



EMBASSY OF INDIA BEIJING

**INVITES QUOTATIONS
FOR ANNUAL MAINTENANCE CONTRACT
FOR CLEANING, HOUSEKEEPING, DISINFECTION AND UPKEEP OF NEW
CHANCERY COMPLEX
FOR 2023-2025 (TWO YEARS)**

TENDER NO. PEK/GEN/867/01/2023

PRE-BID MEETING -

DATE 03/08/2023

LAST DATE FOR SUBMISSION OF BIDS

10/08/2023 UP TO 1000 HRS (BEIJING TIME)

DATE OF OPENING BIDS

10/08/2023 AT 1600HRS (BEIJING TIME)

**EMBASSY OF INDIA BEIJING, NO.5, LIANG MA QIAO BEI JIE, CHAOYANG
DISTRICT, BEIJING 100600, TEL-00-86-10-8531 2500/2501/2502/2503**

Invitation for Bids

Embassy of India, Beijing invites Bids/Quotations from established/reputed companies/agencies based in China with specialization in all types of cleaning work for Office & Residential properties.

1. Eligibility criteria for bidders:

- The company/ agency should have a **First level certification** for Property Management Enterprise in the People's Republic of China.
- The company should be in operation for a minimum of 5 (five) years and a Certificate of Incorporation is to be submitted.
- The company should have experience in providing cleaning service for a minimum of 5 years.
- The company should have an annual turnover of 3 (three) Million RMB and should not be insolvent. Financial documents certifying the same should be submitted.
- The company should have undertaken work with an individual cost of RMB 300,000/- each year preferably in Embassies/International Agencies/Companies for the past 5 years or two such works at a cost of RMB 600,000/- in the last 5 years. Work Orders and Completion Certificates are to be submitted along with bid.
- The company/agency should have sufficient number of cleaning staff and supervisory staff for the proper execution of the contract. Total number of employees in the company and details of the work distribution is to be submitted. The company/ agency should submit a list of these employees stating clearly how these would be involved in this work as part of their quotation.
- The list of cleaners to be deployed in the Embassy has to be approved by the Embassy in advance. If for any reason there is a requirement of changing the list, prior approval of the Embassy is required. The cleaners will be required to record their attendance on a daily basis based on which payment/recovery criteria will be ascertained by the Embassy.
- The Owner/CEO of the company or authorized representative must be locally available in Beijing for interaction with the Embassy

2. Scope of Work:

PART A

2.1 Work to be carried out at the Chancery and the Residential Complex

2.1.1 Items to be done daily (5 times a week, irrespective of National Holidays or other Holidays)

S.No	Description of Work
1.	Sweeping and Wet Mopping of basement (including mechanical, lift rooms etc.), all floors (including all the rooms) and staircases of the Chancery building including cost of necessary cleaning equipment.
2.	Dusting and cleaning of all tables, chairs, shelves, furniture and equipment in all the rooms.
3.	Cleaning toilets with disinfectants at the Chancery building. Providing toilet paper, tissue paper and hand wash liquid (including automatic hand wash liquid dispensers) as and when required.
4.	Cleaning of common areas (including staircase, lifts, pantry etc.) at Embassy, including cost of necessary cleaning equipment and materials.
5.	Cleaning of roads, pavement, car parking area, kerb stones, stone footpaths, setback areas along the boundary walls etc. inside the Embassy including cost of necessary equipment and materials.
6.	Cleaning of Auditorium and Consular Hall six days a week (including Saturday) including cost of necessary cleaning equipment and materials
7.	Cleaning of all Guard rooms on the perimeter
8.	Waste collection from all the bins/outlets in the Chancery and Residential complex including segregating, classifying and depositing at the designated dust bins provided and coordinating for its disposal as per local municipal laws including cleaning of garbage bins with disinfectant at each time of removal.
9.	Cleaning of outside pavements adjacent to the Chancery including cleaning equipment and materials.

2.1.2 Items to be done as per the frequency mentioned

S. No.	Description of work	Frequency
1.	Cleaning of the badminton court and children's play area including cost of necessary cleaning equipment and materials.	Twice a week
2.	Sanitation of lifts, common areas, foyer areas and reception area	Thrice a month
3.	Pest control/fumigation/emergency rodent control/wasp and bee hives removal etc., in Chancery and Residential complex including cost of necessary cleaning equipment and materials. The company, if necessary should hire a professional third party and complete the job with no encumbrance on the Embassy. The Cleaning Company shall ensure there is no water stagnation, breeding of mosquitoes in the premises.	Once a month
4.	Special cleaning of window, doors & blinds of premises including cost of necessary cleaning equipment and materials	Once per month
5.	Vacuuming and cleaning of curtains and Carpets	Once per month
6.	Clean all sewage and other pipes	Once per month
7.	Cleaning of external facade, domes, inner atrium wall, window and outer wall of the premises including cost of necessary cleaning equipment, materials, ladders, high pressure pipes & pumping/pressure machines.	3 times per year
8.	Cleaning & Polishing of Brass gates/Iron grills of all Chancery main gates and side gates including cleaning equipment and materials	3 times per year
9.	Rubbing & Polishing of marble & granite floors including cost of necessary cleaning equipment and materials	3 times per year
10.	Provide cleaning services for all the events organized by the Embassy	As and when required
11.	Cleaning of residences upon new arrivals and	As and when required

	departures of officers.	
12.	<p>Breakdown cleaning of water pipes, leakages in Electrical & Mechanical Installations</p> <p>Cleaning and Restoration of tidiness in the event of leakages or breakdown of water pipes or Electrical & Mechanical installations or any such situation that may arise is an immediate priority. The Company shall use its available pool of resources/cleaners in effect immediately to clean in such situations even on Saturday/Sundays.</p> <p>In case the breakdown maintenance cleaning involves cost of consumables/detergents etc., the Company has to provide them for free.</p>	In Emergent situations determined by the Embassy

PART B

2.3 Work to be carried out at the India House/Embassy Residence, No. 1, Ritan Dong Lu, Beijing

S. No.	Description of Work
1.	<p>Deputation of 2 (Two) full time cleaning staff along with necessary cleaning equipment and material for day-to-day cleaning of the Representational area of Embassy Residence, No. 1, Ritan Dong Lu, Beijing.</p> <p>The full-time staff should be qualified and trained in cleaning of ‘HOUSING SPACE’ and not ‘COMMERCIAL SPACE’.</p> <p>Additional requirement of cleaning the Representational area on Saturday and Sunday when official engagements are held for large delegations.</p>
2.	<p>Cleaning of windows and glasses of the Representational area of the India House 2 (two) times per year. This should be done by additional staff with professional expertise in cleaning high wall ceiling. The cost of all the necessary equipment and materials shall be borne by the cleaning company.</p>
3.	<p>Cleaning and polishing of furniture in the Representational area of the India House 2 (two) times per year including dry cleaning of the sofa sets present in the Representational area. This should be done by additional staff as a project.</p>
4.	<p>Cleaning and polishing of Brass gates/Iron grills of India House gates and outside gate 2 (two) times per year including cleaning equipment and materials.</p>

PART C

Operational requirements and other miscellaneous clauses

2.4 The Cleaning Company shall provide 1 (one) full time (40 Hours per week on site) experienced (min. 5 years' experience with House Keeping & management with Diploma certificate from reputed institute) bilingual (Chinese / English) speaking Cleaning Manager who is reachable via cellphone for all types of emergencies. The Cleaning Manager will be in charge of overall management of the onsite team including their allocation of duties, regular reports and work plans, and will be the point of contact for the client. He/ She will also contact with various Municipal agencies viz. water supply, Electricity, Garbage disposal unit and Third parties for cleaning of Atrium and external façade. Embassy will provide one designated area in the basement for the Cleaning Manager to use as his/her office. In case of Cleaning Manager going on leave, company has to provide additional Manager in her/his place upon prior intimation to and approval of Embassy. In no circumstances, the work of the embassy should be affected.

2.5 The Cleaning Company shall provide **12 full time experienced cleaners** in proper company uniform (**2 cleaners exclusive to India House**) who can carry cleaning works in Chancery, Auditorium, Campus, gates cleaning, outside the gates, Old Chancery and Embassy Residences. The twelve full time cleaners will work under directions of the Cleaning Manager for undertaking regular cleaning work. In case of cleaning workers going on leave, company has to provide additional cleaners in her/his place. In no circumstances, the work of the embassy should be affected. The list of cleaners to be deployed along with proof of identity, security verification details, copies of the contract of the company with the individual cleaners needs to be submitted to the Embassy.

2.6 The Cleaning Company shall create an Annual Cleaning Service Plan including monthly and daily planning for the routine cleaning service as well as cleaning service for all areas of the Embassy of India buildings. The company must submit a monthly cleaning report (in English) covering all activities and cleaning works carried out during the month. The Monthly plan for cleaning including the deployment of the cleaners in specific locations/floors of the Embassy and the Monthly Report of the previous month has to be submitted after which the payment of the previous month will be released. A short summary of the Annual Cleaning Service Plan should be submitted with the bid.

2.7 **The Cleaning Company shall provide consumables, equipments, materials etc. of approved standards and quality(cleaning material should be of reputed international brands, either of 'Johnson & Johnson', 'Unilever', 'Procter & Gamble' and 'Reckitt Benckiser' only) for all types of cleaning services.**

2.8 The Cleaning Company shall support Embassy of India with arrangement and management of 3rd party government inspections, if any. **The company must submit the cleaning log for a month in the first week of the succeeding month.**

2.9 The Cleaning Company shall ensure there is no water stagnation, breeding of mosquitoes in the premises.

- 3. Bid system:-** The company/ agency shall submit its offer in **three separate sealed envelopes**, namely, (a) **First envelope-** superscripted “Technical Bid- for Annual Maintenance Contract for Cleaning, Housekeeping, Disinfection and Upkeep of New Chancery Complex for 2023-2025 (Two years)”, (b) **Second envelope-** superscripted “Financial Bid- for Annual Maintenance Contract for Cleaning, Housekeeping, Disinfection and Upkeep of New Chancery Complex for 2023-2025 (Two years)”. Both the sealed envelopes shall be kept inside a large sealed envelope, i.e. in a **Third envelope** superscripted as “Tender Quotation for Annual Maintenance Contract for Cleaning, Housekeeping, Disinfection and Upkeep of New Chancery Complex for 2023-2025 (Two years)”. It should also be superscripted at the bottom left corner with the Full name, Postal address, Fax, E-mail, Telephone number of the bidder;
- i.** The sealed bid shall be submitted to **The Head of Chancery, Embassy of India Beijing, No.5, Liang Ma Qiao Bei Jie, Chaoyang District, Beijing 100600;**
 - ii.** Contact person Ms. Lisa Gao, Local Clerk (Property), Phone No.0086-10-85312598, Email: ict.beijing@mea.gov.in; property3.beijing@mea.gov.in;
 - iii.** The bid may be submitted by Hand in person or by courier. The bids by “Fax / E-mail” shall not be accepted;
 - iv.** Bid received after the closing date and time as prescribed in the tender notice, shall **NOT** be accepted under any circumstances;
 - v.** Bid shall be opened on the date and time as given in the tender notice at **Embassy of India Beijing, No.5, Liang Ma Qiao Bei Jie, Chaoyang District, Beijing 100600**, in the presence of the authorized representatives of the companies, who may wish to attend. Only the technical bid shall be opened on 10/08/2023. Financial Bid will be

opened for all those parties who have qualified technically. Parties who have qualified will be informed regarding the opening of the bid at least two days in advance.

- vi. The bid has to be submitted as per the format specified at 'Annexure I & II' respectively;
4. The Bidder can arrange for a pre-bidding tour by contacting Ms. Lisa Gao, Local Clerk (Property) and see the premises. The Bidders are free to bring cleaning experts for studying the status of the complex, area and different facets of cleaning. The pre-bid site visit can be arranged on request at email ict.beijing@mea.gov.in latest by date 02/08/2023. A Pre-Bid meeting will be held on 03/08/2023. The authorized representatives from interested bidders may register for participation at email ict.beijing@mea.gov.in.
5. **Mode of Payment: Performance Bank Guarantee**
6. Payment against bill/invoice shall be released on quarterly basis at the end of each quarter after receipt of the Cleaning/Deployment plan for the next quarter and the Cleaning/Deployment report of the previous quarter.
7. A penalty of 0.5% of the contract fee will be levied for each violation of Scope of Work as specified in Clause 2 subject to the penalty not exceeding 5% of the payment due on a quarterly basis.
8. Embassy reserves the right for cancelling the tender at any stage and without specifying any reason for cancellation.

Annexure- I

**PROFORMA TO BE FILLED UP AND SUBMITTED IN THE TECHNICAL
BID**

	Descriptions	Particulars
1.	Name of the Bidder Agency/Company.	
2.	Address of the Bidder Agency/Company.	
3.	Contact details of the Bidding Agency/Company.	
4.	Name of the Proprietor/Partners/Directors of the Agency/Company.	
5.	Registration and incorporation particulars of the Agency/Company.	
6.	Experience in Cleaning of Buildings/complex (No. of years).	
7.	Annual turnover of the company.	
8.	Proof of other works done.	
9.	Whether the company is insolvent	
10.	No. of workers in the company – Manager, Supervisor, cleaners and helpers	
11.	Any other information.	

Scope of Work

Work to be carried out at the Chancery and the Residential Complex

Items to be done daily (5 times a week, irrespective of National Holidays or other Holidays)

S. No	Description of Work	Comments (Please write Yes or No)
1.	Sweeping and Wet Mopping of basement (including mechanical, lift rooms etc.), all floors (including all the rooms) and staircases of the Chancery building including cost of necessary cleaning equipment.	
2.	Dusting and cleaning of all tables, chairs, shelves, furniture and equipment in all the rooms.	
3.	Cleaning toilets with disinfectants at the Chancery building. Providing toilet paper, tissue paper and hand wash liquid (including automatic hand wash liquid dispensers) as and when required.	
4.	Cleaning of common areas (including staircase, lifts, pantry etc.) at Embassy, including cost of necessary cleaning equipment and materials	
5.	Cleaning of roads, pavement, car parking area, kerb stones, stone footpaths, setback areas along the boundary walls etc. inside the Embassy including cost of necessary equipment and materials	
6.	Cleaning of Auditorium and Consular Hall six days a week (including Saturday) including cost of necessary cleaning equipment and materials	
7.	Cleaning of all Guard rooms on the perimeter	
8.	Waste collection from all the bins/outlets in the Chancery and Residential complex including segregating, classifying and depositing at the designated dust bins provided and coordinating for its disposal as per local municipal laws including cleaning of garbage bins with disinfectant at each time of removal.	
9.	Cleaning of outside pavements adjacent to the Chancery including cleaning equipment and materials.	

Items to be done as per the frequency mentioned

S. No.	Description of work	Frequency	Comments (Please write Yes or No)
1.	Cleaning of the badminton court and children's play area including cost of necessary cleaning equipment and materials.	Twice per week	
2.	Sanitation of lifts, common areas, foyer areas and reception area	Thrice per month	
3.	Pest control/fumigation/emergency rodent control/wasp and bee hives removal etc., in Chancery and Residential complex including cost of necessary cleaning equipment and materials. The company, if necessary should hire a professional third party and complete the job with no encumbrance on the Embassy. The Cleaning Company shall ensure there is no water stagnation, breeding of mosquitoes in the premises.	Once per month	
4.	Special cleaning of window, doors & blinds of premises including cost of necessary cleaning equipment and materials	Once per month	
5.	Vacuuming and cleaning of curtains and Carpets	Once per month	
6.	Clean all sewage and other pipes	Once per month	
7.	Cleaning of external facade, domes, inner atrium wall, window and outer wall of the premises including cost of necessary cleaning equipment, materials, ladders, high pressure pipes & pumping/pressure machines.	3 times per year	
8.	Cleaning & Polishing of Brass gates/Iron	3 times per	

	grills of all Chancery main gates and side gates including cleaning equipment and materials	year	
9.	Rubbing & Polishing of marble & granite floors including cost of necessary cleaning equipment and materials	3 times per year	
10.	Provide cleaning services for all the events organized by the Embassy	As and when required	
11.	Cleaning of residences upon new arrivals and departures of officers.	As and when required	
12.	<p>Breakdown cleaning of water pipes, leakages in Electrical & Mechanical Installations</p> <p>Cleaning and Restoration of tidiness in the event of leakages or breakdown of water pipes or Electrical & Mechanical installations or any such situation that may arise is an immediate priority. The Company shall use its available pool of resources/cleaners in effect immediately to clean in such situations even on Saturday/Sundays.</p> <p>In case the breakdown maintenance cleaning involves cost of consumables/detergents etc., the Company has to provide them for free.</p>	In Emergent situations determined by the Embassy	

Work to be carried out at the India House

S. No.	Description of Work	Comments (Please write Yes or No)
1.	<p>Deputation of 2 (Two) full time cleaning staff along with necessary cleaning equipment and material for day-to-day cleaning of the Representational area of Embassy Residence, No. 1, Ritan Dong Lu, Beijing.</p> <p>The full-time staff should be qualified and trained in cleaning of 'HOUSING SPACE' and not 'COMMERCIAL SPACE'.</p> <p>Additional requirement of cleaning the Representational area on Saturday and Sunday when official engagements are held for large delegations.</p>	
2.	<p>Cleaning of windows and glasses of the Representational area of the India House 2 (two) times per year. This should be done by additional staff with professional expertise in cleaning high wall ceiling. The cost of all the necessary equipment and materials shall be borne by the cleaning company.</p>	
3.	<p>Cleaning and polishing of furniture in the Representational area of the India House 2 (two) times per year including dry cleaning of the sofa sets present in the Representational area. This should be done by additional staff as a project.</p>	
4.	<p>Cleaning and polishing of Brass gates/Iron grills of India House gates and outside gate 2 (two) times per year including cleaning equipment and materials.</p>	

Operational requirements and other miscellaneous clauses

S. No	Description of Work	Comments (Please write Yes or No)
1.	The Cleaning Company shall provide 1 (one) full time (40 Hours per week on site) experienced (min. 5 years' experience with House Keeping & management with Diploma certificate from reputed institute) bilingual (Chinese / English) speaking Cleaning Manager who is reachable via cellphone for all types of emergencies. The Cleaning Manager will be in charge of overall management of the onsite team including their allocation of duties, regular reports and work plans, and will be the point of contact for the client. He/ She will also contact with various Municipal agencies viz. water supply, Electricity, Garbage disposal unit and Third parties for cleaning of Atrium and external façade. Embassy will provide one designated area in the basement for the Cleaning Manager to use as his/her office. In case of Cleaning Manager going on leave, company has to provide additional Manager in her/his place. In no circumstances, the work of the embassy should be affected.	
2.	The Cleaning Company shall provide 12 full time experienced cleaners in proper company uniform (2 cleaners exclusive to India House) who can carry cleaning works in Chancery, Auditorium, Campus, gates cleaning, outside the gates, Old Chancery and Embassy Residences. The twelve full time cleaners will work under directions of the Cleaning Manager for undertaking regular cleaning work. In case of cleaning workers going on leave, company has to provide additional cleaners in her/his place. In no circumstances, the work of the embassy should be affected.	
3.	The Cleaning Company shall create an annual cleaning service plan including monthly and daily	

	planning for the routine cleaning service as well as cleaning service for all areas of the Embassy of India buildings. The company must submit a monthly cleaning report (in English) covering all activities and cleaning works carried out during the month. The Monthly plan for cleaning including the deployment of the cleaners in specific locations/floors of the Embassy and the Monthly Report of the previous month has to be submitted after which the payment of the previous month will be released. A short summary of the Annual cleaning service plan should be submitted with the bid.	
4.	The Cleaning Company shall provide consumables, equipments, materials etc. of approved standards and quality for all types of cleaning services	
5.	The Cleaning Company shall support Embassy of India with arrangement and management of 3rd party government inspections, if any.	
6.	The Cleaning Company shall ensure there is no water stagnation, breeding of mosquitoes in the premises.	

Declaration

I hereby certify that the information furnished above is full and correct to the best of my knowledge.

(Signature of the authorized signatory)

Dated_____

Name and address of the Agency/Company_____

Seal of the firm

Annexure- II

PROFORMA TO BE FILLED UP AND SUBMITTED IN THE FINANCIAL BID

The financial bid can be done itemwise, describing the cost as per each item of the scope of work.

Description	Amount incl. VAT (RMB)
Annual charges for Cleaning of New Chancery Complex as per Scope of work at Part A .	
Annual charges for Cleaning of India House as per Scope of work at Part B	
Annual labour cost as per Scope of Work at Part C	
Local Taxes	
Total	

Other issues related to Financial Bid

1	Period of Bid validity.	(Please mention the last date of validity)

Declaration

I hereby certify that the information furnished above is full and correct to the best of my knowledge.

(Signature of the authorized signatory)

Dated_____

Name and address of the Agency/Company_____

Seal of the firm

Checklist of the documents to be submitted

- 1. Certificate of Incorporation**
- 2. Work Orders/Completion Certificates**
- 3. List of employees that would be working and how each employee would be involved**
- 4. Diploma certificate of the Cleaning manager**
- 5. References by other Organizations/Embassies**