

No. Duba/Prop/872/5/2020  
Consulate General of India  
Dubai  
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### **NOTICE INVITING TENDER**

Sub.: Invitation for competitive Tender for *Annual Maintenance Contract (AMC) for Landscape/Irrigation/Garden Maintenance (Outdoor and Indoor Plants) of Office Building of Consulate General of India, Dubai*

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*Landscaping/Irrigation/Garden Maintenance (Outdoor and Indoor Plants)/Swimming Pool Maintenance of Consul General of India's Residence Villa No. R-21, Emirates Hills, Dubai, UAE.*

Consulate General of India, Dubai invites sealed quotations from reputed, experienced and financially sound maintenance Companies registered under relevant UAE Companies Law which can provide Annual Maintenance Contract (AMC) for Landscape/Irrigation/Garden Maintenance (Outdoor and Indoor Plants) of Office Building of Consulate General of India, Dubai AND Landscaping/Irrigation/Garden Maintenance (Outdoor and Indoor Plants)/Swimming Pool Maintenance of Consul General of India's Residence Villa No. R-21, Emirates Hills, Dubai, UAE, initially for a period of one year as has been defined in 'Scope of work' in this tender document, which may be extended to further two years (maximum 3 years) on the same rates, terms and conditions. The company should have a minimum of 5 years experience in the field as on 21 October, 2021. Bids/quotations may be submitted to 'Head of Chancery, Consulate General of India, Al Hamriya, Diplomatic Enclave, P.O. Box No.737, Dubai, U.A.E.' by Post or hand delivered latest by 1500 hrs of 11 November 2021. The schedule for bidding is as follows:

Tender Publishing Date	:	Thursday 21 <sup>th</sup> October, 2021 (1000 hrs)
Pre bid meeting date	:	Monday 25 <sup>th</sup> October, 2021 (1000 hrs)
Bid submission (start date)	:	Thursday 21 <sup>th</sup> October, 2021 (1100 hrs)
Bid submission (end date)	:	Thursday 11 <sup>th</sup> November, 2021 (1500 hrs)
Bid Opening date (Technical)	:	Sunday 14 <sup>th</sup> November, 2021 (1000 hrs)
Bid Opening date (Financial)	:	Sunday 14 <sup>th</sup> November, 2021 (1200 hrs)

### **SCOPE OF WORK for Office Building of the Consulate General of India, Dubai**

(A) **Landscape/Irrigation/Garden Maintenance (Outdoor & Indoor Plants) Service.** Area of Garden 650 Sq. Mtr. approximately scattered in various areas.

- Visit thrice a week;
- Maintenance and monitoring of the irrigation system;
- Periodical maintenance and cleaning of fountains.
- Periodical cutting of grass of grounsd covers and disposal of debris.
- Periodical application of Manuring and NPK (Nitrogen, Phosphorous, Potassium) Fertilizers;
- Maintenance of Shrubs and hedges/Maintenance of ground covers i.e. Supply of Rockery and seasonal flowering plants as and when necessary;

- Supply of Fertilizers, Pesticide and Chemicals, Periodical spraying of pesticides for Pests such as Mites, Thrips Mealy Bugs, Rats and Rat traps, Leaf curl caterpillars, leaf miners, Spraying of fungicides against diseases such as Damping off, Root wilt, Grey blight & root rot/weed free garden by manually or by application of weedicide as per the nature of weeds.
- Supply and maintenance of horticultural equipment i.e. Lawn Mowers, Ladders, Hedge trimmers, Hedge cutters, Lawn edge trimmers, Hand shovel, big shovel, Pruning shears, Secateurs, Garden rake, Wheelbarrow, Hand rake, Sprayers etc.
- Supply of new seasonal plants/flowering plants to give asthetic look.
- Replacement of seasonal flowering plants and dead & diseased plant as and when necessary.
- Maintenance of Pop up sprinklers/Drip Nozzles/emitters/solenoid valves and Drip pipelines etc.
- Maintenance of Indoor Plants with watering, fertilizing, General care of the plants, Pest and disease control, Cleaning, trimming and pruning, Periodical soil reclamation, Free replacement of falling plants.
- Maintenance of trees in the outside vicinity of the Consulate, pruning shrubs etc.

**SCOPE OF WORK for Consul General of India's Residence Villa No. R-21, Emirates Hills, Dubai, UAE.**

**(A) Landscape/Irrigation/Garden Maintenance (Outdoor & Indoor Plants) Service.** Area of Garden 250 Sq. Mtr. approximately scattered in various areas.

- Visit twice a week or whenever considered necessary;
- Maintenance and monitoring of the irrigation system;
- Periodical maintenance and cleaning of fountains.
- Periodical cutting of grass of ground covers and disposal of debris.
- Periodical application of Manuring and NPK (Nitrogen, Phosphorous, Potassium) Fertilizers;
- Maintenance of Shrubs and hedges/Maintenance of ground covers i.e. Supply of Rockery and seasonal flowering plants as and when necessary;
- Supply of Fertilizers, Pesticide and Chemicals, Periodical spraying of pesticides for Pests such as Mites, Thrips Mealy Bugs, Rats and Rat traps, Leaf curl caterpillars, leaf miners, Spraying of fungicides against diseases such as Damping off, Root wilt, Grey blight & root rot/weed free garden by manually or by application of weedicide as per the nature of weeds.
- Supply and maintenance of horticultural equipment i.e. Lawn Mowers, Ladders, Hedge trimmers, Hedge cutters, Lawn edge trimmers, Hand shovel, big shovel, Pruning shears, Secateurs, Garden rake, Wheelbarrow, Hand rake, Sprayers etc.
- Supply of new seasonal plants/flowering plants to give asthetic look.
- Replacement of seasonal flowering plants and dead & diseased plant as and when necessary.
- Maintenance of Pop up sprinklers/Drip Nozzles/emitters/solenoid valves and Drip pipelines etc.
- Maintenance of Indoor Plants with watering, fertilizing, General care of the plants, Pest and disease control, Cleaning, trimming and pruning, Periodical soil reclamation, Free replacement of falling plants.
- Maintenance of Trees and Date Palm Trees/Pruning to the required shape/pruning of the dried leaves in the case of Date Palm on annual basis.

**Eligibility Criteria**

1. The bidder must be registered under the UAE Companies Act and should have all applicable/appropriate licenses in their own name. (A copy of valid trade license to be enclosed with the technical bid).
2. The company should have a minimum of 5 years experience in the field of maintenance of Landscaping; Irrigation; Garden and green space and must disclose the list/precise profile of their clients with details of services provided in past.

### **Terms & Conditions**

1. The bidder will have to ensure compliance of all mandatory Labour Laws/regulations laid down by the Government of the UAE and any other relevant Acts and regulations enforceable from time to time without any liability on the Consulate General of India, Dubai or without any responsibility for statutory compliance by the Consulate.
2. The workers provided should be on the permanent roll of the company with valid working visas and should preferably be Indian nationals. A copy of the Labour card of each worker shall be submitted to the Consulate before deployment for work.
3. The bidder must have modern equipment, latest technical expertise for management of Maintenance and related facilities, as has been defined in 'scope of work'.
4. The bidder should furnish refundable Earnest Money Deposit (EMD) of AED 1000/- in the form of a Demand Draft/Banker's cheque in favour of 'Consulate General of India, Dubai' along with the bid. Alternatively, a Bid Securing Declaration as per Annexure-III attached need to be furnished along with the bid by the bidders. Please note that the Bid Securing Declaration to be notarized/ attested by the Ministry of Foreign Affairs (MOFA), Government of UAE, if EMD is not given. The EMD of unsuccessful bidders will be returned within 30 days after the award of the contract. The EMD will be forfeited on account of one or more of the following reasons:
  - a.) The bidder withdraws his bid during the period of bid validity.
  - b.) In case of successful bidder, the selected bidder fails to sign the agreement in time.
  - c.) Furnishing of any wrong information.
5. The bidder should be ready to provide performance guarantee of 10% of annual contract amount in the event of their bid being approved.
6. Duration of Contract: The contract will be for one year duration from the date of award, however, the same shall be extended for further two years on the same rates, terms & conditions.

7. **Right to accept any bid and to reject any or all bids:** The Consulate General of India, Dubai, at its own discretion, accept or reject any bid/quotation without assigning any reasons thereof. The decision of the Consulate shall be final and binding on all.
8. **Change Orders:** The agreement may be amended or modified with consent of both parties in writing signed by the duly authorized representatives of the respective parties. No variation in or modification of the terms of the Contract shall be made except by written amendment signed by both the parties i.e., the bidder and Consulate General of India, Dubai.
9. **Site Visits:** The bidders shall visit the work place, understand the scope thoroughly (even if it is not mentioned in this tender) and then quote for. The bidder shall in coordination with Vice Consul (Administration & Establishment), Consulate General of India, Dubai, visit the site on 25.10.2021 at 1000 hrs.
10. **Notification of award:** Prior to the expiration of the period of bid validity, Consulate will notify the successful bidder in writing that its bid has been accepted. The notification of award will constitute the formation of contract. Upon the successful bidder's furnishing of performance security, Consulate will notify each unsuccessful bidder and will discharge its EMD, if submitted.
11. **Termination of Contract:** The Consulate may, by written notice sent to the service provider, terminate the contract, in whole or in part at any time without assigning any reasons for its convenience. The notice of termination shall specify that termination is for the Consulate's convenience, the extent to which performance of work under the contract is terminated and the date upon which such termination becomes effective.
12. The service provider shall pay the expenses of applicable duties for execution of agreement.
13. If the service provider imposes condition, which is in condition to or in conflict with the conditions mentioned herein, his tender is liable to summary rejection. In any case, none of such conditions will be deemed to have been accepted unless specifically mentioned in the letter of acceptance of tender issued by the Consulate.
14. The tendering authority (Consulate) reserves the right to accept any tender not necessarily the lowest, reject any tender without assigning any reasons and accept tender for all or anyone or more of the articles for which the service provider has bid.
15. Any bid received by the tendering authority after the deadline for submission of bids will be rejected and not be considered and may be returned unopened to the service provider.
16. The service provider shall be deemed to have visited the site(s) and made themselves familiar with the working condition whether they actually inspect the site(s) or not.
17. The service provider shall employ as its representatives, servants and workmen after verifying their antecedents and loyalty before employing them for the works. It shall ensure that no person of doubtful antecedents and nationality is, in any way, associated with works.
18. The tender shall remain open for acceptance for a period of 120 days from the last date of submission.

- 19.** The rates quoted by the service provider shall be deemed to include all taxes and duties including VAT etc. as applicable. Liability, if any, towards staff and employees from principal employer's end shall be deemed to be included in the offer. VAT etc. to be specified clearly in the quoted price.
- 20.** The service provider would need to ensure that all the statutory requirements for operating buildings are in force and adhered to.
- 21.** Validation of Contract: The contract shall be valid initially for one year after the issue of letter of intent, subject to satisfactory performance of the competent authority, the contract shall be extended for further two years on the same rates, terms & conditions. The Consulate will have the right to review or cancel contract at any stage of execution with 30 days of advance notice.
- 22.** Code of Conduct and Penalty for Non Performance: The service provider or an experienced supervisor engaged by the service provider shall personally visit the designated areas in office building of CGI, Dubai and as well as Consul General of India's Villa No. R-21, Emirates Hills, Dubai to ensure adherence to agreed scope of work.

The number of workers as agreed upon for work at the Office Building of Consulate General of India, Dubai and Consul General of India's Residence at Villa R-21, Emirates Hills, Dubai shall be available for work as per agreed schedule. If the number of the employees falls short of the agreement, proportionate wages shall be deducted from the bill for the respective month.

If any of the assigned work is not found satisfactory, an appropriate amount will be deducted for every major deficiency from the bill for the respective month. The decision of the Consulate will be final in this respect.

Smoking, chewing of pan, intoxication, sleeping on duty is forbidden in the building.

The service provider shall provide the details and schedule of maintenance of Landscape/cleaning and upkeep of garden areas, Cutting grass/provision of seasonal flowers, Swimming Pool/General cleaning outside villa and bushes/branches etc. of the work as listed in the scope of work.

All workers and staff employed by the company shall be employee of the company and will not have any claim of any nature on the Consulate. Any dispute arising between employee and company will be the responsibility of the company only.

- 23.** Other conditions: The service provider shall ensure that all compliance governing the employment of labour under this contract are met in line with the requirement.

The service provider is also responsible for transfer and discharge of them. All personnel employed by the service provider shall at all times and for all purposes be solely in the employment of the service provider.

The service provider shall assign personnel of appropriate qualification and experience to perform and fulfill its obligation under this tender. The service provider shall take

commercially reasonable steps to ensure the staff members performing services under this tender are qualified and suitable to perform such services. The service provider is obliged to replace, without unreasonable delay and at no cost to the Consulate, any personnel whom the Consulate considers lacking the necessary competence or with whom the Consulate finds it difficult to collaborate.

The service provider will have to ensure compliance with all Labour laws/regulations before a contract can be signed. This will include obtaining appropriate trade license, labour card of the employees, appropriate insurance. The service provider will furnish details that all statutory dues have been paid in respect of the officials deployed in the Consulate. The service provider will ensure that the total number of staff deployed at any site is agreed with the Consulate beforehand and this number is not changed without mutual contract in writing.

The service provider shall ensure that all employees assigned by them to perform development of the services are employees of the service provider and that under no circumstances shall the relationship of employer and employee be deemed to arise between the Consulate and the service provider's personnel.

The service provider must know and follow their duties related to safety for all personnel. These guidelines are applicable to contractors as well as sub-contractors deployed by them at the suite.

All the staff deployed by the service provider should be provided with a Uniform and shall work within the Consulate premises and at Villa R-21, Emirates Hills, Dubai in their prescribed uniform.

The service provider must provide consumables, modern tools and equipment based on applicable regulations/codes/guidelines, required for maintenance of Landscape/ Swimming Pool and other areas as defined in the scope of work.

The service provider should ensure that proper qualified/trained/licensed personnel carry out the jobs and that proper supervision is done for all jobs.

All workmen of the service provider must have valid identification cards issued by the Consulate to be displayed at all times during duty hours.

**24. Taxes and Duties:** The bidder must include in their bids all duties, royalties and sales/service taxes or any other taxes, fees, charges as applicable. The Consulate will entertain no extra claim on this amount at any stage of execution of work. In case of any variations in the taxes, the same shall be charged after producing the Government notification.

**25. Employees:** The contracting company must employ qualified/competent personnel on site for execution of the agreed tasks. The workers provided should be on the permanent roll of the company with valid working visas and should preferably be Indian nationals. A copy of the Labour card of each worker shall be submitted to the Consulate before deployment for work. The company shall comply with the provisions of all applicable labour and immigration legislations.

**26.** Execution Method: The successful bidders shall get the following documents approved by the Consulate Management for effective performance of tasks:

- Standard operation procedure for all service categories,
- Daily/Weekly/Monthly/Quarterly/Yearly Maintenance Schedules, for Garden/Landscaping maintenance
- Down time scheduling of various services.

**27.** Terms of Payment: The payments shall be made quarterly for the services rendered in the preceding month. Billing cycle will be 1<sup>st</sup> day following the completion of quarter.

### **General Instructions for Compliance**

**28.** The tenders should be submitted in two sealed covers – the first sealed cover should be superscribed “Technical Bid” and second sealed cover superscribed “Financial Bid”. Both the sealed covers should be placed in the main sealed envelope superscribed “Tender for Annual Maintenance Contract (AMC) for Landscape/Garden Maintenance of Indian Consulate as well as Residence of Consul General at Emirates Hills, Dubai UAE” and addressed to ‘Head of Chancery, Consulate General of India, Al Hamriya, Diplomatic Enclave, P.O. Box No.737, Dubai, UAE’.

**29.** The ‘Technical Bid’ should contain:

- The requisite information duly filled in as per Proforma at Annexure-I;
- Agency profile including previous experience of maintenance of Landscaping/Swimming Pool etc. to Government Departments, total number of staff/worker/gardeners permanently working with the company,
- Demand Draft/Banker’s cheque for Earnest Money Deposits;
- Copy of Local Common Registration number/permission to carrying out actively as per Scope of Work defined in the Tender Document.
- VAT Registration Number
- Audited Financial Statement of Last 3 years

**30.** The ‘Financial Bid’ should contain rates which are to be quoted on monthly basis as proforma at Annexure-II. The quote should be including of all applicable taxes.

**31.** The tender forms shall be filled in ink or typed. No tender filled in pencil will be considered. The tender shall be signed, dated and witness in all places provided for in the documents. All corrections/deletions/scoring out/over writing shall be initialed. Any correction made in the tender documents by the bidder shall be made in ink only and not by using correcting fluid, and should duly be authenticated. Every page of the tender shall be initialed by the bidder, and submitted back as a token of accepting the laid down terms and condition. The bidder shall sign all schedule forming part of the tender.

**32.** Late Bids: The bidders are advised, in their own interest, to ensure that the tender document reaches the Consulate well before the closing date and time of the bid submission. Any bid received after the deadline shall be rejected and returned unopened.

**33. Modifications and withdrawals:** No documents may be modified after submission. In case of any changes the bidder may write the corrections and send the same and it is at the discretion of the tender inviting authority to accept the same or reject it, and no changes shall be accepted once the bids are opened. In case of withdrawal, the bidder will lose his Earnest Money Deposit and will be blacklisted.

**Part-I: Technical Bid****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 in UAE (with address and Contact details) if any	
Total turnover in the latest financial year	
Total Staff Strength	
Total Technical staff percentage	
Nationality of Staff deputed for work (in case of getting bid)	

**Bidder information – More detailed information on the following aspect may be given in typed form.**

**A. Business background**

- (a) How many years has your firm been in business? How many years under its present business name?
- (b) Attach a current organizational chart and include the total number of employees in your firm in India, by various locations.

**B. Claims and Suits (Explain any “Yes” answers)**

- (c) Has your firm, its subsidiaries or its parent companies, ever filed for bankruptcy?
- (d) Has your firm ever failed to complete work awarded to it?
- (e) Are there any judgments, claims, arbitration proceedings or suits pending or outstanding against your firm or its officers?
- (f) Has your firm filed any lawsuits or requested arbitration with regard to any contract(s) within the last five years?

**C. Financial Information**

- (g) Please provide copies of your firm's audited financial statements (income statement, balance sheet, cash flow statements) for the last 3 years.
- (h) 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.
- (i) Please list your top five (5) customers and indicate what % of your business they represent.
- (j) Who are your bankers? What is the credit limit you enjoy with various banks?

## **ANNEXURE-II**

### **Part-II: Financial Bid**

Consulate General of India, Dubai

#### **REQUEST FOR PROPOSAL(TENDER)**

#### **MAINTENANCE SERVICES**

FOR

#### **CONSULATE BUILDING OF CGI, DUBAI PART 2 – Financial Bid**

To:

**Head of Chancery  
Consulate General of India  
Al Hamriya, Diplomatic Enclave,  
P.O. Box No. 737  
Dubai, U.A.E.  
PHONE NO: 00971 4 3971222, 3971333**

Dear Sir,

Sub: Financial Bid for Annual Maintenance Contract (AMC) for Landscape/Irrigation/Garden Maintenance (Outdoor and Indoor Plants) of Office Building of Consulate General of India, Dubai **AND** Landscaping/Irrigation/Garden Maintenance (Outdoor and Indoor Plants)/ of Consul General of India's Residence Villa No. R-21, Emirates Hills, Dubai, UAE.

As part of the Bid, we hereby offer AED ..... for providing Annual Maintenance Contract (AMC) of the above (inclusive of all taxes).

The above is inclusive of all the applicable taxes; fees, as per regulations.

We have read these conditions carefully and will comply strictly. We agree to bind by this offer if we are selected as the preferred bidder.

NOTE: All the above work will conform to Dubai Municipality Norms.

The C.R. number of the company registered with Dubai Chamber of Commerce is \_\_\_\_\_.

For and on Behalf of:

Signature (Authorized Signatory)  
Designation:

