

Dur/867/1/2022
Consulate General of India
Durban

Notice seeking quotations for hiring of cleaning and hygiene services at Consulate General of India, Durban, 1 Kingsmead Boulevard, Kingsmead Office Park, Durban-4001

The Consulate General of India, Durban invites bidders for providing cleaning and hygiene services at Consulate General of India, 1 Kingsmead Boulevard, Kingsmead Office Park, Durban, 4001.

2. The bid is for awarding the cleaning and hygiene services for a period of 1 year which may be extended for another 2 years at same rate and same terms and conditions.

3. The detailed scope of work for cleaning and hygiene services is detailed below :
 - i. Cleaning and mopping of open areas, office rooms and balconies on daily basis.
 - ii. Cleaning of office equipment on daily basis.
 - iii. Upholstery cleaning on daily basis.
 - iv. Dusting of furniture and cleaning of door handles on daily basis.
 - v. Cleaning of all toilets thrice a day.
 - vi. Collecting, removing, and disposing off garbage and waste materials on daily basis.
 - vii. Collecting, removing, and disposing off sanitary waste from toilets on daily basis.
 - viii. Sanitizing all toilets including toilet bins and sanitary bins on daily basis.
 - ix. Vacuum cleaning of carpets regularly.
 - x. Scrubbing of floors with scrubbing machine on daily basis.
 - xi. Cleaning of all glass panels and washing/scrubbing of open areas on daily basis.
 - xii. Any other cleaning work assigned by competent authority by Consulate General of India, Durban during the duty period.
 - xiii. The service provider shall provide estimated list of monthly supply of consumables and other cleaning materials like hand paper towels, toilet rolls, brooms, mops, wipers, dusters, brushes, cleaning agents, garbage bags, detergents, room fresheners, floor cleaners, refillable anti-bacterial liquid soaps for hand washing etc.
 - xiv. The service provider shall also provide list of cleaning equipments such as hand paper towel bins, bins for toilet rolls, sanitary disposal bins, soap dispensers, air dryers, vacuum cleaners, scrubbing machines, garbage trolleys, garbage bins etc.

xv. Consulate General of India, Durban may request additional manpower for daily basis if appropriate manpower is not provided by the service provider for routine work. Service provider will have to provide additional manpower as per Consulate's request without any additional charge.

4. The bidding will be held in two rounds. The first round will be technical bidding round and second round will be financial bidding round. The bidders who qualify the technical bidding round will be allowed to participate in the financial bidding round. The eligibility criteria for technical and financial bidding round is detailed below.

(i) Technical Eligibility Criteria

The Bidders should mandatory fulfill all the following technical criteria to become eligible for next stage of financial bidding:

- a. The company should have valid registration number from a competent local government authority. Supporting document must be submitted.
- b. A detailed company profile. Document to be submitted.
- c. References of clients should be submitted to whom the company is providing the similar services of cleaning and hygiene.
- d. The company should be in operation for more than five (5) years. Undertaking for the same should be attached along with Annexure 1.
- e. The company should have experience of minimum 5 years in providing the services of cleaning and hygiene. Undertaking for the same should be attached along with Annexure 1.
- f. Estimated list of monthly supply of consumables and other cleaning materials must be submitted with the bid.
- g. List of cleaning equipment to be used must be submitted with the bid.
- h. All the technical quotations should be submitted in the prescribed format **(Annexure 1)** along with all the relevant documents/attachments. The bidder will be disqualified if technical quotation is not submitted in the prescribed format.

(ii) Financial Eligibility Criteria

The Bidders who will successfully fulfil all the criteria mentioned in the technical bidding round will qualify to bid in the Financial Bidding round. The criteria to successfully bid in financial bidding round are as follows:

- a. The rates will be fixed during the contract period. There will be no change in rates and no escalation in rates will be acceptable during the contract period. The service provider must submit a declaration regarding acceptance of fixed rate during the contract period as per **Annexure 2**.

- b. All the final quotes mentioned in the quotation should be excluding VAT. VAT (if any) should be mentioned separately.
- c. The validity period of quotation should be minimum of 120 days.
- d. The financial quotes submitted should be based on the all parameters mentioned in the scope of work of the tender document. **The bidder must submit undertaking that financial quote is covering all the parameters mentioned in the scope of work.**
- e. All the financial quotations should be submitted in the prescribed format (**Annexure 2**). The bidder will be disqualified if financial quotation is not submitted in the prescribed format.

5. **Other Terms and Conditions**

- i. The bidder company shall submit its offer in an envelope, superscripted as “Notice seeking quotations for hiring of cleaning and hygiene services at Consulate General of India, Durban, 1 Kingsmead Boulevard, Kingsmead Office Park, Durban-4001”
- ii. The sealed bid shall be submitted to the Consul General, Consulate General of India, 1 Kingsmead Boulevard, 2nd Floor, Kingsmead Office Park, Durban, South Africa.
- iii. The contact Person will be Mr. Prabhat Aggarwal, Vice Consul (Establishment), Phone: 0313350300 and email id: protocol.durban@mea.gov.in
- iv. The bid may be submitted by hand in person or by courier. Bid submitted by Fax or Email will not be accepted. The site can be inspected on any working day with prior appointment with the representative of Consulate General of India, Durban between 0900hrs-1700hrs to assess the requirements of cleaning material and cleaning equipments.
- v. Bids received after closing date and time as prescribed in the tender notice, shall not be accepted under any circumstances.
- vi. Period of bid validity should be 120 days minimum.
- vii. Bid shall be opened on the date and time as given in critical date sheet in tender document at Consulate General of India, Durban, 1 Kingsmead Boulevard, 2nd Floor, Kingsmead Office Park, Durban-4001, South Africa, in presence of authorized representatives of the service provider.
- viii. The bid must be submitted as per the format mentioned in **Annexure 1** and **Annexure 2**. The technical bid is to be submitted along with the attachments in the format at **Annexure 1**. Those bids who qualify the technical bidding round will be eligible to become part of financial bidding round. Therefore, only those financial bids will be opened which will qualify technical bidding round. Thus, it is

important to ensure that Technical and Financial bids are kept in separate sealed envelopes and then submitted together in one single envelope.

- ix. The decision of Consulate General of India, Durban in this regard will be final. All proposals shall be confidential and will remain with Consulate General of India, Durban. Consulate General of India, Durban reserves its right to reject any offer without assigning any reasons.
- x. The Consulate reserves the right to terminate the agreement by giving one month's advance notice to the contractor.
- xi. The contract shall be valid for a period of 1 year from the date of award. However, it may be extended for further period of 2 years on year-to-year basis subject to the condition that the services have been found satisfactory. This extension shall be done on the same rates and same terms and conditions.
- xii. The service provider shall provide only such staff who have been vetted by local government's security departments in terms of past record, character, and antecedents. It shall ensure that no person of doubtful antecedents is, in any way, associated with the cleaning and hygiene work at Consulate General of India, Durban, 1 Kingsmead Boulevard, 2nd Floor, Kingsmead Office Park, Durban- 4001, South Africa.
- xiii. The staff provided should be on the permanent roll of the service provider. The service provider must obtain prior approval of Consulate General of India, Durban before replacing the staff.
- xiv. The staff shall perform their duties in smart uniforms and their overall appearance shall be neat and clean.
- xv. The service provider should not pay wages lower than minimum wages of labor as fixed by the local authorities.
- xvi. The service provider is obliged to replace, without unreasonable delay and at no cost to Consulate General of India, Durban, any personnel whom this Consulate considers lacking necessary competence.
- xvii. The Consulate will pay only for the monthly fee as quoted in financial bid document after receiving monthly invoice. No other charges will be paid to the service provider.
- xviii. One team from the service provider will also visit on weekly basis to assist the cleaning and hygiene work. The service provider will also provide their own tools and equipment.
- xix. The working hours will be 0830 hours to 1700 hours from Monday to Friday. Saturday and Sunday and any other days as notified by Consulate General of India, Durban as scheduled holidays will be holidays.

- xx. The service provider shall be responsible for dropping and picking up the cleaning staff to/from the Consulate General of India, Durban, 1 Kingsmead Boulevard, 2nd Floor, Kingsmead Office Park, Durban-4001, South Africa.
- xxi. An attendance register will be maintained by the agency/staff on duty and it will be responsibility of the staff on duty to get it verified from competent authority in the Consulate General of India, Durban.
- xxii. Decision of Consulate General of India, Durban shall be final and binding on all the bidders. However, any dispute can be referred to an Arbitrator and will be settled according to the Government of India's rules and regulations and not according to the local laws of South Africa.

CRITICAL DATE SHEET

1	Date of publishing of tender	25 October 2022
2	Bid submission start date	25 October 2022
3	Bid submission end date	16 November 2022
4	Date of opening of technical bid	21 November 2022
5	Date of opening of financial bid	24 November 2022

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Annexure 1

Proforma for submission of technical bid

S.No	Criteria	Details
1	Registration Number	Attach documents
2	Detailed company profile	Attach documents
3	Client details	Attach documents
4	Company in operation for more than 5 years	Attach undertaking
5	Company experience	Attach undertaking
6	List of cleaning materials to be used in one month	Attach documents
7	List of cleaning equipment to be used in one month	Attach documents

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Annexure 2

Proforma for submission of financial bid

S.No	Description	Details
1	Name of the bidder agency/service provider	
2	Address of the bidder agency/service provider	
3	Contact details of the bidding agency/service provider	
4	Undertaking that financial quote submitted is covering all the parameters mentioned in the scope of work of the tender document	Attach undertaking
5	Period of bid validity	
6	Undertaking to accept rates fixed for 1 year without any escalation	Attach undertaking

Format for submission of quotation of financial bid

S.No	Description	Monthly charges (ZAR)
1	Cleaning and hygiene charges per month	
	VAT (if any) (ZAR)	
	Total (including VAT) (ZAR)	