



**Tender for Annual Maintenance Contract for Cleaning Services of  
Chancery Complex, 3 Moonah Place, Yarralumla, Canberra**

**TENDER NO.  
Can/Prop/867/02/2024  
Dated: February 21, 2024**

**Last date for submission of  
bid:**

**13 March 2024**

**High Commission of India  
Canberra  
3 Moonah Place, Yarralumla  
ACT-2600**

## **Tender Contents**

### **A. Technical Bid Documents:**

Document I : Invitation to Tender

Document II : Instruction to Bidders

Document III : Introduction and Credentials of Bidder\*

Document IV : Terms and Conditions of contract

Document V : Scope of Work

\* Documents about the bidders, resources, company brochures, experience, management techniques, and any other information about bidder – These documents can be supplied and attached by bidders.

Document VI : Form of Tender - Financial bid letter

(Lump sum fixed price to be quoted on this form by Bidder)

**Can/Prop/867/01/2024**  
**High Commission of India**  
**Canberra**

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**NOTICE INVITING TENDER**

High Commission of India, Canberra invites Tender under two bid system from registered and authorized firms/agencies for providing Cleaning Services at Chancery Complex, 3 Moonah Place, Yarralumla, ACT-2600 as per details given in the tender documents. High Commission's website <https://www.hcicanberra.gov.in/page/tend-oth/> and Central Procurement Portal (CPP) at <https://eprocure.gov.in/cppp/> may also be referred to for complete details, scope of work, and conditions of eligibility.

2. The interested firms/service agencies should submit the bids in sealed envelopes shall be duly superscripted with above title **Tender No. Can/Prop/867/01/2024-\_\_'Proposal for Cleaning Services at Chancery Complex, 3 Moonah Place, Yarralumla, ACT-2600'**. Please note that tender document will not be accepted after the expiry of stipulated date and time for the purpose (Cleaning Services) under any circumstances.

3. The Bids will be opened on March 13, 2024 by a Committee authorized by the Competent Authority of the High Commission of India, Canberra. The financial bids of only those bidders, whose Technical Bids are found responsive, shall be opened by the Committee authorized for the purpose. The pre-bid site visit may be conducted on February 21-28, 2024 on prior appointment basis to assess the job requirement / quantum of work involved. For any queries, please write to [prop.canberra@mea.gov.in](mailto:prop.canberra@mea.gov.in) Last date for receipt of bids is March 13, 2024 at 1200 hours(Local Time).

<b>Important Dates</b>	
Date of publishing of Bid Document	21.02.2024 (1700 hours)
Clarification Start Date	21.02.2024 (1800 hours)
Clarification End Date	28.02.2024 (1500 hours)
Bid Submission Start Date	29.02.2024 (1100 hours)
Bid Submission End Date	13.03.2024 (1500 hours)
Bid Opening Date	13.03.2024 (1100 hours)

4. If a firm quotes NIL charges / consideration, the bid shall be treated as unresponsive and will not be considered.

5. The Competent Authority reserves the right to reject any or all the bids or cancel the tender, without assigning any reason and the decision of the competent authority of the High Commission shall be final and binding.

sd/-  
(Ashok Mandal)  
Head of Chancery  
Email: [hoc.canberra@mea.gov.in](mailto:hoc.canberra@mea.gov.in)

## **Introduction**

High Commission of India, Canberra invites quotations from experienced and reputed companies providing cleaning services for cleaning of High Commission of India's premises located at 3 Moonah Place, Yarralumla, ACT. The company would provide **two cleaning staffs for cleaning who will work from Monday to Friday – 0900 to 1700 hours.** Please note that High Commission of India has a different calendar of holidays, and the cleaner(s) should work as per holiday calendar of High Commission of India and it may not be charged separately as sundry. It may be noted that Company has to provide Cleaners for 26 January and 15 August irrespective of the Holidays of the High Commission of India.

### **Scope of work**

- To ensure clean ambience of the premises.
- To ensure optimum service as per scope of work.
- Company to ensure supply of proper uniforms.
- Company should ensure all statutory obligations such as Super, Minimum Wages, etc. are in compliance with Australian laws.
- Provide necessary and adequate equipment, implements, other cleaning materials to ensure optimum service as per scope of work.
- Cleaning material/consumables will be procured by the company and High Commission will pay for the materials as per actuals.

### **Cleaning Duty**

Cleaning of internal and external premises of the High Commission of India including, but not limited to,

- Wet/dry mop cleaning in designated areas.
- Wet/dry vacuum clean in the designated areas.
- Use of wet/dry Scrubber machine for cleaning in designated areas.
- To use Mechanical Sweeper for sweeping in the designated areas.
- To clean the parking areas.
- High dusting of corners, ledges, ceiling fixtures etc. will be performed on an as-per need basis, with maximum gap of every 30 days.
- Empty and clean trash receptacles.
- Clean and stock all the toilets in the premises.
- Cleaning of signages/plaques.
- All walls, doors and windows (exterior & interior) to be cleared of all stains, smudges and hand marks.
- Scour wash and clean all toilet including basins, bowls and urinals, tiles and partitions near urinals. Special attention must be taken to inspect and clean areas of difficult access, such as the underside of toilet bowl rings and urinals, to prevent building up of calcium and iron oxide deposits.
- Polishing of metal/brass handles, decorative items, and railing etc. once in three months. Frequency will be increased if required.
- Glass window cleaning at least once in 2 weeks. Cob web removal when required.

- Steam Cleaning of carpets in the offices once in six months. Frequency will be increased if required.

## **SITE VISIT**

The interested bidder(s)/firm(s) can inspect the office premises after taking appointment between 11.00 A.M. and 5.00 P.M. from 21<sup>st</sup> February 2024 to 28<sup>th</sup> February 2024 to assess the job requirement / quantum of work involved. For the said purpose, Establishment Section may be contacted on telephone No. 0262254999 during office hours on any working day. After inspection of the premises and going by the terms and conditions mentioned in the tender documents, interested bidders should submit the bids.

The Tender bids shall remain valid for a period of One Eighty Days (180) days from the date of opening.

**Eligibility Criteria:** The Tenderer should have valid permit / registration from the competent local authority for providing services in Australia, with satisfactory experience of rendering cleaning services.

## **PREPARATION OF BIDS**

**Language:** Bids and all accompanying documents shall be in **English** only. The technical as well as the financial bids should be submitted in two sets – one original and one copy.

**Technical Bid:** Technical Bid should be prepared as per the instructions given in the Tender Documents along with all required information, documents in support of the minimum eligibility criteria. **All the documents comprising the Technical Bid shall be put in a separate sealed envelope superscribed as “Envelope A – Technical Bid”**. Documents comprising the Bid:

Technical Bid Submission Form duly signed and printed on Company's letterhead.  
Contact Details Form, duly filled and signed & stamped.  
All attested supporting documents in proof of having fully adhered to minimum eligibility criteria as referred in Section-3 above.

**Bid Security Declaration:** Bid Security Declaration to be submitted separately in a sealed envelope superscribed as **“Envelope B – Bid Security Declaration”**. Please see Annexure 3.

**Financial Bid:** Bidder shall prepare the Financial Bid in the Price Schedule as provided in the Tender Document. Financial Bid shall be put in a separate sealed envelope superscribed as **“Envelope C- Financial Bid”**.

## **PERFORMANCE SECURITY**

(a) The successful bidder has to deposit Performance Security which will be a sum equivalent to 5% of the accepted contract value in favour of 'High Commission of India, Canberra' in form of Bank Guarantee/Cheque/Fixed Deposit Receipt (FDR), within fifteen days of the acceptance of the Letter of Acceptance. Performance Security should remain valid for a period of sixty days beyond the date of completion of all contractual obligations of the service provider (SP) including warranty obligations. In case, the contract is further extended beyond the initial period, the Performance Security will have to be renewed accordingly by the SP. No interest shall be paid on Performance Security.

(b) On due performance and completion of the contract in all respects, the Performance Security will be returned to the SP without any interest on presentation of an absolute 'No Demand Certificate' from the SP and upon return in good condition of any specifications, samples or other property belonging to the client, which may have been issued to the SP, for carrying out work stipulated in the contract.

## **VALIDITY OF CONTRACT**

The contract, if awarded, shall be valid for a period of ONE YEAR (01 year). The contract may be extended annually on year to year basis, on same rates, terms and condition. In case of breach of contract or in the event of not fulfilling the minimum requirements / statutory requirements, the client shall have the right at any time to terminate the contract forthwith in addition to forfeiting the performance security amount deposited.

## **PAYMENTS**

The Contractor shall be paid on a monthly basis for the services rendered in the preceding month. The billing cycle will be the 1st of every month to the last day of the month. The payment would be made within 10 working days of receiving the invoice. No payment shall be made in advance nor any loan from any bank or financial institution will be recommended on the basis of the order of award of work.

The Employer will not be bound to accept the lowest or any bid nor to give a reason for the rejection of any Tender.

The High Commission of India, however, will always have the right to accept or reject any pre-approved sub-contractor even after formal award of Contract and/or commencement of work with or without cause.

**Address & E-mail -**

**Head of Chancery  
High Commission of India**

**3 Moonah Place,  
Yarralumla  
ACT 2600  
[hoc.canberra@mea.gov.in](mailto:hoc.canberra@mea.gov.in)**

**Compliance with Laws and Regulations and Pricing of Schedule of Quantities:**

The attention of Bidders is drawn as to compliance with local laws and regulations concerning safety and health, labour regulations, social insurance, labour taxes, tax deduction, import restrictions duties and levies, company's tax, input tax and output tax (GST) etc. All rates and sum inserted against items of works and in Form of Tender shall be inclusive of GST.



**Annexure -1**

**Format for Submitting the Financial Bid**

**(To be submitted in a separate sealed cover superscribed as “Envelope C – Financial Bid”)**

**BID No. Can/Prop/867/02/2024**

Date: February 21, 2024

To,  
Head of Chancery  
High Commission of India  
3 Moonah Place, Yarralumla,  
ACT-2600

**FINANCIAL BID**

Proforma to be filled up and submitted by the bidder (in English)

1.	Name of the Bidding Agency/ Company	
2.	Address of the Bidding Agency/ Company	
3.	Contact details of the Bidding Agency/ Company	

Break-up of the total cost:

<b>No. of cleaners</b>	2
<b>Wages of cleaners (monthly)</b>	
Total Wages	
<b>Cleaning material charges (if applicable)</b>	
<b>Taxes (if applicable)</b>	
{Any further break-up of monthly charges, if available}	
<b>Total Amount (monthly) (inclusive/ exclusive of taxes)</b>	

**Total monthly charges for cleaning services: \_\_\_\_\_ (incl./ excl. taxes)**

Yours faithfully,

(Signature of Authorized Signatory)

Name:  
Designation:  
Company  
seal:

**Annexure-2**

**CONTACT DETAILS FORM**

**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 (with address and Contact details) if any	
Average Annual turnover in the <i>last five</i> financial years	
Total Staff Strength with Nationality of Employees	
Total Technical staff percentage	
Nationality of Staff working in Company and to be deputed for work (National of India or friendly country)	

**DETAILS ABOUT KEY PERSONNEL OF THE BIDDING COMPANY**

(With ID proof/supporting documents)

- 1.
- 2.
- 3.
- 4.

### **Annexure-3**

#### **Bid Security Declaration**

With reference to tender notice no. No. Can/Prop/867/02/2024 dated 21 February 2024 this is to certify that if we withdraw or modify our bid during period of validity or if we are awarded the contract and we fail to sign the contract or fail to submit a performance security before the deadline defined in this document, we are liable to be suspended for a period considered fit by the High Commission from being eligible to submit bids for contracts by the High Commission of India, Canberra.

[Signature(s) of the Tenderer(s) with  
Name, Designation, Date & Seal]