

Embassy of India
Ouagadougou

No. OUAG/ADM/551/6/2024

28 August, 2024

TENDER NOTICE

Subject: Tender Notice for hiring of Cleaning and Gardening services for Chancery Premises and Embassy Residence

The Embassy of India, Ouagadougou, invites sealed bids from professional companies/ firms based in Ouagadougou under Annual Maintenance Contract for providing daily cleaning service for Chancery of Embassy of India, Ouagadougou at Parcel 13, Lot 38, Sector 15, 10 BP 13977 Ouagadougou 01, Ouaga 2000, Burkina Faso.

2. Last date of submission of bids: 17 September 2024

3. Tender Documents

A. Technical Bid Documents:

- | | |
|--------------|--|
| Annexure I | : Instructions to bidders |
| Annexure II | : Scope of work |
| Annexure III | : Terms and Conditions of the contract |
| Annexure IV | : Technical Bid (Part-I) |
| Annexure V | : Technical Bid (Part-II) |
| Annexure VII | : Bid Security Declaration |

B. Financial Bid Documents: Annexure VI : Financial Bid Proforma

S/d-
(Krishna Kumar V. K.)
Head of Chancery/Cd'A a.i.
Email: hoc.ouag@mea.gov.in

No. OUAG/ADM/551/6/2024

Embassy of India

Ouagadougou

Instructions to Bidders (Annexure-I)

Subject: Tender Notice for hiring of cleaning and Gardening services for Chancery Premises and Embassy Residence

Bids are invited under two bid system viz. Technical Bid and Financial bid from professional security companies/firms on the subject.

2. Tender document can be collected from Embassy of India, Ouagadougou or downloaded from <https://www.eoiburkinafaso.gov.in/tenders/> .

3. The tender should be submitted in two sealed envelopes as below:

a) The first sealed cover superscripted as “Technical Bid” should contain details of technical capabilities of the firm (with documentary evidence i.e. firm registration paper, experience with other offices/organizations (as per **Annexure-IV & V**).

b) The second envelope superscripted “Financial Bid” should contain rates only for Annual contract as per **Annexure-VI**.

c) Both sealed covers, along with Bid Security Declaration (**Annexure-VII**), should be placed in the main sealed envelope superscripted “Tender for of cleaning and Gardening services for Chancery Premises and Embassy Residence “ addressed to the **Head of Chancery, Embassy of India, Ouagadougou at Parcel 13, Lot 38, Sector 15, 10 BP 13977 Ouagadougou 01, Ouaga 2000, Burkina Faso**, and must reach **on or before 17 September 2024 by 1730 hrs**. Bids may be hand delivered or sent by courier/post at the aforementioned address so as to reach on or before the prescribed date and time. The Embassy will not be responsible for any postal delay.

4. The Embassy reserves the right to amend any of the terms and conditions contained in the tender document or reject or all bids without giving any notice of assigning any reason thereof. The decision of Embassy in this regard will be final and binding upon all the bidders.

5. Bidders are requested to go through the terms & condition of the contract.

6. The important schedule and dates are given below:

S. No.	Key event	Dates
1.	Tender publish date	30 August, 2024
2.	Bid submission start date	01 September 2024
3.	Bid submission end date	17 September 2024 at 1730 hrs
4.	Opening of technical bids	18 September 2024 at 1500 hrs
5..	Opening of financial bids	Date to be intimated later (only to technically qualified bidders)

7. For any tender related enquiry/clarification/site visit, please contact the undersigned by email admn.ouag@mea.gov.in or by phone at +226 25376361.

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

S/d-
(Krishna Kumar V. K.)
Head of Chancery/Cd'A a.i.
Email: hoc.ouag@mea.gov.in

Scope of Work

Introduction:- Scope of work given below is tentative. The bidder may inspect the site and understand the full scope of work.

Scope of Work-

S.No.		Particulars
1.	Scope of work	<p>Cleaning, sweeping and Gardening of Chancery premises, its adjacent areas and Embassy Residence. Cleaning and Gardening is to be done during 0900 to 1730 hrs on all working days (five days a week) and on other days/timing (holidays/weekends), if required by the Embassy.</p> <p>The cleaners will be on duty on all working days at Chancery premises from 0900 hrs to 1730 hrs.</p> <p>Preparation and submission of various checklists/inspection reports as scheduled in the approved formats.</p> <p>Equipment for Cleaning & Gardening Material to Be Provided by Company</p> <p>Service trolley, vacuum cleaner, all cleaning material including brooms, dusters, garbage bags, tissues, soap for cleaning and handwash, cleaner, room freshener etc. Provision of cleaning & gardening materials (scissors, lawn mower, weedicides, etc.) and supplies to ensure adequate and uninterrupted cleaning & gardening.</p>
2	Specification of work	<p>Gardens to be maintained on regular basis, Daily cleaning and sweeping/mopping/dusting/vacuum/spot/wipe cleaning of common areas, balconies, office-rooms, toilets, lobbies, staircases, window panes, office furniture/equipment, terrace, ground floor, entrance and exit areas, parking areas and any other place within the premises as directed by the competent Authorities from time to time including removal of waste material and discarded furniture.</p> <p>Clean and clear waste receptacles and daily disposal of waste materials, cleaning of kitchen working platforms and washbasin, tanks, drains checking/cleaning to avoid choking</p> <p>Office Rooms to be cleaned including Vacuum cleaning and dusting of furniture to be done daily in the morning.</p> <p>Daily removal of garbage/waste paper/packing material.</p> <p>Lobbies/Reception area/Consular area to be cleaned twice a day.</p> <p>Toilets to be cleaned twice per day.</p> <p>Removal of discarded furniture;</p> <p>cleaning and arranging of furniture/things in chancery as and when required</p>

Signature of bidder: _____

Stamp of bidder/Company: _____

Date: _____

Terms and Conditions

1. At any time prior to the deadline of submission of bids, Embassy of India, Ouagadougou, 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. In case of any ambiguity/dispute in the interpretation of any of the clauses in this tender document, Embassy of India, Ouagadougou's interpretation of the clauses shall be final and binding on all parties.
3. The successful bidder, on award of contract, must send the contract/acceptance in writing within 7 days of award of contract; otherwise, the contract may be awarded to the next successful bidder i.e. L-2.
4. No request for revision/increase of approved rates during the currency of the contract will be entertained.
5. The cleaning/ gardening staff should be physically and mentally fit and should be able to perform normal cleaning/ gardening work.
6. The company shall be responsible for the conduct/integrity of persons deputed for cleaning/ gardening works at the premises and will also be responsible for any act of omissions or commissions on their part. The company shall vouch for their character and integrity and shall ensure that no person of doubtful antecedents, in any way, as associated with the cleaning/ gardening work at the Chancery premises. The company should provide details of cleaning/ gardening staff to be engaged by the company for cleaning work in the Chancery & Embassy Residence.
7. Cleaning/ gardening staff should be well trained and should be able to understand and communicate in French and English, and should be capable of communicating with Chancery & Embassy Residence staff.
8. Cleaning/ gardening staff should be properly uniformed and should appear neat and tidy. The contractor shall supply fresh sets of uniforms/badges, identity cards, shoes to all personnel who shall wear the same while on work and also keep their uniform neat and clean. If any employee is found without uniform a penalty @ CFA 30,00/- per person per day shall be recovered from contractor's bill.
9. The service provider shall not pay wages which are lower than minimum wages fixed by the local authorities. Payment of other admissible benefits, if any, like bonus, leave etc. to the employees deputed at the Chancery & Embassy Residence shall solely be the liability of the bidding company and not that of the Embassy. Medical facility/health insurance for the cleaning/ gardening staff will be sole responsibility of the company.
10. The bid will remain valid for a period of 180 days from date of opening of the bids.

11. The contract will be valid for a period **three years** from the date of acceptance by the Embassy of India, Ouagadougou and it could be extended for another three years on same terms & conditions and charges, subject to satisfactory services by the Company.
12. The bills for the services for a month must be prepared on the basis of approved rates and submitted to the Chancery by the 10th of the succeeding month for effecting payment. The payment will be made within 10 working days after receipt of invoice from the company and satisfactory completion of job.
13. The company shall arrange for suitable reserve personnel in lieu of weekly off or leave period of the regular cleaning staff. No separate payment shall be made for such arrangements.
14. The Company must be registered under the relevant laws of the Burkinabe Government and should have all applicable/appropriate licenses in its name, compliance with relevant law and regulations of Burkinabe Government including labour law will be the sole responsibility of the company. They shall comply with all the requirements of taxes, fee and other statutory payment as are required by the concerned Burkinabe authorities.
15. Medical facility/health insurance/social security/transport for the personnel will be sole responsibility of the company. The Embassy will have no responsibility, whatsoever, in this regard.
16. The company shall at all-time follow the lawful instructions as given by the Embassy of India, Ouagadougou or its authorized representatives with regard to functioning of the cleaning/ gardening staff.
17. The company is prohibited from subletting/outsourcing the job to any other agency.
18. The company is liable for penalty, as deemed fit by the Embassy of India, Ouagadougou, in case it fails to provide desired service, or for breaches of the contract, or for loss or damage, if any, to property or anyone etc. due to unsuitable/harmful cleaning/ gardening materials or due to the negligence on the part of the workers of the service provider firm and to be compensated accordingly. A penalty @ CFA 5000/- per day shall be levied in case toilets are not cleaned/ gardens are not maintained.
19. The company will use its own cleaning/ gardening materials. Bids should include the cost of all required material (like brooms, mops, wipers, dusters, brushes, cleaning agents, garbage bags, etc.), cleaning equipment (like vacuum cleaners, scrubbing machines, service/garbage trolleys, etc.) and gardening material (scissors, lawn mower, weedicides, etc.). A list of cleaning material proposed to be supplied for one month may also be provided with the bid.
20. The service providers are hereby clearly informed that fulfillment of conditions, as mentioned in Technical bid, is mandatory and these are our critical minimum requirement and any inability to meet any or all of these would make them liable for rejection at the technical bid opening stage.
21. Embassy of India reserves the right to accept/reject any cleaning staff deployed by the Vendor. As far as possible, the contractor shall not frequently change the personnel deployed on cleanliness etc. A penalty @ CFA 5000/- on each occasion for each person shall be recovered from the contractor's bill, if any worker is found missing/absent. An attendance sheet will be signed by workers daily. The contractor has to arrange attendance register for his staff, which will also be

checked and signed by an officer designated by this Embassy. Attested copy of this shall be submitted along with monthly bill.

22. The clearing of waste receptacles and disposal of waste material is required to be done twice during the day i.e. in the morning (with regular cleaning) and again in the afternoon before closure of the offices.

23. The Embassy reserves the right to terminate the contract at any time by giving one month's advance notice. In case of deficiencies in the quality of services or for any violation of the provisions in the contract, or under exceptional circumstances as determined by the Embassy, the Embassy reserves the right to terminate the contract without notice. The Service Provider may terminate the contract by giving three months advance notice with justification for termination of services.

24. The Bidder must sign and affix his seal on every page of the Tender Document and submit the complete Signed Tender Document.

25. If any information or document submitted is found to be false/incorrect, The Embassy may cancel the Tender and can take any action as deemed fit including termination of the contract etc.

26. The successful bidder shall not be allowed to sub-contract works to any contractor from a country which shares a land border with India.

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

28. After successful bidding, The following provision would be applicable in respect of Settlement Of Disputes:

(a) If any dispute of any kind whatsoever shall arise between the Parties (i.e., the Embassy of India and the Contractor) in connection with or arising out of the Contract, including without prejudice to the generality of the foregoing, any question regarding its existence, validity or termination of the Contract - whether before or after the termination, abandonment or breach of the Contract - the Parties shall seek to resolve any such dispute or difference by Mutual consultation or through courts of arbitration in India or in Burkina Faso.

(b) During the pendency of Mutual Consultation, Conciliation or Arbitration, both the parties shall continue to perform their Contractual obligations in so far as practicable.

Signature of bidder _____

Stamp of bidder/Company _____

Date _____

Annexure-IV (To be submitted as part of Technical Bid)

**QUALITY PARAMETERS* FOR CLEANERS TO BE PROVIDED AT
CHANCERY**

The bidder is required to write 'Yes' or 'No' in the column REMARKS. In case of partial fulfillment, the bidder requires to mention which conditions cannot be fulfilled.

S. No.	Item/ Description	REMARKS
1.	Cleaners/gardeners should not be more than age of 60	
2.	Cleaners/ gardeners should be physically and mentally fit. Service providers should submit Medical Fitness Certificate in respect of every cleaner from an Authorized Hospital/Medical practitioner, if required by the Mission.	
3.	Cleaners/ gardeners should have passed at least Grade 10 or equivalent.	
4.	Cleaners/ gardeners should be proficient in local language and possess minimum English Language Skills to communicate with the Mission's officials.	
5.	Cleaners/ gardeners should perform duties in smart uniform and their overall appearance should be neat and clean.	
6.	Cleaners/ gardeners should be thoroughly proficient and trained in handling of cleaning work	

*These parameters are Embassy's critical minimum requirement and any inability to meet any or all of these would make the service provider liable for rejection at the technical bid stage only.

Declaration

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

(Signature of the authorized

signatory)Date:

Name and address of the

Agency/Company: Seal of the firm:

Annexure-V (To be submitted as part of Technical Bid)

QUALITY PARAMETERS FOR SERVICE PROVIDER COMPANIES

In case of partial fulfillment, the bidder is required to mention which conditions cannot be fulfilled.

s. No.	Item/ Description	Response*
1.	Submit evidence of registration of the company under relevant statutory regulations such as labour laws etc.	
2.	Any other services other than manpower services provided to the clients should be enumerated.	
3.	Scope and limit of liability of the company in terms of compensation for its cleaner failures in monetary terms.	
4.	Provide the information on take home pay and other allowances of the cleaners. (in CFA, Monthly figures).	

* Responses shall be filled in the given column and relevant documents shall be enclosed with the technical bid.

Declaration

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

(Signature of the authorized

signatory) Date: _____

Name and address of the Agency/Company: _____

Seal of the firm:

FINANCIAL BID

PROFORMA TO BE FILLED UP AND SUBMITTED IN THE BID (IN ENGLISH)

Name of the Bidding Agency/Company	
Address of the Bidding Agency/Company	
Contact details of the Bidding Agency/Company	

Break-up of the total cost:

Duty Point	Duration	No. of Cleaners Required *	Unit Price (monthly)	Total Amount
<u>Chancery:</u> Parcel 13, Lot 38, Sector 15, 10 BP 13977 Ouagadougou 01, Ouaga 2000, Burkina Faso	From 0900 to 1730hours each workingday			

* Requirement for working days only.

Total monthly amount for cleaners: CFA (including/excluding taxes)

Declaration

I hereby certify that the information furnished above is full and correct to the best of my knowledge. The quoted unit price (monthly) includes all mandatory contribution such as social security contribution etc. as per the extant provision of the Government of Burkina Faso.

(Signature of the authorized signatory)Date:_____

Name and address of the Agency/Company:_____

Seal of the firm:

Annexure-VII

No.OUAG/ADMN/551/6/2024

Embassy of India

Quagabugu

Notice inviting Tender for hiring Cleaners/ gardeners for the Chancery and Embassy Residence

Bid 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, or to submit a performance security before the deadline defined in the request for bids document, I/we will be suspended for the period of time specified in the request for bid document from being eligible to submit Bids for contracts with the Government of India.

Date:

Place:

Name:

Signature: