telephone:
E-mail:

S/ no	Requirements	Response
1	a. Brief introduction of the company.	
	b. Previous experience in the field	
	c. Total number of regular employees with the firm	
	d. Turnover of the firm for the last three years	
	e. Registration Certificate & licence for the services	
	f. Have the bidder incurred any financial loss for more than one year during the last three years ending on date of tender	
2.	Detail work plan and methodology for undertaking the job	
3.	Qualification and experience of the staff [including supervisory / and ground staff] proposed to be deployed for the job.	
4	Details of clients (at least 2)	
5	All cleaning material, tools and equipment shall be provided as per tender document	Yes

Supporting documents with respect to above points is enclosed

(Signature of the authorized signatory with stamp)

Dated _____

Full Name and Designation of the signatory _____

Full address of the Agency/Company _____

Contact details of the signatory _____

Section – VI(Financial Bid)

Format for submitting financial bid for AMC for cleaning and general housekeeping of Chancery-cum-Residential complex at 364 Cadastral Zone, Central Business District, FCT, Abuja and at the common area of Embassy Residence, Maitama, Abuja

High Commission of India, Abuja
Tender No. HCI/ABUJ/872/01/2024
Date:

Price Schedule (month-wise)

Sr. No.	Job/Item	Price quoted (in Naira) per month
1.	Cleaning and general housekeeping of Chancery-cum-Residential complex at High Commission of India and at the common area of Embassy Residence, Maitama, Abuja	

Note:

1. The above quoted prices are complete in all respects as per technical specifications and cost of all material, tools and equipment required for the job is included in above price.
2. Certified that rate quoted above is as per specifications, terms & conditions mentioned in the tender document.
3. We have examined tender conditions for the above-named work and have inspected the site and general conditions under which the Works are to be carried out. We offer to execute and complete the Works and remedy any defects therein, in conformity with this Tender for the Lump Sum Fixed Price as mentioned above exclusive of VAT.

(Signature of the authorized signatory with stamp)

Dated_____

Full Name and Designation of the signatory_____

Full address of the Agency/Company_____

Contact details of the signatory_____