



सत्यमेव जयते

**Tender for Comprehensive Annual Maintenance Contract for
Water Treatment Plant (WTP), Sewerage Treatment Plant (STP), Effluent Treatment Plant
(ETP), Fire Fighting System and fountains/water bodies at the High Commission of India
complex, Baridhara - Dhaka**

TENDER NO.: DAC/ADM/885/04/2022

Dated: [17.11.2022]

Last date for submission of bid: [08.12.2022]

**High Commission of India
Plot No. 1-3, Park Road, Baridhara, Dhaka-1212.**

(DAC/ADM/885/04/2022)

High Commission of India, Dhaka
(Establishment Wing)

NOTICE INVITING TENDER

High Commission of India, Dhaka invites Tender under two bid system from registered and authorized firms/agencies for Comprehensive Annual Maintenance Contract for Water Treatment Plant (WTP), Sewerage Treatment Plant (STP), Effluent Treatment Plant (ETP), Fire Fighting System and fountains/water bodies at the High Commission of India, Baridhara - Dhaka, Plot No. 1-3, Park Road, Baridhara, Dhaka as per details given in the tender documents.

2. The tender document can be downloaded from the websites <http://www.hcidhaka.gov.in>, <http://www.eprocure.gov.in>, and <http://www.mea.gov.in> from 17/11/2022 onwards. Please note that any corrigendum/addendum in the above tender document, if required, will be hosted in the website of the High Commission of India, Dhaka, as given above.

3. The interested firms/service agencies should submit the bids in two separate sealed covers, superscribed as “Technical Bid” and “Financial Bid”. Both sealed covers should be put in a separate single envelope superscribed as “Tender No. **DAC/ADM/885/04/2022** for AMC for Water Treatment Plant (WTP), Sewerage Treatment Plant (STP), Effluent Treatment Plant (ETP), Fire Fighting System and fountains/water bodies at HCI, Dhaka” and addressed to “**The First Secretary (HOC & Pol), High Commission of India, Plot No. 1-3, Park Road, Baridhara, Dhaka-1212**”. The envelope should then be dropped at the Reception of the High Commission of India, Dhaka at the address given above. Please note that tender document will not be accepted after the expiry of stipulated date and time for the purpose (08/12/2022 till 1700 hrs) under any circumstances.

4. The Earnest Money Deposit (EMD) of BDT 30,000/- (Taka Thirty Thousand only) in the form of Account Payee Demand Draft/Pay Order drawn in favour of “High Commission of India, Dhaka” is required to be submitted along with tender bids.

5. The Technical Bids will be opened on 11/12/2022 at 1600 hrs by a Committee authorized by the Competent Authority of the High Commission. The financial bids of only those bidders, whose Technical Bids are found responsive, shall be opened by the Committee authorized for the purpose. The pre-bid site visit may be conducted between 1100 hrs and 1600 hrs from 17/11/2022 to 08/12/2022 on prior appointment basis to assess the job requirement / quantum of work involved. For any queries, please write to hoc.dhaka@mea.gov.in and prop1.dhaka@mea.gov.in.

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

7. The Competent Authority reserves the right to reject any or all the bids or cancel the tender, without assigning any reason and the decision of the competent authority of the Mission shall be final and binding.

Sd/-
(Saloni Sahai)
First Secretary (HOC & Pol)
Tel No +880-2-55067330

LETTER OF BID

Dated: , 2022

To,
The Head of Chancery
High Commission of India,
Plot No. 1-3, Park Road, Baridhara,
Dhaka-1212.

Ref: Invitation for Bid No. **DAC/ADM/885/04/2022** dated November 17, 2022.

We, the undersigned, declare that:

We have examined and have no reservations to the Bidding Documents, including Addenda issued in accordance with Instructions to Bidders,

2. We offer to execute in conformity with the Bidding Documents for AMC for Water Treatment Plant (WTP), Sewerage Treatment Plant (STP), Effluent Treatment Plant (ETP), Fire Fighting System and fountains/water bodies at the High Commission of India, Dhaka at Plot No. 1-3, Park Road, Baridhara, Dhaka-1212.

3. Our bid shall be valid for a period of 180 days from the date fixed for the bid submission deadline in accordance with the Bidding Documents and shall remain binding upon us and maybe accepted at any time before the expiry of the period.

4. If our bid is accepted, we commit to submit a Performance Security Deposit in accordance with the Bidding Documents.

5. We also declare that the Government of India or any other Government body has not declared us ineligible or blacklisted us on charges of engaging in corrupt, fraudulent, collusive or coercive practices or any failure/lapses of serious nature.

6. We also accept all the terms and conditions of this bidding document and undertake to abide by them, including the condition that you are not bound to accept highest ranked bid / lowest bid or any other bid that you may receive.

Yours sincerely,
Authorized Signatory

(Authorised person shall attach a copy of Authorization for signing on behalf of Bidding company)

Full Name and Designation

(To be printed on Bidder's letterhead)

DATES TO REMEMBER

Events	Date
Notice Inviting Tender	17.11.2022
Tender document download start date	17.11.2022 at 1000 hrs
Pre-bid Site visit	17.11.2022 to 08.12.2022 (1000 hrs – 1700 hrs)
Pre-bid meeting	17.11.2022 to 08.12.2022 – 1500 hrs
Starting date for submission of bids	17.11.2022 – 1000 hrs
Last date of Tender Submission	08.12.2022 – 1700 hrs
Opening of Technical Bids	11.12.2022 - 1600 hrs
Opening of Financial Bids (of only those who qualify in the minimum eligibility criteria)	Date to be intimated later

1. GENERAL INSTRUCTIONS

- 1.1 For the Bidding / Tender Document Purposes, the High Commission of India, Dhaka shall be referred to as 'Client' and the Bidder/Successful Bidder shall be referred to as 'Contractor and / or Bidder or interchangeably.
- 1.2 The tender document can be downloaded from the websites of <http://www.eprocure.gov.in>, <http://www.mea.gov.in> and <http://www.hcidhaka.gov.in> from 17.11.2022 onwards. The last date of submission of bids is 08.12.2022 till 1700 hrs.
- 1.3 While all efforts have been made to avoid errors in the drafting of the tender documents, the Bidder is advised to check the same carefully. No claim on account of any errors detected in the tender documents shall be entertained.
- 1.4 The bidder shall submit the copy of the authorization letter / Power of Attorney as the proof of authorization for signing on behalf of the Bidder.
- 1.5 All Bidders are hereby explicitly informed that conditional offers or offers with deviations from the conditions of Contract, the bids not meeting the minimum eligibility criteria, Technical Bids not accompanied by EMD of requisite amount/format, or any other requirements, stipulated in the tender documents are liable to be rejected.
- 1.6 The Parties to the Contract/Agreement shall be the successful bidder (to whom the work has been awarded) and the Client, High Commission of India, Dhaka.
- 1.7 For all purposes of the contract including arbitration thereunder, the address of the bidder mentioned in the bid shall be final unless the bidder notifies any change of address by a separate letter sent by registered post with acknowledgement due to the High Commission of India,

Dhaka. The bidder shall be solely responsible for the consequences of any omission or error to notify any change of address in the aforesaid manner.

- 1.8 The bidders are required to visit the site to see the actual installation for themselves to assess the quantum of work involved before submitting the tender. Once the tender is submitted, it will be presumed that the bidder has seen and understood the complete work involved for each of the system.

2. SCOPE OF WORK –

2.1 EQUIPMENT/MACHINERY

i) **Sewage/Effluent/Water Treatment Plant**

The Plant is based on the following parameters:

Daily average flow	:	90 m ³ /day
PH	:	6.5 - 8.5
BOD5	:	300 - 400 mg/l
S.Solids	:	200 - 450 Mg/l
COD	:	600 - 2000 mg/l
Oil & Grease	:	50 - 100 mg/L
Inlet level	:	2.5 Mtr. - 3 Mtr.

Effluent discharge standard after treatment:-

PH	:	6.0 - 8.5
BODS5	:	less than 20 mg/i
S. Solids	:	less than 20 mg/i
COD	:	less than 100 mg/i
Oil & Grease	:	less than 5 mg/i

The STP consists of following:-

Perforated bar screen chamber including 2 nos. S.S. bar screen of size 400mm x 500 mm

R.C.C. collection cum equalization sump for housing the submersible non clog sewage lifting pumps. Provision - 20 m³ capacity

M.S. fabricated with FRP lining aeration tank with air diffuser and piping. Fine air bubble jet diffuser with EPDM seat (capacity / volume of aeration tank = 35 m³ approx.)

Pre fabricated M.S. FRP 3mm thick lined secondary tube setting tank (tube settler) hopper bottom type

Pre fabricated M.S. FRP 3mm thick lined Chlorine contact cum treated effluent tank with inlet/outlet, drain connection (10m³ capacity approx)

Pre fabricated M.S. FRP 3mm thick lined Sludge thickener cum digester (Sludge holding tank) (15m³ capacity approx.)

R.C.C. water tank of 50 KL capacity to collect the treated water with inlet/outlet, drain, overflow connection, vent etc.

Air diffuser system with 2 nos. twin type air blower of capacity 100m³/hr. at the pressure of 0.45 kg/cm² each including fine bubble membrane type diffusers complete with valves & air distribution grid .

R.C.C. Plant room drainage sump to collect the waste water from the back washes, drains etc. With 300 LPM at 10 Mtr.

EQUALIZED WASTE WATER TRANSFER PUMPS: Capacity 5 m³ /hr @ 10 m head

DIGESTED SLUDGE DISPOSAL PUMP: Capacity 5 m³/hr @ 15 m head

U.V. SYSTEM: U.V. System with high output UV Lamps suitable quartz jackets & MOC reactor UV dosing (uw-sec/cm² @ EOL>60,000 monitoring system etc.

FILTER FEED PUMPS: Capacity 6 m³ /hr @ 30-35 m head.

MULTIGRADE SAND FILTER :

Capacity	- 6 m ³ /hr
Filtration rate	- 18-20 m ³ /m ² /hr
Max. operating pressure	- 3.5 kg/sq.cm
Test pressure	- 5.5m kg/sq.cm
Suggested diameter	- 650 mm

ACTIVATED CARBON FILTER :

Capacity	- 6 m ³ /hr
Filtration rate	- 15-17 m ³ /m ² hr
Suggested diameter of activated carbon filter	- 700 mm (approx)
Max. operating pressure	- 3.5 kg/sq.cm
Test pressure	- 5.5 kg/sq.cm

ii). Water Treatment Plant :

Compact self contained hydro pneumatic system for domestic water including the following:
2 No. Stainless steel centrifugal pumps with TEFC motor mounted on a common base frame, including common suction header with flange for inlet connection, common outlet header with flange for outlet connections and inter connecting piping with isolating valves, non return valves. Pressure gauge with isolation cock etc

Duty of each pump

i) Flow rate = 300 LPM

ii) Cut in pressure = 1.5 kg/ sqcm

iii) Cutout pressure = 3 kg/ sqcm

1 Nos Precharged diaphragm pressure vessel Pre fabricated M.S Vessel with ISCO Bettyle membrane Varem or equivalent make (Food Grade) capacity 500 litres with charging connections to Inlet/ outlet header with necessary flanges, gaskets, isolating valves, nuts/ bolts etc

Set of accessories such as pressure transducers, inter connecting power and control cabling etc.

Computerised Control Panel with selector switches for automatic alternate running of pumps, sensor switch for dry running protected, short circuit & overload protection, single phase preventor, system operational on 24 V , contactors, fuses, Ammeter Voltmeter, indicating lamps ON/OFF push buttons etc.

50mm dia water meter with all internal parts in gunmetal or brass, strainer, flanged distance piece for easy removal in future 100 mm dia, boulder type pressure gauge and isolated cock

Hardness upto 500 PPM

FRP Pressure Filter 15,000 LPH capacity,

Fixing Chlorination system consisting of electronic metering type dosing pump, 80W motor of working pressure 3 kg/sqcm ASIA-LMI or equivalent make complete with/and polythene inter-connecting pipe of 15mm dia, PVC valves, PVC/HDPE dosing tank of 100 Litres capacity.

Monoblock pumps with bronze impeller having suitable electric motor working at 415 V 50 cycles/second, three phase A.C. power supply, necessary civil foundation in cement concrete 1:2:4 (200mm high) M.S. base plate

2 No. monoblock centrifugal pumps with 3 H.P. motor having a capacity of 4.5 LPS at 24m head with control panel for 2 pumps having timer switch for alternate operation of pumps with electrical wiring, earthing, accessories etc.,

iii) **FOUNTAINS/WATER BODIES/FIRE FIGHTING SYSTEM**

Servicing and maintenance of all the water bodies/fountains located in the front side of the Chancery building, in the Mughal Garden area and in the High Commissioner's Residence.

The work under the 'Scope of Work' of this tender also includes other services with the HCI Complex where pumping of water, water flow is involved like in the fire fighting system, etc.

2.2 **BREAKDOWN MAINTENANCE**

The Contractor shall also undertake to provide a comprehensive breakdown service whereby qualified technicians shall attend to each breakdown as soon as practicable after a breakdown is reported and carry out immediate remedial work at a reasonable speed according to the nature of the breakdown. Any faulty equipment or components shall be quickly replaced.

2.3 **General Terms & conditions and Scope of work**

2.3.1 The tender is for Comprehensive Annual Maintenance of WTP, STP, ETP, Fire Fighting System and Fountains/water bodies in the new Chancery complex in the High Commission of India, Dhaka, including High Commissioner's Residence and Staff Housing Block. The Contractor shall provide maintenance services for the above mentioned security systems for a period of 1 (one) year, after which the AMC may be extended for a period of two years on year to year basis (total for three years) depending on the performance of the contractor on the same terms and conditions as were agreed upon in the first year of the contract. The firms / agencies/ contractors who wish to quote are required to visit and examine the whole systems and satisfy themselves before submitting their offers and to apprise themselves about the plant and equipment, accessories and parts of the complete systems.

2.3.2 LOG-BOOK for recording of parameters related to Sewage Treatment Plant shall be maintained by the firm/ agency /contractor showing the complete maintenance done on the Plant and it should be made available to the Client on a monthly basis.

2.3.3 The Mission shall provide all necessary spare parts, consumables, chemicals etc. as required for the complete maintenance as per requirements during the AMC period. The firm/ agency /

contractor has to keep all equipment well maintained for the Plants so as to give proper output at all times.

- 2.3.4 Tools and equipment required for comprehensive maintenance for the STP and WTP accessories etc. shall be provided by the firm /agency /contractor.
- 2.3.5 Proper care shall be taken to avoid major breakdown at the plant. In the event of any breakdown, the same will be rectified immediately within 4 hours from the time of reporting of the fault. Similarly, if any breakdown takes place due to negligence of firm/ agency/ contractor, the whole component has to be replaced/ rectified to bring it to the original condition immediately at the cost of firm/agency/contractor.
- 2.3.6 The rates shall be quoted on yearly basis. The rates shall be all inclusive including taxes and duties etc.
- 2.3.7 Rate should be quoted in figure as well as in words as per ANNEXURE–I.
- 2.3.8 High Commission of India, Dhaka reserves the right to amend or withdraw any of the terms and conditions contained in the Tender Document or to reject any or all tenders without giving any notice or assigning any reason or to cancel the tender. The decision of The Head of Chancery, High Commission of India, Dhaka, in this regard shall be final and binding on all.
- 2.3.9 The firm/ agency/ contractor shall fulfill the requirement of various law enforcing agencies / local authorities, such as Pollution Control Board, Directorate of Electricity Safety etc. by taking their approvals as and when required.
- 2.3.10 The firm/ agency/ contractor will be responsible for the safety of their deputed staff during the performance of their duty at site.
- 2.3.11 In case any of staff is not found up to the mark and not able to do work properly, he will have to be changed as per the instructions of HCI, Dhaka and immediately replaced by another qualified staff.
- 2.3.12 In case of any problem with the equipment, the firm/agency/contractor shall inform HCI, Dhaka immediately.
- 2.3.13 The firm/ agency/ contractor shall keep the equipment well maintained, neat and clean and adhere to the maintenance schedule of various equipment given in the respective manuals. Upon placement of work order they will prepare the maintenance schedule and discuss the same with the High Commission's deputed official for its implementation. This may be revised from time to time as per the requirement.
- 2.3.14 The firm/Agency shall provide and maintain bacteria culture as and when required. The firm/agency shall maintain data log including running of all mechanical items and chemical dosing schedule.
- 2.3.15 The firm/agency shall operate the filter press as and when required.
- 2.3.16 The firm/Agency shall get the treated water tested once in a three months from approved Laboratory.
- 2.3.17 The firm /Agency shall send a supervisor to check the Plants once a month.
- 2.3.18 The spare parts for pumps, motors, clarifier, chlorination, electrical panels, fittings/fixtures as required to ensure proper functioning and for preventive maintenance, and in case of breakdown of any equipment/plant, will be provided by the High Commission. The High Commission shall provide new equipment/plant in case the old equipment/plant is beyond repair. The firm/agency shall submit to the High Commission a list of all spare parts as required for the smooth functioning of the equipment/plant. The firm/agency/contractor shall install the equipment and provide necessary skilled manpower for the above at its own cost under the AMC.
- 2.3.19 Penalty: The firm shall rectify any breakdown within 24 hours failing which penalty for non-performance @ 0.5 % per week of delay subject to a maximum of 10% of the contract price will be imposed and in the event of any damage to the property or life arising out of non-performance, contractor will be solely responsible.
- 2.3.20 The contractor shall be responsible for proper maintenance of decorum, punctuality, discipline, work output and cleanliness of the Plants and their surroundings.

- 2.3.21 Levy/Taxes payable by contractor - Sales Tax/ VAT or any other tax on materials in respect of this contract (if any) shall be payable by the contractor. The High Commission of India, Dhaka shall not entertain any claim whatsoever in this respect.
- 2.3.22 The agency/firm/contractor shall provide one skilled person for routine visit within every 15 days.
- 2.4. The AMC shall include routine and preventive maintenance as also breakdown maintenance if and when required. Maintenance services shall be provided with 24 hour emergency call out service.
- 2.6 In case of requirement, a competent engineer shall be provided to investigate the fundamental cause of a fault. Temporary quick fix solution will not be accepted.
- 2.5 In circumstance such that the Contractor fails to attend the breakdown within four normal working hours after notification of the breakdown and where remedial work is interrupted during normal working hours for purposes other than obtaining replacement parts, the employer reserves the right to order such action as may be necessary to expedite completion of remedial work which shall be at the Contractors expense without abrogation of the Contractors responsibilities.
- 2.7 The employer shall at his discretion, take action to recover all losses incurred arising from the failure of the contractor to perform the duties either wholly or in part as detailed in this section.
- 2.8 The routine maintenance and periodical maintenance of all the equipment under the scope of this tender is to be done. Necessary preventive maintenance, breakdowns if any is to be attended throughout the day, all 7 days a week, with experienced and qualified personnel.
- 2.9 The routine operation of all equipment is to be done by the experienced and qualified personnel.

3. **MINIMUM ELIGIBILITY CRITERIA**

- 3.1 The following shall be the minimum eligibility criteria for selection of bidders at technical bid stage of the bidding process:-
- (a) **Legally Valid Entity:** The Bidder/Bidding Firm shall necessarily be a legally valid entity either in the form of a Limited Company or a Private Limited Company registered under the relevant Act or a firm having trade license granted by City Corporation to do business in Dhaka. The proof for supporting the legal validity of the Bidder/Bidding Firm shall be attached with the bid.
- (b) **Registration:** The Bidder/Bidding Firm must have VAT registration with the concerned authority. The proof in support of the same shall be attached with the bid documents.
- (c) **Experience:** The Bidder shall have experience in providing maintenance services for the scope of work for Embassies/ High Commissions/ Government Ministries /Departments /Public Sector Companies /reputed corporate organizations /multinational companies.
- (d) **Company profile/information regarding key personnel:** The bidding company shall also include in its bid, as per proforma at Annexure-6 of this document, details about the company and about its key personnel.
- 3.2 Documents supporting the Minimum Eligibility Criteria:
- (i) As proof of having fully adhered to the minimum eligibility criteria at 3.1 (a), attested copies of certificates issued by the respective authority should be attached with the bid documents.

- (ii) As proof of having fully adhered to minimum eligibility criteria at 3.1(b), attested copy of VAT registration certificate should be attached with the bidding document.
- (iii) As proof of having fully adhered to minimum eligibility criteria at 3.1(c), attested copies of experience certificates for completed work / ongoing work issued by the Foreign Embassies/High Commissions/Government Ministries/Departments/ Public Sector Companies/reputed corporate organizations/ multinational companies shall be attached with bid document.
- (iv) As proof of having fully adhered to minimum eligibility criteria at 3.1(d), copies of supporting documents for company profile/information about key personnel may be provided along with Annexure-6 of this tender document.

4. **EARNEST MONEY DEPOSIT**

- 4.1 The Earnest Money Deposit of BDT 30,000/- (Taka Thirty Thousand only) in the form of account Payee Demand Draft/Pay Order issued by any reputed Bank drawn in favour of “High Commission of India, Dhaka” has to be submitted along with the bid. The validity of the Demand Draft/Pay Order must be up to 6 (six) months.
- 4.2 No request for transfer of any previous deposit of Earnest Money Deposit or Performance Security Deposit or adjustment against any pending bill held by the Mission in respect of any previous work shall be entertained.
- 4.3 Bidders shall not be permitted to withdraw their offer or modify the terms and conditions thereof. In case the bidder fails to observe and comply with the stipulations made herein or backs out after quoting the rates, the aforesaid bid security shall be forfeited to the government or will render the bidder ineligible to submit bids for contracts with the High Commission of India, Dhaka.
- 4.4 The bids without Earnest Money Deposit or the Declaration will be summarily rejected.
- 4.5 No claim shall lie against the Mission in respect of erosion in the value or interest on the amount of earnest money deposit or security deposit i.e. no interest will be payable on EMD.
- 4.7 The bid security may be forfeited:
 - (i) If the bidder withdraws his bid during the period of validity of the bids specified by the bidder in the bid form; or
 - (ii) In case of successful bidder, if the bidder:
 - (a) fails to sign the contract in accordance with the terms of the tender document;
 - (b) fails to furnish required Performance Security Deposit in accordance with the terms of Tender Documents within the time frame specified by the client; or
 - (c) Fails or refuses to honour his own quoted prices for the services or part thereof.

5. VALIDITY OF BIDS

- 5.1 Bids shall remain valid and open for acceptance for a period of 180 days from the last date of submission of Bids.
- 5.2 In case, client calls the bidder for negotiation then this shall not amount to cancellation or withdrawal of original offer which shall be binding on the bidder.
- 5.3 The client may request for extension for another period of 60 days, without any modifications and without giving any reasons thereof.
- 5.4 **PRE-BID SITE VISIT:** Interested firms/service agencies may visit the site for visualization and better understanding of the quantum of work from 17.11.2022 to 08.12.2022 at 1500 hrs, following which a pre-bid meeting may take place from 17.11.2022 to 08.12.2022 at 1500 hrs after fixing a prior appointment through email on prop1.dhaka@mea.gov.in. The bidders may also submit their queries by email on the aforementioned email-id which will also be discussed in the pre-bid meeting. The site address is High Commission of India, Plot No. 1-3, Park Road, Baridhara, Dhaka -1212.

6 PREPARATION OF BIDS

- 6.1 Language: Bids and all accompanying documents shall be in **English** only. The technical as well as the financial bids should be submitted in **two sets – one original and one copy**.
- 6.2 **Technical Bid:** Technical Bid should be prepared as per the instructions given in the Tender Documents along with all required information, documents in support of the minimum eligibility criteria. **All the documents comprising Technical Bid shall be put in a separate sealed envelope superscribed as “Envelope A – Technical Bid”.** Documents comprising the Bid:
- a. Technical Bid Submission Form duly signed and printed on Company's letterhead.
 - b. Contact Details Form, duly filled and signed & stamped.
 - c. All attested supporting documents in proof of having fully adhered to minimum eligibility criteria as referred in Section-3 above.
- 6.3 **Earnest Money Deposit:** Earnest Money Deposit of BDT 30,000/- in the form of account payee Demand Draft of Pay Order to be submitted separately in a sealed envelope superscribed as **“Envelope B – Earnest Money Deposit”.**
- 6.3 **Financial Bid:** Bidder shall prepare the Financial Bid in the Price Schedule as provided in the Tender Document. Financial Bid shall be put in a separate sealed envelope superscribed as **“Envelope C- Financial Bid”.**

7. SUBMISSION OF BIDS

- 7.1 The Bidding firms have to submit the tenders in two bid system {i.e (i) Technical Bid and (ii) Financial Bid} in the prescribed proforma. Tenders are to be submitted to The Head of Chancery, Plot No. 1-3, Park Road, Baridhara, Dhaka-1212. All the documents in support of eligibility criteria etc. and other required documents are to be submitted along with the Tender Documents. No Tender Documents will be accepted after the expiry of stipulated date and time for the purpose under any circumstances whatsoever.

The tender shall be submitted in sealed envelopes as described below:

ENVELOPE 'A'	Technical bid
ENVELOPE 'B'	EMD (Demand Draft/Pay order)
ENVELOPE 'C'	Financial Bid

- 7.2 No Bid shall be accepted after the specified date and time. However the Competent Authority in the High Commission, reserves right to extend the date / time for submission of bids, before opening of the Technical Bids.

8. **BID OPENING PROCEDURE**

- 8.1 The Technical Bids (Envelope A) shall be opened in the Conference Room of the Head of Chancery, HCI, Dhaka on 11.12.2022 at 1600 hrs in the presence of bidders or their representatives and the Tender Evaluation Committee constituted by the Competent Authority of the High Commission. After evaluation of Technical Bids, a list of qualified bidders will be prepared by the High Commission. The Financial bids (Envelope 'C') will be opened on a subsequent date, which will be intimated to the shortlisted bidders, by mail/fax.

- 8.2 Bids shall be declared as valid or Invalid based on preliminary scrutiny, i.e. on site verification of documents submitted by the bidders by the Tender Evaluation Committee. The financial bids will be opened on result of such scrutiny. However, in case any thing found false or forged in contrary to the documents submitted by the bidder, its bid will be rejected and suitable legal action may be taken.

- 8.3 The Financial Bids of only those bidders, who qualify at Technical Bid stage, shall be opened by the Committee authorized for the purpose. Those bidders who qualify in the technical bid stage, will be intimated through mail/phone about the date for opening of the Financial Bids.

- 8.4 The date fixed for opening of bids, if subsequently declared as holiday by the Government, the revised date of schedule will be notified. However, in absence of such notification, the bids will be opened on next working date, the time remaining unaltered.

- 8.5 A letter of authorization shall be submitted by the Bidder's representatives before opening of the Bids.

- 8.6 Absence of bidder or their representative shall not impair the legality of the opening procedures.

- 8.7 After opening of the Technical Bids and verifying the EMD amount, the technical bids shall be evaluated to ensure that the bidder meets the minimum eligibility criteria as specified in the Tender Document.

9. **CLARIFICATION ON TECHNICAL BID EVALUATION.**

- 9.1 The Technical Bids shall be evaluated based on the available documents submitted by the bidder. To assist in the examination, evaluation, and comparison of the bids, and qualification of the bidders, the client may, at its discretion, ask any bidder for a clarification of its bid. Any clarification submitted by a bidder that is not in response to a request by the client shall not be considered. The client's request for clarification and the response shall be in writing.

- 9.2 If a bidder does not provide clarifications of its bid by the date and time set in the client's request for clarification, its bid may be rejected.
- 9.3 Client also reserves the right to seek confirmation/clarification from the issuer agency, on the supporting documents submitted by the bidder as per clause 3.2.

10. PERFORMANCE SECURITY (PS):

- 10.1 The successful bidder has to deposit Performance Security which will be a sum equivalent to 10% of the accepted contract value in favour of 'High Commission of India, Dhaka', payable at Dhaka in form of account payee Demand Draft/Bank Guarantee within fifteen days of the acceptance of the **Letter of Award (LoA)**. Performance Security should remain valid for a period of sixty days beyond the date of completion of all contractual obligations of the **service provider (SP)**. In case, the contract is further extended beyond the initial period, the Performance Security will have to be renewed accordingly by the SP. No interest shall be paid on Performance Security.
- 10.2 The Performance Security will be forfeited by order of the Competent Authority in Mission in the event of any breach or negligence or non-observance of any terms & conditions of the contract or for unsatisfactory performance or for non-acceptance of the work order. On expiry of the contract, portion of the Performance Security, as may be deemed fit by the Mission sufficient to cover any incorrect or excess payments made on the bills to the firm, shall be retained until the final audit report on the account of SP's bill has been received and examined.
- 10.3 If the Contractor fails to provide the Performance Security within fifteen days of the acceptance of LoA, such failure shall constitute a breach of the contract and the Mission shall be free to make other arrangements at the risk, cost and expense of the Contractor.
- 10.4 On due performance and completion of the contract in all respects, the Performance Security will be returned to the SP without any interest on presentation of an absolute 'No Demand Certificate' from the SP and upon return in good condition of any specifications, samples or other property belonging to the client, which may have been issued to the SP, for carrying out work stipulated in the contract.

11. VALIDITY OF CONTRACT

The contract, if awarded, shall be valid for a period of ONE YEAR (01 year). The contract may be extended annually on year to year basis, for further 02 years [maximum tenure 03 years from the date of start of work initially] as per the contract signed on same terms and conditions and same rates, subject to satisfactory services provided by the vendor. In case of breach of contract or in the event of not fulfilling the minimum requirements / statutory requirements, the client shall have the right at any time to terminate the contract forthwith in addition to forfeiting the performance security amount deposited by the Contractor and initiating administrative actions for blacklisting etc. solely at the discretion of the competent authority in Mission.

12. PAYMENTS

- 12.1 After award of work, a price schedule shall be annexed to the Articles of Agreement according to which all payments shall be made to the SP towards the AMC.

- 12.2 The prices in the Price Schedule shall be inclusive of all applicable taxes as may be levied by the Government from time to time.
- 12.3 The Contractor shall be paid on a monthly basis for the services rendered in the preceding month. The billing cycle will be the 1st of every month to the last day of the month. The Contractor shall submit correct invoice in terms of quality and commercial aspects within 10 days of the succeeding month and payment shall be released within 30 days of submission of acceptable invoices.
- 12.4 All payments shall be made in Bangladeshi Taka (BDT) by means of crossed cheques/bank transfer.
- 12.5 The Client shall be entitled to deduct in accordance with applicable law, Income Tax or withholding tax or other deductions (as the case may be), from any payments made to the Contractor, and the amount so deducted shall be deemed to be a payment made to the Contractor.
- 12.6 The payment to the workers in accordance to minimum wages prescribed by the Government of Bangladesh along with the statutory compliance Bonus is sole responsibility of the Contractor. In case of revision in minimum wages by the Government of Bangladesh, the same would be absorbed by the Mission. Claim for any other escalation shall not be entertained by the Mission.
- 12.7 No payment shall be made in advance nor will any loan from any bank or financial institution be recommended on the basis of the order of award of work.

13. **Other Conditions, Force Majeure & Penalty Clause**

- 13.1 The workers provided by the Contractor should be on the roll of the Company and their antecedents should be pre-verified by the Police authorities. A copy of the verification of each worker shall be submitted to the High Commission before deployment for work at Chancery complex.
- 13.2 The bidder must have satisfactory arrangements for training of its workers. Confirmation in this regard is to be given.
- 13.3 The Company should submit precise profile of its key clients along with details of services provided.
- 13.4 In case the Service Provider fails in adhering to the daily maintenance requirements, and Mission has to make alternative arrangements for the servicing/maintenance, then Service Provider would reimburse the cost of such arrangements.
- 13.5 Service Provider would be fully responsible for all acts of omission or negligence, dishonesty or misconduct of its employees for work at Mission's premises. Service Provider would indemnify Mission against any compensation/claim and damages etc. due to accident or injury to its employees or death due to accident or otherwise, which may arise out of and during the course of their duties. Mission would not be liable to pay any damages or compensation to such employees or to any third party.

- 13.6 In case of any complaint, either as regards the nature of service or as regards the behaviors of workers on duty or otherwise, the Contractor would be intimated and would be required to take corrective measures promptly.
- 13.7 The Client reserves the right to amend/withdraw any of the terms and conditions in the tender documents or to reject any or all tenders without giving any notice or assigning any reason. The decision of the High Commission in this regard shall be final and binding on all.
- 13.8 The Client reserves its right to revoke the contract at any time, if the services rendered are not found satisfactory during the period of the contract.
- 13.9 The Client may, by written notice sent to the Contractor, terminate the contract, in whole or in part at any time for its convenience. The notice of termination shall specify that termination is for the Client's convenience, the extent to which performance of work under the contract is terminated and the date upon which such termination becomes effective.
- 13.10 The Contractor must have modern equipments, latest technical expertise for servicing/maintenance of the machinery/equipment covered under the scope of work of this tender.
- 13.11 The Contractor shall deploy adequate manpower, equipment and resources to ensure proper servicing and maintenance of the equipment covered under the Scope of Work of this tender document.
- 13.12 Should any new areas of work not envisaged as being part of this tender document are added, the prices for the new areas of work shall be mutually agreed upon between the Client and the bidder based on the actual rate analysis or as per the prevailing rates as agreed in this tender document.
- 13.13 The bidder would be responsible for all mandatory compliance for social, safety and environmental issues related to the performance of the service provider in the Mission's premises as stated in the eligibility criteria.
- 13.14 Work shall be carried out in such a manner that the work of other Agencies operating at the site is not hampered due to any action of the Contractor. Proper Co-ordination with other Agencies will be Contractor's responsibility. In case of any dispute, the decision of High Commission of India shall be final and binding on the contractor. No claim whatsoever shall be admissible on this account.

Format for Submitting the Price Schedule

(To be submitted along with the financial bid in separate sealed cover)

BID No. **DAC/ADM/885/04/2022**

Date:.....

To,

The Head of Chancery
 High Commission of India
 Plot No. 1-3, Park Road,
 Baridhara, Dhaka – 1212.

Price Schedule

Sl. No.	Item	Price (in Taka) per month	Total Price (in Taka) per annum
1.	Expenditure in respect of personnel		
2.	Any other charges		
3.	Applicable taxes, if any		
	Total		

Note: Above quoted price is complete in all respect, including applicable taxes as per technical specifications and terms & conditions mentioned in the bid document.

Yours faithfully,

(Signature of Authorized Signatory)

Name :

Designation :

Company seal :

(On the letterhead of the bidding company)

**The Head of Chancery
High Commission of India
Plot No. 1-3, Park Road,
Baridhara, Dhaka-1212.**

UNDERTAKING

I, _____, of M/s. _____, having registered office at _____, do hereby undertake that my company, M/s. _____, will not withdraw or modify its bids from Tender No. DAC/ADM/885/04/2022 dated 17.11.2022 for the 'AMC for Water Treatment Plant/Sewerage Treatment Plant/Effluent Treat Plant, Fire Fighting System and Water Bodies/Fountains at High Commission of India, Dhaka' during the period of validity of the bids.

I further undertake to have understood that if my company M/s. _____ withdraws or modifies its bids or if it fails to sign the contract or fails to submit a performance security before the stipulated deadline if the work is awarded to it, M/s. _____ will be suspended for a specified time period from being eligible to submit bids for contracts with the High Commission of India, Dhaka.

Place :

Date :

Notification of Award

Contract No:

Date:

To: *[Name of Contractor]*

This is to notify you that your Tender dated *[insert date]* for the execution of the Works for *[name of project/Contract]* for the Contract Price of Tk *[amount in figures and in words]*, as corrected and modified in accordance with the Instructions to Tenderers is hereby accepted by *[name of Employer]*.

You are requested to proceed with the execution of the Works on the basis that this Notification of Award shall constitute the formation of a Contract, which shall become binding upon you furnishing a Performance Security and signing the Contract Agreement within Seven (7) days.

We attach the Contract Agreement for your perusal and signature.

Signed

Duly authorised to sign for and on behalf of
[name of Procuring Entity]

Date:

Contract Agreement

THIS AGREEMENT made the *[day]* day of *[month]* *[year]* between *[name and address of Employer]* (hereinafter called “the Employer”) of the one part and *[name and address of Contractor]* (hereinafter called “the Contractor”) of the other part:

WHEREAS the Employer invited Tenders for certain works, viz, *[brief description of works]* and has accepted a Tender by the Contractor for the execution of those works in the sum of Taka *[Contract price in figures and in words]* (hereinafter called “the Contract Price”).

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the General Conditions of Contract hereafter referred to.
2. The documents forming the Contract shall be interpreted in the following order of priority:
 - a. the signed Contract Agreement;
 - b. the letter of Notification of Award
 - c. the completed Tender Submission Sheet as submitted by the Tenderer;
 - d. Work Methodology,
 - e. the priced Bill of Quantities as submitted by the Tenderer;
 - f. Scope of Work, and
 - g. Performance Guarantee
3. In consideration of the payments to be made by the Employer to the Contractor as hereinafter mentioned, the Contractor hereby covenants with the Employer to execute and complete the works and to remedy any defects therein in conformity in all respects with the provisions of the Contract.
4. The Employer hereby covenants to pay the Contractor in consideration of the execution and completion of the works and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract.

IN WITNESS whereof the parties hereto have caused this Agreement to be executed in accordance with the laws of Bangladesh on the day, month and year first written above.

For the Employer:

For the Contractor:

Signature

Print Name

Title

In the presence of (Name)

Address

PROFORMA OF BANK GUARANTEE
(on non-judicial paper of appropriate value)

To,
The Head of Chancery
High Commission of India
Dhaka

BANK GUARANTEES NO:

DATE:

Dear Sir(S)

This has reference to the Purchase Order No. _____ Dated _____ having been placed by HCI, Dhaka with M/s (Name & Address of vendor) for_____.

The conditions of this order provide that the vendor shall,

1. Arrange to deliver the items listed in the said order to the consignee, as per details given in said order, and
2. Arrange for the comprehensive warranty service support towards the items supplied by vendor on site across Bangladesh, as per the warranty clause in said purchase order.

M/s (Name of Vendor) has accepted the said purchase order with the terms and conditions stipulated therein and have agreed to issue the performance bank guarantee on their part, towards promises and assurance of their contractual obligations vide the purchase order No. _____ M/s. (name of vendor) holds a current account with us and has approached us and at their request and in consideration of the promises, we hereby furnish such guarantees as mentioned hereinafter.

HCI, Dhaka shall be at liberty without reference to the Bank and without affecting the full liability of the Bank hereunder to take any other undertaking of security in respect of the suppliers obligations and /or liabilities under or in connection with the said contract or to vary the terms vis-a-vis the supplier or the said contract or to grant time and or indulgence to the supplier or to reduce or to increase or otherwise vary the prices or the total contract value or to forebear from enforcement of all or any of the obligations of the supplier under the said contract and/or the remedies of the HCI, Dhaka under any security(ies) now, or hereafter held by the HCI, Dhaka and no such dealing(s) with the supplier or release or forbearance whatsoever shall have the effect of releasing the bank from its full liability of the HCI, Dhaka hereunder or of prejudicing right of the HCI, Dhaka against the bank.

This undertaking guarantee shall be a continuing undertaking guarantee and shall remain valid and irrevocable for all claims of the HCI, Dhaka and liabilities of the supplier arising upto and until date.....

Your right to recover the said sum of Tk. _____ Taka _____
_____ only) from us in manner aforesaid will not be affected/or suspended by reason of the fact that any dispute or disputes have been raised the said M/s _____ and/or that any dispute or disputes are pending before any officer, tribunal or court or Arbitrator.

Our liability under this guarantee is restricted to Tk _____
(Taka _____ Only) Our guarantee shall remain in force until unless a suit action to enforce a claim under guarantee is filed against us within six months from (which is date of expiry of guarantee) all your rights under the said guarantee shall be forfeited and we shall be relieved and discharged from all liabilities there under.

We have power to issue this guarantee in your favour under Memorandum and Articles of Association of our Bank and the undersigned has full power to do under the power of Attorney dated.

Notwithstanding anything contained herein:

- A. Our liability under this guarantee shall not exceed Tk.....(in words)
- B. This bank guarantee shall be valid up to.....& unless a suit for action to enforce a claim under guarantee is filed against us within six months from the date of expiry of guarantee. All your rights under the said guarantee shall be forfeited and we shall be relieved and discharged from all liabilities there after i.e. after six months from the date of expiry of this Bank guarantee.
- C. We are liable to pay the guaranteed amount or any parts thereof under this bank guarantee only and only if you serve upon us a written claim or demand on or before
- D. The Bank guarantee will expire on

Granted by the Bank

Yours faithfully,

For (Name of Bank)

SEAL OF THE BANK
Authorised Signatory

CONTACT DETAILS FORM**Bidder's description format summary**

Name of the Bidding Firm	
Name of Partner(s) & Nationality	
Name of the Authorized Signatory Nationality Passport No.	
E Mail ID	
Telephone No.	
Fax No.	
Year of Incorporation	
Registration No.	
Service tax no.	
Registered Office & Address	
Branch offices (with address and Contact details) if any	
Average Annual turnover in the <i>last five</i> financial years	
Total Staff Strength with Nationality of Employees	
Total Technical staff percentage	
Nationality of Staff working in Company and to be deputed for work(National of India or friendly country)	

DETAILS ABOUT KEY PERSONNEL OF THE BIDDING COMPANY (With ID proof/supporting documents)

- 1.
- 2.
- 3.
- 4.
- 5.

Bidder information

(More detailed information on the following aspect may be given in typed form)

Business background

How many years has your firm been in business? How many years under its present business name?

Attach a current organizational chart and include the total number of employees in your firm in Dhaka, by various locations.

Claims and Suits (Explain any “Yes” answers)

Has your firm, its subsidiaries or its parent companies, ever filed for bankruptcy?

Has your firm ever failed to complete work awarded to it?

Are there any judgments, claims, arbitration proceedings or suits pending or outstanding against your firm or its officers?

Has your firm filed any lawsuits or requested arbitration with regard to any contract(s) within the last five years?

Financial Information

Please provide copies of your firm’s audited financial statements (income statement, balance sheet, cash flow statements) for the last 3 years.

How long has your company been providing the services outlined in this Tender? Please list contact names and phone number for three (3) companies with which you have entered into facilities/property management contracts, and include a brief description of the scope covered under each.

Please list your top five (5) customers and indicate what % of your business they represent.

Who are your bankers?
