

**No. Abuj/Admn/872/03/2018
High Commission of India
No. 364, Cadastral Zone,
Central Business District (CBD)
Abuja, Nigeria

www.hcindia-abuja.org

Date: 04 April 2018

Tender invitation for complete maintenance of Chancery-cum-Residential Complex at Cadastral Zone, Central Business District, FCT, Abuja, the Embassy Residence at Maitama, Abuja and two other residences located outside Chancery-cum-Residence Complex.

Tender No. No. Abuj/Admn/872/01/2018 dated 04 April 2018

Last date for submission of bids: 25 April 2018

Section- I : Invitation for Tenders

Section - II : Terms & Conditions

Section-III : Special Conditions of Contract

Section-IV : General Technical Specifications

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High Commission of India
No. 364, Cadastral Zone,
Central Business District (CBD)
Abuja, Nigeria

Subject: Tender invitation for complete maintenance of Chancery-cum- Residential Complex at Cadastral Zone, Central Business District, FCT, Abuja, the Embassy Residence at Maitama, Abuja and two/three other residences located outside Chancery-cum-Residence Complex.

The High Commission of India (HCI), Abuja invites sealed tenders for Annual Maintenance Contract (AMC) for its Chancery complex at 364, Cadastral Zone, Central Business District (CBD), FCT, Abuja, the Embassy Residence at Maitama, Abuja and two other residences located outside the Chancery complex. The tenders are invited under two bid system viz. Technical Bid and Financial Bid from reputed and experienced firms having regular office preferably in Abuja, Nigeria for complete maintenance (*House Keeping, Electrical, Mechanical, Security Equipment and other systems of its properties as per details given at Section-IV*).

2. The tender document can be downloaded from the following websites:

www.hcindia-abuja.org

www.http://eprocare.gov.in/cppp

www.mea.gov.in

Bidders are requested to go through the terms & conditions contained in the bid document. Bidders are also required to deposit Earnest Money Deposit (EMD) of ₦ 100,000.00 (Naira one hundred thousand only) in the form of "Pay Order/Demand Draft or Bank Guarantee from any Scheduled bank of Nigeria" in favour of "High Commission of India, Abuja". **Bids received without EMD will not be considered and rejected summarily.**

3. The tender should be submitted in two sealed envelopes as below, along with prescribed EMD.

- (a) The first sealed cover superscripted as "Technical Bid" should contain details of technical capabilities of the firm (*with documentary evidence*), and acceptance of terms & conditions given in Section-II.
- (b) The second sealed envelope superscripted "Financial Bid" should contain rates only for AMC as per Section-V of the Tender Document.
- (c) Both the sealed covers, along with EMD should be placed in the main sealed envelope superscripted "Tender for Annual Maintenance Contract for IHC" addressed to the **Head of Chancery, High Commission of India at 364, Cadastral Zone, Central Business District (CBD), FCT, Abuja, Nigeria**, and must reach on or before 25 April 2018 by 1100 hrs. Bids may be hand delivered

or sent by post at the aforementioned address so as to reach on or before the prescribed date and time. Mission will not be responsible for any postal delay.

4. The 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 will be final and binding upon the bidders.

5. The important schedules and dates are as under:

	<i>Key Event</i>	<i>Dates</i>
1.	Pre-bid Meeting	18 April 2018 at 1100 hrs
2.	Last date for submission of Bids	25 April 2018 by 1100 hrs
3.	Date of Opening of Technical Bids (<i>Participant bidders may wish to be present</i>) <i>*Date & time for opening of financial bids of technically qualified bidders will be communicated separately.</i>	25 April 2018 at 1530 hrs
4.	Venue for pre-bid and opening of bids	Conference Room High Commission of India, Abuja Nigeria

5. For any tender related enquiry/clarification/site visit, please contact by E-mail info.abuja@mea.gov.in or by phone (078622800-04).

6. All bidders are requested to read and understand the terms & conditions of the contract as detailed in the Section-II before submitting their bids. No change or violation of the aforementioned terms and conditions is permissible once the quotation is accepted by the Mission.

[Subhash Chand]
DHC/HOC

SECTION II: TERMS AND CONDITIONS

1. Bidders are required to deposit Earnest Money Deposit (EMD) of ₦ 100,000.00 (Naira one hundred thousand only) in the form of *"Pay Order, Demand Draft or Bank Guarantee from any Scheduled bank of Nigeria"* in favour of "High Commission of India, Abuja. Bids received without EMD will not be considered and rejected summarily. EMD of all unsuccessful bidders shall be refunded within 30 days of awarding the tender. No interest shall be payable for EMDs.
2. The Tender shall be neatly arranged, plain and intelligible. Each page of the Tender should be signed. It should not contain any terms and conditions, printed or otherwise, which are not applicable to the Tender. The conditional tender will be summarily rejected. Insertions, postscripts, additions and alterations shall not be recognized, unless confirmed by bidder's signature.
3. At any time prior to the deadline for submission of bids, HCI, Abuja may, for any reason, whether on its own initiative or in response to the clarification requested by a prospective bidder, modify the tender document.
4. Tender shall be valid for 120 days from the date of submission of tenders. A tender valid for a shorter period shall stand rejected. HCI, Abuja may ask for the bidder's consent to extend the period of validity. Such request and the response shall be made in writing only. The bidder is free not to accept such request without forfeiting the EMD. A bidder agreeing to the request for extension will not be permitted to modify his tender.
5. HCI, Abuja shall award the contract to the eligible bidder whose technical tender has been accepted and determined as the lowest evaluated commercial tender. The lowest price criteria shall be applied on the total.
6. Interpretation of the clauses in the Tender Document/Contract Document. In case of any ambiguity/dispute in the interpretation of any of the clauses in this Tender Document, HCI, Abuja's interpretation of the clauses shall be final and binding on all parties.
7. The successful bidder, on award of contract, must send the contract/acceptance in writing, within 7 days of award of contract; otherwise the Contract will be awarded to the next successful bidder i.e. L-2.
8. The period of annual contract shall be for one year. The payment towards complete maintenance of the Chancery complex, the Embassy Residence and two other residences located outside the Chancery-complex will be made on monthly basis. The contract may

be extended on annual basis on mutual consent subject to satisfactory performance report by the users, and subject to no increase in the value of the Contract.

9. Mission reserves the right to terminate the contract at any point of time during the tenure of contract, if the services are not found satisfactory or the contractor dishonours the contract. Decision of the Mission in this regard shall be final and binding upon the contractor.
10. No request for revision/increase of approved rates during the currency of the AMC will be entertained. No other charges like transportation fare etc will be payable for providing the services.
11. All types of repairs/fittings/replacements must be carried out by professional and experienced staff. The Contractor shall use spare-parts of good quality for repair/replacement. The old parts which are replaced must be deposited in Establishment Section in the Mission. Expenditure on replacement of major parts would be reimbursed to the Contractor by the Mission on production of original receipts. Good quality material manufactured by reputed company should be purchased so that it remains durable for long period of time.

Any spare-part costing N20,000.00 would be replaced by the Contractor. Payment for spare parts of value of more than N20,000.00 would be made on receipt of payment invoices at the end of every calendar month.

The Contractor must deploy qualified technicians (electrician/AC mechanic, plumber, carpenter etc) along-with a supervisor (preferably expatriate) at the Chancery complex. Details of professional qualifications and experience of staff to be deployed should also be furnished at the time of bidding for the tender. Besides, the bidder shall be responsible for verification of character and antecedents of these technicians. The IT professional must be a professional with hands on knowledge of the latest information on IT-related matters. An experienced person may be assigned the job. Staff should be available at the Chancery complex as per following details:

- (i) Supervisor: *(Monday to Friday 0900-1730 hrs, and Saturday 1000-1300 hrs)*. During non-working hours, the Supervisor or any authorized person must be available on call 24x7.
- (ii) Electrician: 24x7 *(in shifts)*
- (iii) House Keeping Staff (5 Cleaners): *(Monday to Friday 0800-1630 hrs, and Saturday 1000-1300 hrs)*.
- (iv) Plumber: *(Monday to Friday 0900-1730 hrs, and Saturday 1000-1300 hrs)*.
- (v) IT Technician: *(Monday to Friday 0900-1730 hrs)*. He should be ready to extend help on the phone during weekends and after office hours.

- (vi) Carpenter: *On call (On call, preferably within one hour whenever requested by the Mission)*
 - (vii) Air-conditioner technician: *(On call, preferably within one hour whenever requested by the Mission).*
12. The Contractor shall be responsible for minimum wages payment to his employees as per local laws. Besides, workmen compensation policy shall be taken for all workers by the Contractor at his cost. The High Commission of India shall be kept immune from any mishappening at site.
 13. It will be responsibility of the Contractor to keep the machines/equipment in good running order during the AMC period. Contractor's qualified technicians should be available round the clock for attending to the complaints.
 14. Any financial loss caused due to the damage attributed to negligence by Contractor of any equipment/AC units etc installed at both the premises (*Chancery and the Embassy Residence*) would be deducted from the performance bills.
 - 15.** The awardee firm will attend to all complaints immediately after receiving calls from *Administration Section* in the Mission. ***If the Contractor is not able to do assigned repair/maintenance work in reasonable time, the Mission reserves the right to get the same done from any other source and recover from the Contractor the cost of such work not attended to by him.***
 16. If any incident of theft/pilferage by the workers of the Contractor is reported causing pecuniary loss to the Mission, the entire cost would be recovered from the firm besides annulment of the contract.
 17. All workers must wear uniform of the company at all times. The dresses should not be untidy. Workers should be given sufficient dresses.
 18. The workers should not be allowed to bring any of their personal belongings except mobile phones. They should deposit their personal belongings at Security gate.
 19. The Mission reserves the right to exclude any of the jobs/items from the AMC during tendering process. The L-1 will be decided on basis of items/jobs agreed to be proposed to be carried out by the AMC Contractor.

SECTION III: SPECIAL CONDITIONS OF CONTRACT (SCC)

1. Prices

- a. Price quoted by the Contractor and agreed to by HCI, Abuja shall be considered final and no price escalation will be permitted thereafter.
- b. Bidders must quote the price in the format given in Contract Price Schedule at Section – V of this document.
- c. All prices are to be quoted only in Nigerian Naira.
- d. The prices quoted should be inclusive of transportation, insurance charges, if any.

2. Taxes and Duties:

VAT and other taxes should not be included as the High Commission of India is exempted from VAT under the Vienna Convention.

3. Warranty:

All the items/spare parts replaced by the Contractor, shall carry minimum 01 (one) year on site comprehensive warranty from the date of installation of the items. The bidder must undertake to provide the installation and warranty service at Abuja. The repairing/rectification/replacement/configuration required, if any, of the items under warranty must be done at site workshop.

4. Force Majeure:

HCI, Abuja may consider relaxing the penalty and delivery requirements, as specified in this document, if and to the extent that, the delay in performance or other failure to perform its obligations under the contract is the result of Force Majeure. Force Majeure is defined as an event of effect that cannot reasonably be anticipated such as acts of nature (*like earthquakes, floods, storms etc.*), acts of states, the direct and indirect consequences of wars (declared or undeclared), hostilities, national emergencies, civil commotion and strikes at selected Bidder's premises.

SECTION IV: GENERAL TECHNICAL SPECIFICATIONS

Complete maintenance of Chancery-cum-Residential complex, the Embassy Residence at Maitama, Abuja and two residences located outside the Chancery complex as per the following details:

1. Daily cleaning of the Chancery building (*rooms, high footfall areas, restrooms etc*) by three-cleaners. The Contractor would also be responsible for providing its staff all necessary equipment, cleaning material, uniform etc. Restrooms to be cleaned 3 times a day. Cleaning of window-panes once in 15 days. Cleaning of stairs and pathways of all residences. Daily cleaning of all premises surrounding the building of Chancery premises and residences.
2. Operation and maintenance of water treatment plant, (Filtration and Sewage Treatment Plant) and water supply system (Chemical Dosing, operation of pumps, Backwashing of Filters etc.)
3. Maintenance of centralized cooling system in the Chancery, the Embassy Residence and two other residences located outside the Chancery complex. A separate register will be maintained by the technician for all types of maintenance carried out for air conditioners.
4. Maintenance of telephone lines including intercom, computers and UPS System.
5. Maintenance of Fire fighting equipment (mock-drill to be conducted once in every three months).
6. Regular maintenance of light tension (LT) and heavy tension (HT) panels.
7. Maintenance of all security equipment.
8. Fumigation-interior and exterior (every two-month period).
9. Minor civil works and carpentry work.
10. A technical facility manager having experience of at least 5 years is to be deputed by the company concerned. He shall maintain a register with daily details of all types of services performed by the technicians deployed by the Company. The responsibility of facility manager will also include:
 - (i) Trouble free operation of IHC facility equipment
 - (ii) To ensure the day to day maintenance and checking of equipment.
 - (iii) Daily Reporting and updating to IHC about critical issues.

- (iv) Controlling of AMC activities and ensuring the maintenance is performed on time.
- (v) Cost control of spare-parts/operations
- (vii) Monitoring of electricity, diesel and water consumptions and any other jobs assigned by the High Commission.
- (viii) Special cleaning of walkways using sand blasting machines to remove dirt and any outgrowth of grass due to heavy rains.

Section – V

Format for submitting the Price Schedule for complete maintenance of Chancery-cum- Residential Complex at Cadastral Zone, Central Business District, FCT, Abuja, the Embassy Residence at Maitama, Abuja and two other residences located outside Chancery-cum-Residence Complex.

High Commission of India, Abuja

Tender No. Abuj/Admn/872/03/18-Tender 3/2018

Date:

Price Schedule (item-wise)

Sr. No.	Job/Item	Price quoted (in Naira)
1.	House Keeping (Cleaning of Chancery premises, high footfall areas, toilets etc.)	
2.	Security Equipment: (i) Scanners (ii) Access System (iii) Bollard Mechanism & Tyre burst system (iv) CCTV cameras (v) Remaining security equipment, <i>if any</i> <i>*price to be quoted separately for each item</i>	
3.	Air Conditioning System	
4.	Fire-Fighting System	
5.	Fumigation	
6.	LT/HT Electrical Equipment	
7.	IT Equipment (<i>Computers, Server Room, EPBAX</i>)	
8.	OTIS Lift	
9.	Water Treatment Plant	
10.	Maintenance of Filling Station	

Name of firm

Address for correspondence

Contact

Note: 1. The above quoted prices are complete in all respects as per technical specifications inclusive of packing, forwarding, transit insurance,

loading & unloading, transportation, installation but exclusive of all taxes & duties, if any.

2. Certified that rates quoted for the above items are as per specifications, terms & conditions mentioned in the tender document.

Yours faithfully,

(Signature of Authorized Signatory)

Name & Designation:

Company seal:

**** The Mission reserves the right to exclude any of the jobs/items from the AMC during tendering process. The L-1 will be decided on basis of items/jobs agreed to be proposed to be carried out by the AMC Contractor.***