

**SANF/ESTT/862/03/2024**  
**Consulate General of India**  
**San Francisco**

**TENDER NOTICE**

Sealed quotations are invited for Annual Maintenance Contract for Janitorial/Cleaning services at Consulate General of India. Detailed Scope of Work, qualification standards and other details are available at the following websites under the Head "Tender":

<https://cgisf.gov.in/>

<https://eprocure.gov.in/cppp>

The last date for receipt of bids is **25-July-2024 till 1730 hrs.**

**Consulate General of India  
San Francisco**

**Date:** 03 July, 2024

**TENDER**

**Annual Maintenance Contract for Cleaning and Housekeeping services at Consulate General  
of India**

**I. General Provisions**

1. Sealed quotations are invited for Annual Maintenance Contract for Cleaning and Janitorial Services of premises of Consulate general of India, San Francisco .The company/firm/agency would be required to provide onsite services for the requisite cleaning and janitorial on an annual basis at a reasonable price payable monthly.
2. The tenders are invited under two bid system viz. Technical Bid and Financial Bid from reputed and experienced firms having registered offices in San Francisco.
3. The tender document can be downloaded from the following websites:  
<https://cgisf.gov.in/>  
<https://eprocure.gov.in/cppp>

Bidders are requested to go through the terms and conditions contained in the bid documents.

4. The tender should be submitted in two sealed envelopes as below:
  - (a) Interested bidders may like to send the bids in sealed condition and with clear indication on envelope [*as explained in sub-para (b), (c) & (d) below*] through Registered Post addressed to the Head of Chancery, Consulate General of India, 540 Arguello Blvd, San Francisco must reach on or before 24 July,2024. Bids must not be sent by email or fax. Late bids and incomplete bids would be rejected.
  - (b) The first sealed envelope superscripted as "Technical bid" should contain details of technical capabilities of the firm (with documentary evidence) as per Annexure-I. This envelope must not contain any financial quote or prices to be offered by the bidder.
  - (c) The second sealed envelope superscripted as "Financial Bid" should contain yearly rates/charges (payable monthly) for the contract as per Annexure-II and a Bid Securing Declaration as per Annexure-III in lieu of the Earned Money Deposit.

- (d) The above stated two sealed covers should be placed in the main sealed envelope superscripted as "Tender for Annual Maintenance Contract for Janitorial/cleaning services at Consulate General of India, 540 Arguello Blvd, San Francisco addressed to the Head of Chancery, Consulate General of India, San Francisco.
- (e) Envelopes should indicate the name and address of the Tenderer to identify the bid and to enable the bid to be returned unopened in case it is declared 'late' or 'rejected'. Offers received through Fax/E-mail or through open letter shall be ignored/rejected. Mission will not be responsible for any postal delay.
- (f) All quotations should have the date and signature of the authorized signatory of the service provider company with a stamp/digital signature.
- (g) All quotations must be neatly typed/computer printed. Handwritten offer will be rejected. All bids should be in English language only.
- (h) Mission will not be responsible to compensate for any expense or losses which may be incurred by the Tenderer in the preparation and submission of his Tender.
- (i) Validity of the bids should be 90 Days from the date of opening of bids. Late bids and incomplete bids would be rejected.

5. While indicative scope of work is mentioned in Para II.B and Para II.D, interested firms/agencies may visit the premises of the Consulate General of India, 540 Arguello Blvd, San Francisco, with prior appointment only, between **10 July 2024 to 22 July 2024** from 1400 hrs. to 1600 hrs. (except Saturdays/Sundays) to access the scope of work. **No discussion about rates/charges shall be done during such visits.** To schedule such visits, the contact details are given below:

Mr. Jaswant Singh HOC/Consul  
Email: [hoc.sf@mea.gov.in](mailto:hoc.sf@mea.gov.in)

- 6. Exit Clause: The Consulate General of India, San Francisco reserves the right to revoke the contract at any time during the contract or without citing any reason by giving one-month advance notice to revoke the contract.
- 7. After examining the technical bids of all the quotations received and being fully satisfied based on the above criteria, companies will be shortlisted and financial bids of only those shortlisted companies will be opened. Mission reserves the right to disqualify any company during Technical Evaluation.
- 8. Mission reserves the right to amend any of the terms and conditions contained in the Tender Document or reject any or all applications/offers without giving any notice or assigning any

reason thereof. The decision of the Mission in this regard shall be final and binding upon the bidders.

9. The Mission, at its discretion may extend the deadline for submission of bids by amending the bidding documents, in which case all rights and obligations of the Mission and the Bidders previously subject to the original deadline will thereafter be subject to the deadline as extended.
10. The important schedules and dates are as under:

<b>Sr. No.</b>	<b>Key Event</b>	<b>Date</b>
1.	Date of Publishing of Bids	03-July-2024
2.	Date of Receiving of Bids (Start)	12-July-2024
3.	Bid submission closing Date & Time	24-July-2024
4.	Technical Bids Opening Date & Time	29-July-2024
5.	Financial Bids Opening Date & Time	31-July-2024

*\* Participant bidders may wish to be present during the opening of bids.*

11. All bidders are requested to read and understand the terms and 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.
12. The tender document will be required to submit a certified cheque for USD 100 (non-refundable) payable to "The Consulate General of India San Francisco"
13. For any tender related enquiry/clarification/site visit, please contact Consulate General of India, San Francisco through writing an Email to [hoc.sf@mea.gov.in](mailto:hoc.sf@mea.gov.in)

**(Head of Chancery)**

## Consulate General of India, San Francisco

### Annual Maintenance Contract for Janitorial/Cleaning services at Consulate General of India, San Francisco

#### II. SCOPE AND AREA OF WORK: Details of services are as follows:

- A. Deployment of cleaners for janitorial and general cleaning of the premises and open areas at the Consulate General of India in San Francisco, located on the 22nd and 23rd floors, 71 Stevenson St, San Francisco, CA 94105, Gadar Memorial and Consulate General of India
- B. Surface Areas of different premises/floors and open areas of the premises are tabulated below:

Floor	Description	Surface Area
22nd & 23rd Floor (71 Stevenson St, San Francisco, CA 94105)	Floor Work Station: 38 Office Rooms: 24 Including the CG office	25,000 square ft. with office workstation and offices.
Gadar Memorial (5 Wood St, San Francisco, CA 94118)	Entire property (Twice a week for one year)	9000 square ft. area
Consulate General of India (540 Arguello Blvd, San Francisco, CA 94118)	Entire property Ground floor in the property (Twice a week for two years)	3000 square ft. area (Ground floor)

- C. Area of work includes whole Mission premises including security check post, reception/consular area, library, atrium, multi-purpose hall/auditorium, kitchen/pantry areas, offices, conference rooms, meeting rooms, parking area, office furniture, wardrobes, floors, toilets, lifts, staircases, emergency exit gates, corridors, kitchen, walls, windows & its glasses, common area, and front/rear outside area including open areas & roof of the premises.
- D. The scope of work includes but not limited to the following:
1. Vacuuming, mopping, and disinfecting all hard floors
  2. Vacuuming of carpet areas - especially under desks/tables
  3. Dusting all furniture, windowsills, partitions, fixtures and ledges
  4. Removing non-permanent marks and blemishes from all doors and walls.
  5. Keeping fridges, microwaves, dishwashers and all cupboard doors in the pantry clean.
  6. Empty all bins including shredder bins, replace bin liners and remove rubbish to disposal point
  7. Purchase and supply of all required cleaning material/equipment (As detailed in Para II. F of this document).
  8. Cleaning of glasses, cutlery, and mugs after service of tea/coffee/refreshments to visitors.
  9. Proper management and upkeep of pantry areas
  10. Sweeping/mopping/dusting/vacuum cleaning of common areas, balconies, office-rooms, toilets, lobbies, staircases, lifts, window panes, office furniture/equipment, terrace, ground floor, entrance and exit areas, driveways, parking areas and any other place within the premises as directed by the Mission authorities from time to time including removal of waste material.
  11. Bids should include cost of cleaning material as mentioned in Para II.F of this document
  12. Drainage & Water System - It will be the responsibility of the service provider to clean the drains on a regular basis.
  13. To comply with 'General Terms and Conditions of Services' as mentioned in Para C of this document.

14. Arrangement and management of cleaning equipment such as vacuum cleaners.
15. All other cleaning related works

E. The schedule and frequency for the cleaning of specified area:

1. Daily cleaning on weekdays (Monday to Friday) of all office rooms, conference rooms, meeting rooms, common areas, toilets, lobbies, staircase, verandahs, pantries, lifts, glass doors/windows, water fittings and fixtures in the Chancery building.
2. Lobbies/staircases/Corridors of the Chancery building to be cleaned/mopped twice a day and whenever required.
3. Daily cleaning of open/covered parking, security check post, entrance and exit areas.
4. Toilets to be cleaned once in the morning and then after every two hours in the day.
5. Cleaning of all glass panes, partitions, structure glazing and skylights from outside once in a week and whenever required
6. Polishing of signages/name plates/brass planters and railing of staircase to be done once a week and whenever required.
7. Regular cleaning of common areas within the complex including courtyard, staircase, corridors etc.
8. Daily collection and removal of all garbage (including from garbage chutes) and its disposal in a hygienic manner, including dumping at municipal designated garbage dustbin. Garbage trolley should be provided by the Bidder.
9. Cleaning of any other place within the premises as directed by the authorities from time to time including cleaning during special functions/parties organized by the Mission within the premises.
10. Cleaning of common areas outside the chancery building including inner perimeter road, outer pavements on Park Road will have to be done on holidays as well as weekends.
11. Purchase and supply of all required cleaning materials/equipment for cleaning/sweeping/vacuuming of the premises. It also includes fixing of automatic air freshener dispensers & refilling of fresheners for conference room, meeting room, reception area, consular area, auditorium, and other selected areas in corridors. All materials/equipment should be of good quality. A list of the consumable materials (of standard quality only) to be used by the agency on a daily basis is also given below. It may be mentioned that the list is illustrative and not exhaustive.

**S. No. Item**

1. Liquid soap in toilets/washrooms/kitchen /pantry areas.
2. Naphthalene Balls
3. Phenyl liquid
4. Toilet cleaner
5. Glass cleaning agent
6. Tissue papers
7. Air Fresheners
8. Room Fresheners
9. Duster (Rags)

10. Toilet paper rolls
11. Disposable bags for garbage collection (biodegradable)
12. Toilet brushes
17. Urinal cubes
18. Cleaning powder
19. Wiper, Brooms
20. Buckets
22. Insect repellents
23. Other cleaning supplies if any applicable.

F. Garbage Collection: Garbage will be collected from each room at least twice a day. The

collected garbage should be periodically disposed of in accordance with the relevant regulations of San Francisco. No garbage shall be allowed to be accumulated in the Office premises/building complex. Elevators will not be locked off or held on any floor to remove trash or equipment, only staircases will be used. The waste collected shall be segregated and collected in different colored bags for organic & inorganic waste and disposed of at designated disposal points. No burning of waste material shall be permitted in the premises. Garbage trolley(s) should be provided by the bidder.

- G. Cleaning, sweeping, vacuuming, and dusting must be performed from 08:00 AM to 04:30 PM, ensuring availability throughout these hours, on all working days according to the Mission's calendar. Please note that the Mission's working days may differ from standard working days. Additionally, cleaners may be required after hours or on weekends for important occasions as needed.

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## Consulate General of India, San Francisco

### Annual Maintenance Contract for Janitorial/Cleaning services at Consulate General of India, San Francisco

#### III. ELIGIBILITY CRITERIA AND TERMS & CONDITIONS

##### A. Eligibility Criteria:

1. The bidder should have a minimum of 3 years of experience in the field of providing cleaning services/ materials to other official/commercial buildings/offices.
2. The bidder should have experience in providing services in security sensitive organizations, offices, and large commercial establishments such as Diplomatic Missions/ International organizations stationed in the US
3. The bidder should be able to provide at least two User Satisfaction certificates from other organizations.
4. The bidder should provide a valid Company Registration Number.
5. The bidder should have capability of providing a service replacement at the Mission premises if the regular cleaning staff doesn't arrive to work due to any reasons.
6. The bidder should be able to deploy experienced cleaning staff (in proper uniform) on all working days.

##### B. **Terms and conditions for bidding:**

1. Bidders shall furnish all the data/information under the bidding documents to the complete satisfaction of the Mission, failing which the Bid will be considered as incomplete and non-responsive and the Mission reserves the right to reject the Bid.
2. All data, information, documents, and any other materials submitted by the Bidders in the process of bidding and part of bidding documents, shall remain the exclusive property of the Mission at all times.
3. A prospective Bidder requiring any clarification may contact the Mission in writing, either by post or email at least four working days before the deadline for submission of the Bid.
4. The price to be quoted by the Bidders shall be in USD **on a monthly basis**. The prices quoted by the Bidder shall be kept open and valid for acceptance for a minimum period of Ninety (90) working days. **Being a Diplomatic Mission, TVA is exempted. Therefore, all the rates quoted should be without TVA.**
5. The Bid shall contain no alterations, omissions or additions, overwriting except those to comply with instructions issued by the Mission or as necessary to correct errors made by the Bidder, in which case the person or persons signing the Bid shall initial all such corrections.

6. The Mission reserves the right to accept/reject the Bid and does not bind itself to accept the lowest Bid or any Bid and can reject any or all of the bids or to scrap the RFP in whole or in part without giving any notice or clarification.
7. The successful Bidder should not subcontract any part of the Scope of Work to be undertaken by them without written permission from the Mission. The Bidder to whom the contract is awarded is solely responsible to the Mission for the completion of the awarded contract.
8. 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.
9. The Company must be registered under the relevant laws of the State of California and should have all applicable/appropriate licenses in its name, compliance with relevant law and regulations of the US 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 US authorities
10. The company's name should be the same on each and every document as per registration with local authorities viz. in bid documents, invoice and account in which monthly payment is sought in case the job is awarded.

### **C. General Terms and Conditions for services:**

1. The contract will be valid for a period of 04 years from the date of acceptance by the Mission and it could be extended on yearly basis up to maximum of 1 (one) years on same terms and conditions, subject to satisfactory services by the Company for 22nd & 23rd Floor (71 Stevenson St, San Francisco, CA 94105)
2. The contract will be valid for a period of 01 year from the date of acceptance by the Mission and it could be extended as per requirement for Gadar Memorial (5 Wood St, San Francisco, CA 94118)
3. The contract will be valid for a period of 2 years from the date of acceptance by the Mission and it could be extended as per requirement for Consulate General of India (540 Arguello Blvd, San Francisco, CA 94118).
4. No request for revision/increase of approved rates, for whatsoever reasons, during the contract period will be entertained.
5. Cleaning staff should be well trained and must be able to perform his/her duties efficiently.
6. Consulate General of India San Francisco reserves the right to accept/reject any cleaning staff deployed by the Company.
7. The staff of the contractor is to be carefully selected and gets practical and theoretical training. The company shall be responsible for the conduct/integrity of persons deputed for cleaning 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 work at the Mission's premises. The company should provide details of cleaning staff to be engaged by the company for cleaning work in the Mission premises.

8. 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 Mission will solely be the liability of the bidding company and not that of the Consulate General of India San Francisco. The company should agree to allow review of pay slips/bank statements of cleaning staff to cross-check the claim. Medical facility/health insurance for the cleaning staff will be the sole responsibility of the company.
9. The agreed price should cover all costs concerning the cleaning and in particular the staff salaries, the days of leave and sickness, welfare and social insurances, accident insurance and third-party liability, uniforms, equipment and material to work, also the costs of management, inspection and administration.
10. The workers engaged by the Contractor will be the employees of the Contractor and the Consulate General of India will not, in any way, be responsible for any liability/compensation on account of accident, injury or death of workers while performing their work inside the Mission's premises.
11. The Contractor shall ensure compliance of local laws related to the workers engaged for the above-mentioned work.
12. The cleaners should be provided with proper working Uniforms to be worn during the entire working time, 08:00 AM to 04:30 PM.
13. The company shall arrange for suitable reserve personnel in lieu of a weekly off or leave period of the regular cleaning staff. No separate payment shall be made for such arrangements.
14. Consulate General of India reserves the right to terminate the contract at any time by giving one month's advance notice under the following conditions:
  - a. In case of unsatisfactory service provided by the contractor, despite being given two months in advance warning in writing.
  - b. In case the Government of India decides to close/shut down its Consulate General of India San Francisco by providing one month's written notice.
  - c. In case of shifting of the venue of the existing premises of the Consulate General of India San Francisco with one month written notice.
15. The Mission reserves the right to demand the immediate replacement of any employee whose behavior is not satisfying, in particular as a result of incapacity, negligence, professional misconduct, disrespectful attitude towards customers and non-compliance with the provisions of the internal regulations or safety instructions. In this case, the alleged facts will be notified in writing by the Mission to the Service provider.
16. The Contractor shall employ in consultation with the Mission only those persons who are physically and medically fit and whose antecedents have been verified and cleared by the local police/Administration.

- D. Terms of payment:** The bills for the services for a month must be prepared based on approved rates and submitted to the Mission on monthly basis by the 10<sup>th</sup> 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.

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**Technical Bid (On the letter head of the company)**

Annual Maintenance Contract for Janitorial/Cleaning services at Consulate General of India, San Francisco

Dear Sir/Madam,

I/We, ..... Representative(s) of M/s.....  
Solemnly declare that:

- I. I/We are submitting a tender for the hiring of the Cleaning Agency against Tender Notice No. ....
- II. Myself or my parents do not have any relatives working in the office of Consulate General of India, San Francisco.
- III. All information furnished by me/us in respect of fulfillment of eligibility criteria and other information given in this tender is complete, correct, and true.
- IV. All documents/credentials submitted along with this tender are genuine, authentic, true, and valid.
- V. The price-bid submitted by me/us is "WITHOUT ANY CONDITION".
- VI. If any information or document submitted is found to be false/incorrect, Permanent Mission of India may cancel my/our Tender and can take any action as deemed fit including termination of the contract, forfeiture of all dues including Earnest Money, if any, and blacklisting of my/our firm and all partners of the firm etc.
- VII. If this offer is accepted, we will commence the services immediately or as agreed on receipt of work order and signing of Service Agreement.
- VIII. All the terms and conditions of the tender are acceptable to us.

Yours sincerely

(Signature of Tenderer)

Date: \_\_\_\_\_

**Enclosures:** All documents such as experience certificate, user certification certificate and tax/register number details.

Introduction and Credentials of Bidder/Technical Information  
(Proforma to be submitted with Technical Bid by the Bidder)

1. Name of Company:
2. Address of the Registered Office:
3. Correspondence address:
4. Contact details:
  - a) Telephone No. :
  - b) E-mail:

SI.No	Requirements	Response
1	Previous experience in the field (minimum three years)	
2	Total number of regular employees with the company	
3	Annual turnover of the company for the last two years. Whether the firm has suffered loss in any of the previous 5 years.	
4	Registration certificate and license for the services	
5	Details of work plan and methodology for undertaking the job	
6	List of other Embassies/Missions or reputed organizations where the company is providing similar services. Whether the company is providing similar services in other countries?	
7	What system does the company follow to monitor functioning/performance of cleaning staff?	

Date & Signature of bidder

**Annexure II**

**Financial Bid (On the letter head of the company)**

Annual Maintenance Contract for Janitorial/Cleaning services at  
Consulate General of India, San Francisco.

S.No.	Job particulars/ category	No. of cleaning staff	Monthly Rate per cleaning staff (in USD)	Total monthly Rate for cleaning staff (in USD)	Total Invoice amount per month (in USD)	Remarks
1.	Cleaning Staff- As required to carry out the scope of work between (0800-1800 or as agreed)	(Please mention the number of staff)				
2.	Any other expenditure					
	<b>Total monthly charges</b>					
3.	Cost of consumable/ cleaning materials/ miscellaneous items related to cleaning	<b>USD (ex TVA)</b> <b><i>Vendors must submit a list of materials with price thereon.</i></b> Mission may choose to supply its own cleaning materials				

Signature  
(Authorized Signatory)

Designation:

Date:

Seal:

**Consulate General of India, San Francisco**

**Annual Maintenance Contract for Janitorial/Cleaning services at Consulate  
General of India, San Francisco**  
(This may be submitted by the bidder in lieu of EMD)

**Bids 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 5 years being eligible to submit Bids for contracts with the Government of India.

Date: Place:

Name:

**SIGNATURE WITH SEAL**