

Consulate General of India
Sao Paulo

Date: 9 Oct 2024

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Sao/Admn/551/1/2013
 Consulate General of India
 Sao Paulo

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TENDER

Cleaning Contract for the Premises of CGI Sao Paulo and SVCC Sao Paulo

1. **Scope of Work** – Commercial offers are invited for annual contract for cleaning of premises of CGI Sao Paulo and SVCC Sao Paulo. The company/firm/agency would be required to provide on-site services for the requisite cleaning on an annual basis at a reasonable price.

Details of services are as follows:

- A. Deployment of cleaners for cleaning of overall premises of the CGI Sao Paulo and SVCC Sao Paulo.
- B. The scope of works includes the following but not limited to:
 - Vacuum, mop and disinfect all hard floors.
 - Vacuuming of carpet areas including under desks/tables.
 - Dust all furniture, windowsills, partitions, fixtures and ledges.
 - Remove non-permanent marks and blemishes from all doors and walls.
 - Wash all dishes. Keeping fridges, microwaves, dishwashers and all cupboard doors clean.
 - Empty all bins, replace bin liners and remove rubbish to disposal point.
 - All other cleaning related works.
- C. It includes whole CGI Sao Paulo and SVCC Sao Paulo premises including reception/consular area, library, atrium, business centre, multi-purpose hall/auditorium, catering kitchen, offices, conference hall, meeting rooms, office furniture, wardrobes, floors, toilets, vacuum cleaning of carpets, dusting, litter disposal, lifts, staircases, corridors, kitchen, walls, windows & its glasses, common area, lift & staircase in residential block and front/rear outside area of the premises.
- D. Provide all required cleaning equipment for cleaning/sweeping/vacuuming of the premises.
- E. All consumables shall be supplied by CGI Sao Paulo and SVCC Sao Paulo.
- F. The tentative scope of work /schedule/frequency for the cleaning of specified area is as under. The bidder must inspect the site and understand the full scope of work before bidding:
- G. Cleaning/Sweeping/vacuuming/dusting must carry out between 0900-1730 hrs. on all working days (as per CGI Sao Paulo's Calendar). It must be noted CGI's workings days may differ from

normal Brazilian working days). Cleaners may be required on after-hours/weekends on important occasions also, as, and when required.

2. Eligibility Criteria:

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.

- The bidder should have experience in providing services in security sensitive organizations, offices, and large commercial establishments.
- The bidder should be able to provide at least two User Satisfaction certificates from other organizations.
- The bidder should provide a valid GST Number and Company Registration Number.
- The bidder should have the capability of providing a service replacement at CGI Sao Paulo and SVCC Sao Paulo premises if the regular cleaning staff doesn't arrive to work due to any reason.
- The bidder should be able to deploy experienced cleaning staff (in proper uniform) on all working days from 0900 – 1730 hrs.

3. Important Schedule for Tender Notice:

Date of Publishing of Tender	:	09-10-2024
Date of Clarification (Start)	:	09-10-2024
Date of Clarification (End)	:	15-10-2024
Date of Receiving of bids (Start)	:	16-10-2024
Bid Submission Closing Date & Time	:	02-11-2024, 1400 hrs.
Technical Bids Opening Date & Time	:	03-11-2024, 1430 hrs.
Financial Bids Opening Date & Time	:	To be advised.

4. Visit to CGI Sao Paulo and SVCC Sao Paulo Premises – Registered/Interested firms/agencies may visit the premises between 9-15 Oct 2024 between 1400 hrs. to 1600 hrs. (with prior appointment only) to discuss more details about the scope of works/specifications and site visit. Please contact: Mr. Anakelli , 005511-32793780, Email: admn2.saopaulo@mea.gov.in

5. Commencement of Services – The cleaning/sweeping/vacuuming services as per Scope of Work at para (1) above will need to be made operational on the date of start of contract failing of which CGI Sao Paulo reserves the right to cancel the contract and award it to any other firm/agency.

6. Period of Contract - The contract period would initially be for a period of One Year, extendable on year-to-year basis for another three years on same terms & conditions and charges subject to satisfactory services and mutual consent.

7. Instructions to bidders - Bidders are required to submit their **Technical bids (as per Annexure-I) and Financial bids (as per Annexure-II) in two separate seal covered envelopes** by **02-11-2024 & 1400 hrs** at the address mentioned below. CGI Sao Paulo, 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 Consulate and the Bidders previously subject to the original deadline will thereafter be subject to the deadline as extended.

Address Details:

Consulate General of India, Sao Paulo

7th Floor, Avenida Paulista 925, Sao Paulo, CEP 01311-100

E-mail: hoc.saopaulo@mea.gov.in

Tel: 005511-32793780

8. Terms and conditions:

- a. Bidders shall furnish all the data/information under the bidding documents to the complete satisfaction of CGI Sao Paulo, failing which the Bid will be considered as incomplete and non-responsive and CGI Sao Paulo reserves the right to reject the Bid.
- b. **Tender Security/Bid Security/Earnest Money Deposit:** The Bidder must submit with his bid, the Tender Security/Bid Security/Earnest Money Deposit (EMD)/Tender Bond in the sum of **BRL 3500**. Tender Security/Bid Security/EMD/Tender Bond shall be acceptable by bank transfer/bank draft/pay order in favour of CGI Sao Paulo or Bank Guarantee (as per enclosed proforma in Tender Document). The other terms and conditions related with the EMD/Tender Bond shall remain same as mentioned in the Tender Document. The Tender Security/EMD/Tender Bond shall remain valid for a period of 120 (One Hundred Twenty) days from last date of submission of tender.
- c. **Performance Security:** The successful bidder awarded the contract would need to provide Performance Security. **Performance Security shall be of equivalent of Five percent (5%) of the Total Annual Value of the contract as specified in the bid documents.** Performance Security may be furnished in the form of an Account Payee Demand Draft, Fixed Deposit Receipt from a Commercial bank, Bank Guarantee from a Commercial bank or online payment. Performance Security should remain valid for a period of sixty days beyond the date of completion of all contractual obligations of the supplier including warranty obligations. Bid security/EMD shall be refunded to the successful bidder on receipt of Performance Security.
- d. After successful completion of the contract including services provided as per contract, the Performance Security will be released within one month of the completion of contract. In case the services provided are not at par with contract, the Performance Security would be retained by CGI Sao Paulo.
- e. 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 CGI Sao Paulo at all times.

- f. A prospective Bidder requiring any clarification may contact CGI Sao Paulo in writing, either by post or email at least the four working days before the deadline for submission of the Bid.
- g. Remuneration for working on Saturdays/ Sundays/ Holidays (if required), will be paid on the basis of actual number of hours of work done at the hourly rates for working on public holidays.
- h. The price to be quoted by the Bidders shall be in BRL **payable on monthly basis**. The price shall include all taxes, miscellaneous services and duties. The prices quoted by the Bidder shall be kept open and valid for acceptance for a minimum period of Ninety (90) working days.
- i. The prices quoted by the bidder will be applicable for the duration of the contract. No escalation in prices on any account will be allowed during the validity of the contract.
- j. If a firm quotes NIL charges /consideration, the bid shall be treated as unresponsive and will not be considered.
- k. The contract period would initially be for a period of One Year, extendable on year-to-year basis for another two years on same terms & conditions and charges subject to satisfactory services and mutual consent.
- l. The Bid shall contain no alterations, omissions or additions, overwriting except those to comply with instructions issued by CGI Sao Paulo 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.
- m. CGI Sao Paulo 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.
- n. The successful Bidder should not sub-contract any part of the Scope of Work to be undertaken by them without written permission from CGI Sao Paulo. The Bidder to whom the contract is awarded is solely responsible to CGI Sao Paulo for the completion of the awarded contract.
- o. 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.
- p. In case of breach of contract or in the event of not fulfilling the minimum requirements/ statutory requirements by the service provider, CGI Sao Paulo shall have the right at any time to terminate the contract forthwith in addition to forfeiting the performance security amount deposited by the service provider and initiating administrative actions for blacklisting etc. solely at the discretion of CGI Sao Paulo.
- q. The Company must be registered under the relevant laws of the Brazilian Government and should have all applicable/appropriate licenses in its name, compliance with relevant law and regulations of Brazilian 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 Brazilian authorities.
- r. In case of the bidding company is from a country sharing land border with India, the company should be registered with competent authority.
- s. The service provider shall not pay wages which are lower than minimum wages fixed by the local authorities. Payment of other admissible benefits/statutory payments, if any,

like bonus, leave etc. to the employees deputed at CGI Sao Paulo of India will solely be the liability of the bidding company and not that of CGI Sao Paulo of India. The company should agree to allow review of pay slips/banks statements of cleaning staff to cross-check the claim. Medical facility/health insurance etc, for the cleaning staff, will be sole responsibility of the company. Claim for any escalation on account of minimum wages and any other statutory obligations or otherwise also, during the complete period of the contract, shall not be entertained by the Mission. There will be no mid-term escalation in the contract rate during the entire contract period.

- t. Cleaning staff should be well trained and must be able to perform his/her duties efficiently.
- u. CGI Sao Paulo reserves the right to accept/reject any cleaning staff deployed by the Company.
- v. 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 CGI Sao Paulo's premises. The company should provide details of cleaning staff to be engaged by the company for cleaning work in CGI Sao Paulo.
- w. **Penalty** : In case there is any loss of property in the hands of the cleaning staff, a penalty by deduction of 5% of monthly charges will be imposed on the service provider. In case of absence of cleaning staff on any day of service as per contract, a penalty by deduction of daily wages equivalent to number of days of absence will be imposed on the service provider.
- x. 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.
- y. CGI Sao Paulo 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 CGI Sao Paulo of India, CGI Sao Paulo of India 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.
- z. **Terms of payment**: The bills for the services for a month must be prepared based on approved rates and submitted to CGI Sao Paulo on a monthly basis by the 10th of the succeeding month to effect payment. The payment will be made within 10 working days after receipt of the invoice from the company and satisfactory completion of the job.

Annexure I

Technical Bid (On the letter head of the company)
For Cleaning services at CGI Sao Paulo and SVCC Sao Paulo

Dear Sir/Madam,

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

- I. I/We are submitting tender for the hiring of Cleaning Agency against Tender Notice No. Sao/551/1/2013 dated 09-10-2024.
- II. Myself or my parents do not have any relative working in the office of CGI Sao Paulo.
- 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. I/We have not been banned/de-listed by any Government or Quasi Government agencies or PSUs.
- VII. If any information or document submitted is found to be false/incorrect, CGI Sao Paulo 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.
- VIII. If this offer is accepted, we will commence the services immediately or as agreed on receipt of work order and signing of Service Agreement.
- IX. 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:

S. No.	Requirements	Response
1.	Brief introduction of the company	
	Previous experience in the field (minimum three years)	
	Total number of regular employees with the company	
	Annual turnover of the company for the last two years. Whether the firm has suffered loss in any of previous 5 ears.	
	Registration certificate and license for the services	
2.	Details of work plan and methodology for undertaking the job	
3.	List of other embassies or reputed organizations where the company is providing similar services. Whether the company is providing similar services in other countries?	
4.	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)
For Cleaning services at CGI Sao Paulo and SVCC Sao Paulo

Please provide the financial bid/quote for cleaning services to cover the scope of works as given in Notice Inviting Tender.

Cleaning Staff- during office hours (0800 – 1800 hours)	Per hour rate in BRL excluding local taxes	Monthly total excluding local taxes

Minimum numbers of workers required	Consulate	Cultural Centre
Proposed by Consulate	1	1
Proposed by the bidder		

2. Also please provide rates for the following:

Cleaning Staff- beyond office hours (1800 – 0800 hours)	Per hour rate in BRL excluding local taxes

Cleaning Staff- on Public Holidays	Per hour rate in BRL excluding local taxes

*

- (I) No separate/additional cost will be paid for cleaning equipment. However, consumables will be provided by CGI Sao Paulo.
- (ii) No additional payment will be made on account of meals, uniform, transportation etc.
- (iii) This rate should be inclusive of all personnel/administration costs.

Signature (Authorized Signatory)

Designation:

Date:

Seal:

Annexure III

Bank Guarantee Proforma for Earnest Money Deposit/Tender Security

Bank Guarantee No.....

Date:

Brief description of contract: **Tender for Cleaning services at CGI Sao Paulo and SVCC Sao Paulo**

Name and Address of Beneficiary: Consulate General of India, Sao Paulo, Avenida Paulista 925, 7th Floor, Sao Paulo, CEP-01311-100

Whereas M/s (Name of Tenderer with address) _____ have submitted their tender for **Name of work: Tender for Cleaning services at CGI Sao Paulo and SVCC Sao Paulo** and one of the tender conditions is for the M/s (Name of tender with address) _____ to submit a Bank Guarantee for **Earnest Money Deposit** amounting to BRL 3500/- (**Brazilian Reais three thousand five hundred only**).

In fulfilment of the tender conditions, we, (Name of Bank with address) _____ hereby irrevocably and unconditionally undertake to pay to you within three working days of receipt of your first written demand, without any demur whatsoever and without seeking any reasons, whatsoever, up to the maximum aggregate amount of BRL (**BRL only**).

This guarantee is valid for **120 days** and any claim and statement hereunder must be received at the above-mentioned office before expiry. After expiry, this guarantee shall become null and void whether returned to us for cancellation or not and any claim or statement received after expiry shall be ineffective.

Notwithstanding anything to the contrary contained herein, the maximum liability under this guarantee is restricted to **BRL (BRL only)**.

Notwithstanding anything to the contrary contained herein, this guarantee is valid from **(date of issue)** _____ up to the (date after _____ **days** from **date of issue**) _____ and claims under this guarantee should be submitted not later than (date after _____ **days** from **date of issue**) _____.

This guarantee may not, without our prior written consent, be transferred or assigned and this guarantee is limited only to the payment of a sum of money.

This guarantee shall be governed and construed in accordance with the laws of the Brazil and shall be subject to exclusive Jurisdiction of the courts of the Sao Paulo, Brazil.

Date _____ Signatures _____