



File No.

Embassy of India, Abu Dhabi

**TENDER FOR INTEGRATED FACILITY MANAGEMENT SERVICE PROVIDER (IFMSP) AT  
EMBASSY OF INDIA, ABU DHABI**

**Part I - NOTICE INVITING TENDER**

The Embassy of India, Abu Dhabi invites **bids** under **02 BID SYSTEM** for providing Integrated Facility Management Services for the Embassy of India, Abu Dhabi on contract basis from the eligible entities/companies as per details given in the tender documents and the bidding schedule below:

<b>Bid Schedule</b>	
Date of publishing	20.04.2024
Bid Document Download Start Date	21.04.2024
Clarification Start Date	21.04.2024
Site visit start date	23.04.2024
Site visit end date	01.05.2024
Pre-bid Meeting	02.05.2024
Bid Submission Start Date	21.04.2024
Clarification End Date	03.05.2024
Bid Submission End Date ( <b>DEADLINE FOR SUBMISSION OF BIDS</b> )	16.05.2024
Date of Technical Bid opening	18.05.2024
Date of Financial Bid Opening	22.05.2024
a) <b>EMD</b> to be submitted in the form of Cheque in favour of "Embassy of India, Abu Dhabi" before 'Bid Submission End Date' b) Address for pre-bid meeting and EMD submission: Embassy of India, Embassies District, Abu Dhabi c) Email for submission of clarifications: <a href="mailto:hoc.abudhabi@mea.gov.in">hoc.abudhabi@mea.gov.in</a> d) <b>Contact details: Head of Chancery, Embassy of India, Abu Dhabi,</b> <a href="mailto:hoc.abudhabi@mea.gov.in">hoc.abudhabi@mea.gov.in</a>	

2. The bids shall be submitted by post or hand on or before the last date of bid submission at the Embassy of India, Abu Dhabi.

3. **There is no 'Tender Fee'.**

4. The Competent Authority of the Embassy reserves the right to reject any or all the bids without assigning any reason and the decision of the competent authority of the Embassy shall be final and binding.

Dhruv Mishra  
Head of Chancery  
Embassy of India, Abu Dhabi

**Part - II**  
**INTRODUCTION**

**1. Tender Objective**

The Embassy of India, Abu Dhabi invites proposals for Integrated Facility Management Services (IFMS) with an intent to enter into an annual contract with a reputed IFMS provider (hereby referred to as "IFMSP") for its premises at the Embassy of India, Abu Dhabi that include the Chancery, Embassy Residence and other associated buildings (hereby referred to as "the Embassy").

**2. Brief Scope of work**

A brief of services to be provided by the IFMSP is as follows:

**a. Central Air Conditioning maintenance, Electrical, Plumbing, Civil Maintenance, Elevator maintenance:** regular maintenance of all plant and equipment through Planned Preventive Maintenance (PPM). The basis of PPM shall be the routine maintenance tasks set out by mutual agreement. Also, IFMSP shall attend to unplanned reactive maintenance such as breakdown, faults, or emergencies;

**b. Cleaning Services:** daily internal and external cleaning of the Embassy properties.

**c. Pest Control Services:** proactive approach to pest control treatment for the Embassy's properties.

**d. Statutory Systems Maintenance:** regular maintenance of all lifts, fire alarm and firefighting systems through planned preventive maintenance (PPM). The basis of PPM shall be the statutory maintenance task set out by mutual agreement. Also, attend to unplanned reactive maintenance such as breakdown, faults, third party testing or emergencies.

**e. Landscape Maintenance:** regular maintenance of indoor and outdoor landscape areas of Embassy properties, which includes but is not limited to pruning, fertilization, pesticide application, irrigation management, weed control and general cleaning.

**f. Waste Management :**clearing and cleaning of waste bins and skips. Replacing of bin liners. Coordinating with agencies for collection of waste. Removal and disposal of waste from bins to external skip. Implementation of effective recycling services.

**g. Building & Infrastructure:** maintenance of buildings and civil infrastructure of the Embassy properties.

**PART - III**  
**GENERAL INSTRUCTIONS**

**1. Minimum Eligibility Criteria and associated documentation**

**1.1 Minimum eligibility criteria at technical bid stage**

The following shall be the minimum eligibility criteria for selection of bidders at technical bid stage of the tendering process:

- (a) **Legally Valid Entity:** The bidder/firm shall necessarily be a legally valid entity in accordance with laws, rules and regulations of the Government of UAE.
- (b) **Existence:** The bidder/firm must be in existence for a minimum period of 5 years on **20.04.2024**.
- (c) **Licenses/registration:** The bidder/firm must be registered with the UAE authorities with valid commercial/trade licenses and comply with laws, rules and regulations laid down by the UAE Ministry of Human Resources & Emiratization (MoHRE).
- (d) **Experience:** The bidder must have successfully completed one work of an annual contract value of minimum AED 400,000 or two works of minimum of AED 250,000 each or three works of minimum AED 200,000 each in either Embassies of other countries in the UAE or UAE Government Institutions including office buildings of Ministries/Royal courts or facilities of private companies similar to ADIA/ADQ/Mubadala.
- (e) **Financial Status:** The bidder should have an annual financial turnover of AED 250,000,000 during each of the three financial years ending 31<sup>st</sup> March, 2023 i.e. for 2020-21, 2021-22 and 2022-23.
- (f) **Profit-Loss:** The applicant should be a profit making company/firm and should not have suffered any financial loss in more than two years in the previous five financial years and must not have suffered loss in the immediate preceding financial year. This fact shall be duly certified by the external auditing agency.
- (g) **Bank solvency:** The tenderer should submit Certificate of Solvency for AED 200,000 or more, certified by a bank. The certificate should not be older than a month and it is required to be renewed periodically every sixth month.
- (h) **Annual turnover:** The bidder should have had average annual financial turnover of AED 250,000 (excl VAT) or more on construction works during the immediate last three consecutive financial years. This should be duly audited/certified by a Chartered Accountant. Year in which no turnover is there would also be considered for working out the average.
- (i) The eligibility criteria related to turnover and prior experience is subject to meeting of quality and technical specifications.

## 1.2 Documents supporting the Minimum Eligibility Criteria:

(a) In proof of having fully adhered to the minimum eligibility criteria at 1.1 (a & b), self attested copies of supporting documents shall be provided with Technical Bid.

(b) In proof of having fully adhered to minimum eligibility criteria at 1.1 (c), self attested copies of Valid trade/commercial license shall be provided with Technical Bid. All the licenses must be in the name of bidder.

(c) In proof of having fully adhered to minimum eligibility criteria at 1.1(d), self attested copies of Satisfactory Work Completion Certificates (describing the nature and items of works completed) issued by the clients from Embassies of other countries in the UAE or UAE Government Institutions including office buildings of Ministries/Royal courts or facilities of private companies similar to ADIA/ADQ/Mubadala, mentioning the period during which services were provided along with annual/monthly value of the contract, shall be provided with Technical Bids. It may be noted that certificates mentioning the total value of the services provided during a specific period of one year may be provided.

(d) In proof of having fully adhered to minimum eligibility criteria at 1.1 (e) and (f), duly filled proforma as per Annexure IV , attested by the authorized signatory and certified by an external auditing agency shall be accepted. Attested copies of these documents have to be provided with Technical Bids. The company should not have incurred loss during the last three financial years and should have a positive net worth.

(e) The following documents shall also be provided with Technical Bid:

- Power of Attorney/Authorization: Firm must submit a legal power of attorney if it authorizes a person or entity to 1) bid and 2) sign bid documents on its behalf
- Company's Profile.
- Signed bid documents (on all pages)
- Self declaration that the bidder has modern equipment and latest technical expertise for management of buildings and related facilities. Machinery, equipment, implements, material and consumables proposed to be used should be clearly indicated.

## 2. TENDER FEE and EARNEST MONEY DEPOSIT (EMD)

2.1 **Tender Fee:** No cost of tender documents will be charged for the tender documents downloaded by bidders.

## 3. Earnest Money Deposit (EMD)

3.1 The **Earnest Money Deposit (EMD) of AED 10,000** in the form of bank cheque in favor of "EMBASSY OF INDIA ABU DHABI" payable at ABU DHABI is required to be submitted in a sealed envelope superscribed "Tender for Integrated Facility Management Services at Embassy of India Abu Dhabi", on or before the closing date to "The Head of Chancery, Embassy of India, Abu Dhabi" failing which the bids will not be considered.

- The submission of EMD is compulsory for all the Bidders
- The EMD shall be returned to the bidder (s) whose offer is not accepted by the Embassy within 30 days from the date of signing the agreement with the successful bidder. However if the

return of EMD is delayed for any reason, no interest/penalty shall be payable to the bidder. The EMD shall not carry any interest.

- The EMD of the successful bidder will be returned on receipt of Performance Guarantee.
- EMD of a tender will be forfeited, if the tenderer withdraws or amends its tender or impairs or derogates from the tender in any respect within the period of validity of its tender.
- If a firm/bidder quotes NIL charges/consideration the bid shall be treated as unresponsive and will not be considered

#### 4. **EXTENSION OF LAST DATE AT THE DISCRETION OF THE EMBASSY:**

Embassy may, in its discretion, amend/extend the last date for submission of bids and such extension shall be binding on all the bidders. Addendum/Corrigendum/Re-tendering, if any, in this regard will be published on Embassy's official website.

#### 5. **SITE VISIT AND PRE-BID MEETING:**

5.1 The bidders should visit the site before bidding to apprise themselves of the exact requirements relating to the scope of the work. The visit to site will be coordinated by **Property Wing, Embassy of India Abu Dhabi (Contact: +971 54 593 3136)** during the site visit dates prescribed in Part-I of this tender document.

5.2 The site visits would be followed by a Pre-Bid Meeting which would be held in Embassy. The bidders, who require any clarifications on the tender documents are invited for the meeting. The Pre-Bid Meeting shall be held as per the schedule in Part -I of this tender document.

#### 6. **OPENING OF TECHNICAL AND FINANCIAL BID:**

6.1 Bids (complete in all respects), received along with bid security declaration and EMD, will be opened as per stipulated time and date in the presence of bidder/authorized representative of bidder, if available, at Embassy of India, Abu Dhabi.

6.2 A duly constituted Committee will evaluate eligibility criteria of bidders. Technical bids of only those bidders, whose bids are declared eligible by the Committee, will be evaluated.

6.3 It shall be noted that required documents submitted along with the Technical Bid will be perused/examined and in case of any deficiency, the Technical Bid will be rejected and Financial Bid will not be opened.

6.4 After scrutiny of Technical Bids, the Embassy shall shortlist the eligible bidders who qualify in the technical evaluation stage and inform them of the date and time of opening of the Financial Bids by E-mail.

#### 7. **VALIDITY OF BIDS**

7.1 Bids shall remain valid and open for acceptance for a period of 180 days from publish date.

7.2 In case the Embassy calls the bidder for negotiation then this shall not amount to cancellation or withdrawal of original offer which shall be binding on the bidder.

7.3 The Embassy may request for extension for another period of 60 days, without any modifications and without giving any reasons thereof.

## **8. NON TRANSFERABILITY**

This tender is non-transferable. Incomplete and conditional tenders will be summarily rejected.

## **9. NON-WITHDRAWAL OF BIDS**

No bidders will be allowed to withdraw after submission of bids/opening of the tender. Otherwise, the EMD submitted by the firm will be forfeited.

## **10. RIGHT OF ACCEPTANCE:**

The Embassy reserves the right to change any condition of the tender before the bid submission end date.

10.1 The Competent Authority in the Embassy of India, Abu Dhabi reserves all rights to reject all or any bids including bids of those bidders who fail to comply with the instructions without assigning any reason whatsoever and does not bind itself to accept the lowest or any specific bids. The decision of the Competent Authority in the Embassy in this regard shall be final and binding.

10.2 Any failure on the part of the bidder to observe the prescribed procedure and any attempt to canvass for the work shall render the bidders bids liable for rejection.

10.3 The Competent Authority in the Embassy reserves the right to award any part or full contract to any successful agency(ies) at its discretion and this will be binding on all the bidders.

10.4 The Embassy of India, Abu Dhabi may terminate the contract if it is found that the IFMSP is blacklisted on previous occasion by any of the Government Departments/Institutions/Local Bodies/Municipalities/Public Sector Undertakings, etc.

## **11. NOTIFICATION OF AWARD BY ISSUANCE OF “LETTER OF ACCEPTANCE”:**

11.1 After determining the successful bidder after evaluation, the Embassy shall issue a Letter of Acceptance (LoA), in duplicate, to the successful bidder, which will return one copy to Embassy duly acknowledged, accepted and signed by the authorized signatory, within seven (07) days of receipt of the same by the successful bidders.

11.2 The issuance of the Letter of Acceptance to the bidder shall constitute an integral part of the Agreement and it will be binding on the IFMSP.

## **12. PERFORMANCE BANK GUARANTEE (PBG)**

12.1 The successful bidder has to deposit Performance Bank Guarantee (PBG) which will be a sum equivalent to 3% of the accepted contract value in the form of cheque in favour of “EMBASSY OF INDIA ABU DHABI within ten days of the acceptance of the LoA in a sealed envelope superscribed “TENDER FOR INTEGRATED FACILITY MANAGEMENT SERVICES at Embassy of India, Abu Dhabi” but before signing of the Agreement. Performance Security should remain valid for a period of 2 months beyond the date of completion of all contractual obligations of the supplier including

warranty obligations, if any. In case, the contract is further extended beyond the initial period, the BG will have to be accordingly renewed by the successful bidder. No interest shall be paid on BG. Failing which bids will not be considered.

12.2 The PBG will be forfeited by order of the Competent Authority in the Embassy 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 said BG as may be considered by the Embassy 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 IFMSP bill has been received and examined.

12.3 If the IFMSP fails to provide the PBG within ten days of the acceptance of LoA, such failure shall constitute a breach of the contract and the Embassy shall be entitled to make other arrangements at the risk, cost and expense of the IFMSP.

12.4 On due performance and completion of the contract in all respects, the PBG will be returned to the IFMSP without any interest on presentation of an absolute "No Demand Certificate" from the IFMSP and upon return in good condition of any specifications, samples or other property belonging to the Embassy, which may have been issued to the IFMSP, for carrying work stipulated in the contract.

12.5 The contract shall come into force on the date of its signing by authorized representatives of the Parties. Upon the successful bidder's furnishing of performance security, Embassy will notify each unsuccessful bidder and will discharge its EMD.

### **13. CONTRACT AGREEMENT:**

The successful bidder will have to enter into a contract agreement with the Embassy before taking charge of work.

### **14. VALIDITY OF CONTRACT:**

14.1 The contract, if awarded, shall be initially valid for a period of ONE YEAR (01 year) from the date of award. The contract may be extended for further period of 02 years [maximum tenure 03 years from date of signing of the contract] on same terms and conditions and same rates, on year to year basis 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 Embassy shall have the right at any time to terminate the contract forthwith in addition to forfeiting the performance security amount deposited by the IFMSP and initiating administrative actions for blacklisting, etc. solely at the discretion of the competent authority of the office of Embassy.

14.2 Rates/prices shall remain fixed during the entire period of the contract and shall not be subject to variation on any account. No price escalation, other than due to change/revision, if any, in statutory components such as VAT will be entertained by Embassy during the period of the contract.

### **15. MODE OF PAYMENT:**

15.1 After selection of the successful bidder as IFMSP, a price schedule shall be annexed to the Articles of Agreement according to which all payments shall be made to the IFMSP by the Embassy.

15.2 The prices in the Price Schedule shall be exclusive of any VAT, any Cess, or any other applicable taxes as may be levied by the Government from time to time and the applicable taxes

shall be charged in a separate row in addition to the applicable rates.

- 15.3 The IFMSP shall be paid on a monthly basis for the services rendered in the preceding month. The billing cycle will be the 1<sup>st</sup> of every month to the last day of the month. The IFMSP 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.
- 15.4 All payments shall be made in AED by means of bank cheque or electronic transfer.
- 15.5 The payment to the workers in accordance to minimum wages prescribed by the Govt of the UAE, along with the statutory compliance like VAT, is sole responsibility of the Service Provider.
- 15.6 No payment shall be made in advance nor any loan from any bank or financial institution recommended on the basis of the order of award of work.
- 15.7 There shall not be any provision for any over-time payment.

## **16. TERMINATION OF THE CONTRACT:**

16.1 The Contract can be terminated by the Embassy or the IFMSP, after giving three months notice to the other party extendable by mutual agreement till alternate arrangements are made. However, Embassy reserves the right to terminate the contract without giving any notice in case the IFMSP commits breach of any of the terms of the contract. Embassy's decision in such a situation shall be final and shall be accepted by the IFMSP without any objection or resistance.

16.2 On termination of the contract, the IFMSP will hand over all the equipment/furniture/articles etc., supplied by Embassy, in good working condition, back to Embassy.

16.3 If the successful bidder withdraws or the services provided by the successful bidder are not found satisfactory during the probationary period of three months from the date of taking over charge of the services, Embassy reserves the right to terminate the contract without giving any notice and initiate appropriate necessary action in the matter for making alternate arrangements.

16.4 If the IFMSP imposes conditions, which is in addition to or in conflict with the conditions mentioned herein, the 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 Embassy.

## **17. DELIVERY & PENALTY FOR DELAYED SERVICES:**

17.1 The staff deployed by the company shall perform their duties at the premises with due diligence and take all precautions to avoid any loss or damage to the Government property. If any negligent action or inaction on the part of workers of the company causing damage to contracted item(s) is reported, then full amount equivalent to that of damaged article will be recovered from the company in addition to any other action as deemed appropriate by the Competent Authority.

## **18. CORRUPT OR FRAUDULENT PRACTICES:**

18.1 It is expected that the bidders who wish to bid for this tender have highest standards of ethics.

18.2 Embassy shall reject a bid if it determines that the bidder recommended for award has engaged in corrupt or fraudulent practices while competing for this contract.



18.3 Embassy may declare a bidder ineligible, either indefinitely or for a stated duration, if it, at any time, determines that the bidder has engaged in corrupt and fraudulent practices during the execution of contract.

**19. FORCE MAJEURE:**

19.1 Embassy may consider relaxing the penalty and delivery requirements, as specified in this Tender Document, if and to the extent the delay in performance or failure to perform its obligations under the contract is the result of a Force Majeure.

19.2 Force Majeure is defined as an event of effect that cannot reasonably be anticipated such as natural disasters, act of states, direct and indirect consequences of wars (declared or undeclared), hostilities, national emergencies, civil commotion and strikes at successful bidders premise, etc.

**20. RESOLUTION OF DISPUTES:**

If any dispute arises out of the contract with regard to interpretation, meaning and breach of the terms of the contract, the matter shall be resolved in accordance with the Arbitration & Conciliation Act, 1996.

**21. GOVERNING LAWS AND DISPUTES:**

This shall be construed and governed by the Laws of India and the parties hereby submit to the exclusive jurisdiction of the Delhi Courts of Law.

**22. OTHERS:**

22.1 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.

22.2 For the Bidding / Tender Document Purposes, the Embassy of India, Abu Dhabi shall be referred to as 'Embassy' and the Bidder/Successful Bidder shall be referred to 'IFMSP' and / or 'Bidder' or 'Service Provider" interchangeably in this tender document.

22.3 The parties to the Contract/Agreement shall be the successful bidder (to whom the work has been awarded) and the Embassy of India, Abu Dhabi.

22.4 The bidder shall provide the copy of the authorization letter / Power of Attorney as the proof of authorization for signing on behalf of the Bidder.

22.5 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 with EMD of requisite amount/format, or any other requirements, stipulated in the tender documents are liable to be rejected.

22.6 For all purposes of the contract including arbitration there under, 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 acknowledgment due to the Embassy of India, Abu Dhabi. The

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

22.7 The bidders shall be bound by the details furnished to Embassy, while submitting the tender or at any subsequent stage. In case any such documents furnished by him/her are found to be false at any stage, it would be deemed to be a breach of terms of contract making him/her liable for legal action besides termination of contract.

22.8 **No escalation of price** - Price escalation, in rates due to any reason such as change in foreign currency exchange rate, increase in prices of material, equipment & labour, fuel (petrol, diesel, gas, etc.), transport, electricity & water, levy of new taxes, hike in any tax rate, Cess or due to delay in completion, etc. shall not be applicable throughout the full contract period of 3 years (initially for a period of one year, extendable on year to year basis for another two years on same contractual rate).

22.9 The payment to the workers in accordance to minimum wages prescribed by the Government of UAE along with the statutory compliance Bonus is sole responsibility of the Service Provider. No increase in contract rate will be considered on account of revision in minimum wages by the local government.

### **SPECIAL CONDITIONS**

23. The special conditions of contract shall supplement the "GENERAL INSTRUCTIONS (1-22)".

#### **24. INDEMNIFICATION:**

The successful bidder is solely liable to fully indemnify and keep the Embassy indemnified against all losses/penalties/awards/decrees arising out of litigation/claims/application initiated against the Embassy on account of acts of omission/commission attributable to the IFMSP and which are punishable under the provisions of Laws of the UAE, as amended from time to time. The Embassy shall be vested with sole discretion to determine damages / loss suffered on account of above from the dues payable from Performance Security Deposit as Performance Guarantee or from the personal property of bidder or property owned by his firm/company by way of initiating suitable legal litigation against the IFMSP at any point of time,

#### **25. LABOUR LAW COMPLIANCES**

25.1 The engagement and employment of labourers and payment of wages to them as per existing provisions of various Labour Laws and Regulations are the sole responsibility of the IFMSP and any breach of such laws or regulations shall be deemed to be breach of this contract. The Embassy may ask the IFMSP to produce documents to verify that these provisions/laws are complied with by the IFMSP.

(a) All wages and allied benefits as applicable under laws of the Government of the UAE, shall be paid by the IFMSP according to statutory provisions and the Embassy shall not incur any liability or additional expenditure, whatsoever for personnel deployed,

25.2 The IFMSP shall abide by all labour laws promulgated by the Government of the UAE. The IFMSP shall abide, including but not limited to, matters relating to timely payment of wages and allowances, payment of minimum wages, payment of overtime, grant of leave, payment of workmen's compensation, working hours, safety, maternity benefits, holidays, framing of standing orders,

disciplinary action against employees, payment of provident fund contributions, payment of gratuities and payment of bonus as per statutory provisions.

25.3 The IFMSP shall be liable for any legal dispute / case / claims that arises or may arise during currency of the contract due to non-compliances of labour or other related laws.

25.4 The IFMSP shall be responsible for compliance of all the laws/ rules/regulations and instructions of the Government of the UAE that are/shall be applicable to and aimed to protect the interest of the employees/workers, engaged by it and shall ensure payment of all the statutory dues/liabilities as may have arisen during the past 'or' may arise during, the course of performance of the contract.

25.5 The IFMSP shall submit periodical returns as may be specified from time to time.

25.6 The IFMSP shall be deemed to have visited the site(s) and made themselves familiar with the working conditions whether they actually inspect the site(s) or not. The IFMSP or his vendor shall not pay wages lower than minimum wages of labour as fixed by the Govt. of UAE.

## 26. **OFFICIAL RECORDS:**

26.1 The IFMSP shall maintain complete official records of disbursement of wages / salary, showing specifically details of all statutory deductions as per laws of the Government of the UAE, in respect of all the staff deployed in premises of the Embassy.

26.2 The IFMSP shall maintain a personal file in respect of all the staff, who is deployed at Embassy. The personal file shall invariably consist of personal details such as name, address, date of birth, sex, residential address (Temporary / Permanent) and all grievances recorded by the staff vis-a-vis action taken etc.

26.3 Each monthly bill must accompany the:

- a. List of employees with their date of engagement.
- b. The benefits (such as amount of wages and the IFMSP shall ensure that minimum wages are paid to all the employees with all the as applicable under laws of the Government of the UAE).
- c. Declaration of the IFMSP regarding compliance of the UAE Government.

**Note: Biometric machine need to be installed in order to monitor the attendance of the employees (arrival/departure).**

## 27. **Miscellaneous Instructions**

27.1 Issuance of this Tender, the preparation and submission of a response by the Bidder and the subsequent receipt and evaluation of the response by Embassy authority does not commit Embassy to award a contract to any bidder, even if all requirements stated are met.

27.2 Mere submission of information does not entitle the bidder to meet an eligibility criterion. Embassy reserves the right to vet and verify any or all information submitted by the bidder.

27.3 If any claim made or information provided by the bidder in the bid or any information provided by the bidder in response to any subsequent query by Embassy, is found to be incorrect or

misinterpretation of facts, then the bid will be liable for rejection.

27.4 After the selection, the successful bidder must be able to commence the service within 7 days after the award of Letter of Intent.

27.5 All rates and lump-sum amounts, if any, shall be firm throughout the duration of the contract and no deviations shall be entertained by Embassy in this context.

27.6 The bidders shall deploy adequate manpower, machinery and resources to ensure completion of work as per stipulated operational timings. No over timings shall be allowed to the staff members.

27.7 Should any new areas of work not envisaged as being part of this Tender document are added, the prices for the new areas of works shall be mutually agreed between the Embassy and the bidders based on the actual rate analysis or as per the prevailing rates as agreed in this Tender document.

27.8 The Embassy will make all payments to the IFMSP for the services rendered satisfactorily on monthly basis in accordance to relevant clauses or conditions of contract.

27.9 Additional staff required other than those specified shall be obtained on pro-rata basis.

27.10 The bidder would be responsible for all mandatory compliances for social, safety and environmental issues related to the performance of the service provider in the Embassy premises.

27.11 Embassy reserves the right to remove any person found unfit.

## **28. Taxes and Duties**

The bidder must include in their bids all duties, royalties and sales/service taxes or any other taxes as applicable. The tender inviting authority will entertain no extra claim on this account. In case of any variations in the taxes, the same shall be charged to Embassy after producing the notification by the Government of the UAE.

## **29. Employees**

The IFMSPs must employ qualified/competent and police verified personnel on site for the execution of the agreed tasks. The IFMSPs shall comply with the provisions applicable labour legislations promulgated from time to time by the Government of the UAE. The IFMSP shall employ as his representatives, servants and workmen after verifying their antecedents before employing them for the works. He shall ensure that no person of doubtful antecedents and nationality is, in any way, associated with work.

## **30. Execution Method**

The successful bidders shall get the following documents for effective performance of tasks

30.1 Standard Operation Procedures for all Service Categories

30.2 Daily/Weekly/Monthly/Quarterly/Yearly Maintenance Schedules

30.3 Log books/Log Sheets

30.4 Down time scheduling of various services

## **31. Other terms & Conditions of Tender**

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

31.2 **Change orders:** This 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 Embassy.

**31.3 Right to accept any bid and to reject any or all bids :** The Embassy reserves the right to accept any bid, and to annul the tender process and reject all bids at any time prior to award of contract, without assigning reasons & without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for the self decision.

#### **31.4 Penalty for Non-Performance**

- The IFMSP or an experienced supervisor engaged by the IFMSP shall personally visit installations under operation daily in every shift and ensure PPM is followed strictly. He shall also ensure proper manning of each installation by authorized Technician and by organizing the operators engaged by the IFMSP in such a manner that all services are manned, operated on 24x7 basis or as ordered by management, failing which a penalty of AED 100 per day will be charged.
- The number of workers as agreed upon for work at the Embassy 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 amount of AED 500 will be deducted for every major deficiency from the bill for the respective month. The decision of Ambassador of India to the UAE will be final in this respect

#### **31.5 Code of Conduct**

- Smoking or chewing of tobacco in the building, intoxication or sleeping on duty is forbidden.
- IFMSP shall provide and maintain all site documents, SOPs, Checklists, Trackers as per engineering best practice for safe and economical running of services. Draft SOPs, Check Lists, PPM (Planned Preventive Maintenance) Schedules shall be forwarded to Embassy for approval before they are placed at site for application within month of acceptance of LOI (Letter of Intent).
- If in case, the Embassy decides to extend the contract after one year, it will solely be based on the basis of the services provided by the company during the course of contract of one year and any such extension shall be on same terms and conditions as existing.
- All workers and staff employed by the company shall be employee of the company and will not have any claim of any nature on Embassy. Any dispute arising between employer and company will be responsibility of the company only.
- IFMSP shall be liable to pay for damages caused due to negligence and improper handling of the equipment (if any).

## Part – IV

### Scope of Work

#### 32. Overview

##### i) Objective

The purpose of this document is to lay down the scope of work for the IFMSP providing the Integrated Facilities Management management services for the site at Embassy of India, Abu Dhabi.

##### (ii) Brief Scope of work

The IFMSP shall be responsible for the scope of work detailed in the following sections at the following facilities of the Embassy

1. Chancery (Office building), Embassy of India Abu Dhabi
2. India House (Residence of the Ambassador), Embassy of India Abu Dhabi
3. Additional Office Floor, Guardian Towers, Al Muroor Area, Abu Dhabi

The bidding firm shall familiarize itself with the premises during the site-visits as the services offered in the above facilities may be different. Any additional information required may be sought during the visit or via an email addressed to [hoc.abudhabi@mea.gov.in](mailto:hoc.abudhabi@mea.gov.in) with the subject line “ Query for Tender Notice of IFMSP at the Embassy of India, Abu Dhabi.”

The IFMSP must provide the following services:

a. **Central Air Conditioning, Electrical, Plumbing, Civil Maintenance, Elevator:** regular maintenance of all plant and equipment through Planned Preventive Maintenance (PPM). The basis of PPM shall be the routine maintenance tasks set out by mutual agreement. Also, IFMSP shall attend to unplanned reactive maintenance such as breakdown, faults, or emergencies;

##### **I. Electrical Systems:**

The IFMSP shall maintain all electrical plant and systems in accordance with Local standards. The IFMSP shall be responsible for maintaining, repairing, testing and inspecting ALL Electrical Plant and Systems to ensure full and uninterrupted continuity of supply.

An indicative list of systems which shall be part of the contract is follows:

- Power distribution and switchgear
- Low voltage power distribution systems and switchgear
- Internal & external lighting luminaires
- Emergency lighting luminaires
- Lightning protection systems
- Metering system as when applicable for common areas
- Backup power systems including generators and batteries
- Control panels
- The IFMSP should put in place a programme of regular inspections to identify and replace any failed lights. Furthermore, all emergency lights should be tested in

accordance with the requirements of SFG20 and meet the minimum requirements of the relevant UAE authorities.

## **II. Mechanical Systems:**

The IFMSP shall maintain all mechanical plant and systems in accordance with the manufacturer's literature and to the UK, B&ES SFG20 Guidelines which may be adapted where the IFMSP is confident that an alternative approach may provide an equal standard of maintenance.

The IFMSP is responsible for maintaining, repairing, testing and inspecting ALL Mechanical Plant and Systems to ensure full function and operation at all times.

## **III. HVAC Systems:**

The IFMSP shall maintain all mechanical plant and systems in accordance with the manufacturer's literature and to the UK, B&ES SFG20 Guidelines which may be adapted where the IFMSP is confident that an alternative approach may provide an equal standard of maintenance and shall carry out the same as per the following:

- Planned and comprehensive maintenance of the HVAC system to keep its performance at the optimum quality and level during the Contract period.
- To provide smooth and uninterrupted maintenance service.
- Regular Repair & maintenance of all HVAC equipment .
- Regular comprehensive checking of full HVAC system on monthly basis.
- Attending to all break down calls on 24X7 basis.
- Regular checkup and service for Air sampling, plate count, air monitoring and indoor air quality etc.
- Regular repair and replacement of defective parts of the HVAC system, including compressors of AC units.
- Deployment of adequate manpower /staff for the HVAC maintenance as above.
- The HVAC systems maintenance shall include the following sub-units:
  - Air conditioning and chilled water system
  - Fresh Air Handling Unit (FAHU)
  - Fan Coil Unit
  - Chillers system
  - Electrical system
  - Indoor Bus way
  - Switchgear panels
  - Isolators, capacitors and contactors
  - Distribution boards
  - Supply and extract ventilation systems
  - Cooling & refrigeration systems

The IFMSP is responsible for maintaining, repairing, testing, and inspecting ALL HVAC Plant and Systems to ensure a comfortable ambient throughout the year.

**b. Cleaning Services:** daily internal and external cleaning of the Embassy office buildings, Residence including other associated properties. The minimum expectation of the Embassy from the IFMSP in terms of cleaning related activities (including frequency of various activities) can be found in **Annexure – V**. The IFMSP Operator shall provide an outstanding standard of cleanliness throughout the premises by adopting a recognized international cleaning standard (such as ISSA

or BICS) as the basis for management and delivery of cleaning activity including scheduled, periodic and deep cleaning and reactive cleaning. The IFMSP Operator shall agree standards with Embassy from time to time. Cleaning services shall include cleaning, upkeep and sanitation of the swimming pool.

#### **(i) Service Scheduling**

The IFMSP Operator shall provide Cleaning and Waste Management on a scheduled and reactive basis on 365 days a year, 24 hours a day and 7 days a week. The IFMSP Operator shall provide a Planned Cleaning Plan setting out when cleaning will be undertaken, including scheduled, periodic and deep cleans. The majority of cleaning tasks shall be completed outside of Core Hours. Core Hours and Non-Core Hours shall be decided by mutual agreement between the IFMSP operator and the Embassy. However, public areas shall be cleaned by the IFMSP Operator when access availability permits. Deep cleaning shall be scheduled to minimize inconvenience and disruption to Embassy operations. The IFMSP Operator shall manage all access requirements and procure appropriate equipment to undertake the Cleaning and Waste Management Service in accordance with the Access Protocols.

#### **(ii) Materials and Equipment**

- The IFMSP Operator shall be responsible for the procurement, safe storage and use of materials, disposables and, Consumables required for the provision of the Cleaning Service, and for all costs incurred in their procurement and storage in line with COSHH Regulations regarding handling of hazardous materials.
- The IFMSP Operator shall provide, maintain, clean, store and replace when required, all cleaning equipment and materials in compliance with the IFMSP Operator's policy and agreement with Embassy.
- The IFMSP Operator shall select and replace equipment and materials to minimize environmental impact, while maintaining the quality of the cleaning. Continuous improvement in the Cleaning and Waste Management service shall be achieved in accordance with the Continuous Improvement process.

#### **(iii) Reactive Cleaning**

The IFMSP Operator shall provide a reactive Cleaning Service during Working and Non Working Hours. This service will be based on ad hoc activity reported through the Service Manager and proactive tasks identified by the IFMSP Operator. The IFMSP Operator shall respond to such requests as determined by mutually agreed service response times. Reactive cleaning tasks include, but are not limited to:

- spillages;
- cleaning associated with building work, cleaning associated with events
- untoward incidents, such as flooding and shamals;
- other requests received by the service manager

c. **Pest Control Services:** proactive approach to pest control treatment for the Embassy's official and residential properties. The IFMSP shall be responsible to provide a total pest control service



for the entirety of the Embassy's properties free from rodents, birds, insects and other pests. The programme to be implemented shall include a complete prevention and reactive service for dealing with any pests encountered within the development.

- The IFMSP shall implement a regime that that would control, if not eradicate all pests from site, including the removal of dead creatures and in addition, the IFMSP shall implement a programme for the control of avian pests to eliminate the potential damage their droppings may do to the premises including exterior towers.
- In the event of an infestation, the IFMSP shall provide a 24 hour call out service and promptly attend to the problem and to then closely monitor any measures taken through to complete eradication.
- The IFMSP shall ensure the use of chemicals, including pesticides, are strictly controlled and monitored and fully comply with COSHH requirements and are approved by the Ministry of Health and / or Local Municipality as appropriate and records of their use must be available for inspection. No chemicals shall come into contact with Embassy Staff or visitors directly or indirectly.
- The IFMSP shall institute a system of written reports on all pest control site visits. These shall be dated and describe the extent of treatments undertaken and shall contain a summary of what was found, including the species involved, the degree and extent of infestation and its significance, and possible origin. Comments on hygiene, proofing, structure, design, and management practices as they affect pest infestation or control shall be included.
- Pest control is to be done in the common areas as well as inside the residences.
- Only 'A' grade safe material is to be used for pest control.
- Pest control is required against , but not limited to, the following:
  - Flies
  - Midges
  - Millipedes
  - Cockroaches
  - Wasps
  - Moths
  - Lice and mites
  - Silverfish
  - Ants
  - Fleas
  - Crickets and Locusts
  - Bees
  - Hornets
  - Rattus (ship or black rat)
  - Rattus Norvegicus (common, brown or Norway rat)
  - Mus domesticus (house mouse)
  - Pigeons
  - Termites
  - Cats
  - Snakes

All man and material required for pest control work will be arranged and provided by IFMSP.

The IFMSP is to consider the location of the Embassy and make provision for control of any wildlife which may enter the premises which is then to be dealt with according to Local Municipality regulation i.e.snakes etc.

d. **Statutory Systems Maintenance:** regular maintenance of all lifts, fire alarm and firefighting systems through planned preventive maintenance (PPM). The basis of PPM shall be the statutory maintenance task set out by mutual agreement. Also, attend to unplanned reactive maintenance such as breakdown, faults, third party testing or emergencies.

### I. Fire protection

Fire protection and fighting systems are to be maintained in accordance with local laws and Civil Defense norms and complying with all relevant legislation and applicable laws. It is the responsibility of the IFMSP to prepare a fire management plan that includes continual assessment and management of fire risks. The detection, prevention, training, operational monitoring, recording and reviewing in relation to fire services. The fire management plan shall be submitted to the Embassy and approved within 30 calendar days from mobilization.

The entirety of Fire Protection is included and is likely to comprise of the fire detection and alarm systems, firefighting systems, sprinkler systems, gaseous systems, fire extinguishers and blankets, fire doors and fire signage. The IFMSP is required to appoint a specialist sub-contractor who is Civil Defense approved to maintain these systems in accordance with the standard to which they have been designed and installed.

The IFMSP shall also be fully responsible for:

- Monitoring and responding to fire alarms (false and real)
- Assisting the evacuates during a fire alarm/emergency evacuation
- Performing of fire drills
- Inspecting and reporting on fire related signage (assembly points, evacuation plans, etc.)
- All alarms must be recorded in the building logbook.
- In the event of a “real fire” the emergency procedures must be adhered to.
- The appointed specialist Fire Alarm Company shall maintain and repair the system(s) and carry out inspections and tests and provide an annual inspection report which the IFMSP should pass to the Embassy in order for them to renew any occupancy permits.

Below services will be provided at all facilities included within this contract and shall include but not be limited to:

- Fire detection and alarm systems,
- Fire alarm system remote monitoring,
- Fire hydrants, hoses & tools etc.,
- Fire hose reels, extinguishers & blankets,
- Fire extinguishing systems,
- Fire sprinkler distribution, tanks and pumps,
- Fire doors,
- Fire signage

- Sounders and PA systems,
- FM200

The scope of work shall include the above and shall be read in conjunction with **Annexure-VI**

## **II. Elevator**

The IFMSP shall be responsible for the maintenance and Third party certification of the elevator at the Embassy. As a minimum, the IFMSP shall service the elevator on monthly basis with the certification being renewed biannually. The IFMSP shall prepare and execute standard operating procedure as per industry standards for maintenance of the elevator at an optimum performance level.

## **III. CCTV**

The IFMSP is required to perform the following Services :

- Planned Preventive Maintenance such as but not limited to the daily operations, checks, adjustments, renovations, replacement of weakened and worn-out parts/units, recording etc. of all relevant equipment, services, and installations of the Embassy necessary to prevent, correct or rectify any fault, malfunction, defect, damage, or dilapidation and to ensure continuous, full and normal operation of these Assets with proper documentation of the process.
- All types of Reactive Maintenance related to CCTV, and associated systems.
- Replacement of non-repairable Assets/parts.

All cameras and equipment related to the CCTV system installed within the premises are deemed to be included in the planned maintenance regime.

## **IV. Plumbing System/Water Supply**

The IFMSP shall maintain all plumbing plant, systems and associated sanitary ware in accordance with the manufacturer's literature and to the UK, B&ES SFG20 Guidelines which may be adapted where the IFMSP is confident that an alternative approach may provide an equal standard of maintenance.

- It will be the responsibility of IFMSP to maintain and repair all electrical and plumbing fittings(inside or outside) and controls/switches, distribution boards and panels etc. Any consumables required for such repairs will be forecasted for procurement by Embassy and adequate stock maintained for reducing response time of such complaints.
- The service provider will also replace electrical conduits and water pipes inside the walls. Conduits, water pipe lengths may be requisitioned in advance to Embassy. All civil material will be arranged and expenditure borne by Embassy on being requisitioned by IFMSP.
- All seepages, inside or outside the Embassy building structure (including the chancery, Embassy residence and associated offices) will be rectified by IFMSP.

- Any plastering or re-plastering, wherever required will be done by IFMSP.
- This section shall include the swimming pool controls. Plumbing, fixtures, lighting and other auxiliary equipment related to the swimming pool.
- It will be the responsibility of IFMSP that water supply to building is maintained / available with adequate pressure on 24x7 basis. He will maintain and operate all equipments installed in pump room, underground water tanks and isolating valves/controls provided at various places in the building. He will maintain updated drawing of layout of distribution diagram of system, displayed appropriately for reference and action.
- It will be the duty of IFMSP to ensure that all equipments installed in the pump house including pump house building are maintained safe for operation through planned and predictive maintenance. He will check all sumps, overhead and underground tanks for suspended and bacterial impurities; take action to clean them with adequate advance notice to conserve water and shutdown of supply is planned to bare minimum period.
- Service Provider will also liaise with Water Supply department to procure water tankers in case of short supply of water in the Embassy.
- All tools, tackles, scaffoldings and test kits required to attend to various repairs, operations shall be deemed to be included in IFMSP's offer.
- Water supply systems shall include those related to the swimming pool at the Embassy residence.

The IFMSP is responsible for maintaining, repairing, testing and inspecting ALL Plumbing Plant and Systems to ensure full function and continuity of supply at all times. This also includes the Water Tank and Water Hygiene which are covered under Statutory Inspections including an yearly deep cleaning with assistance of specialist service provider, if required, for clearing of accumulated waste at the tank bottom.

Below services will be provided at all facilities included within this contract and shall include but not be limited to:

- Domestic hot, cold, mains and potable water systems
- Above ground internal and external waste, soil and rain water drainage systems
- Irrigation systems
- Effluent Tanks & Pumps

**V. Gate barrier in parking area :** The IFMSP shall inspect, maintain and repair (if required) the gate barrier unit and sub-units as per standard operating procedure commensurate to industry standards in addition to all necessary routine maintenance as per the manufacturer's operations and maintenance manual instructions.

**e. Landscape Maintenance:** regular maintenance of indoor and outdoor landscape areas of Embassy properties, which includes but is not limited to pruning, fertilization, pesticide application, irrigation management, weed control and general cleaning.

The work which will be performed includes, but is not limited to the maintenance of all common areas including slopes, lawns, flowerbeds and pathways. IFMSP or his vendor will furnish all necessary labour, supervision, equipment, tools, transportation, permits, insurance and taxes in his performance of these specifications. He will perform maintenance in accordance with the highest horticultural standards. All landscaping debris will be removed from the premises by

IFMSP at his cost. All personnel will be uniformed, in a neat and clean manner at all times. The scope of work for landscaping shall include indoor and outdoor areas and shall include:

(a) Indoor areas

- Design and maintain indoor gardens, including the selection and placement of plants.
- Watering, fertilizing, and pruning indoor plants.
- Ensuring proper lighting and temperature conditions for plant growth.
- Monitoring and controlling pests and disease.
- Regular cleaning and maintenance of indoor garden areas.

(b) Outdoor areas

- Design and maintain outdoor gardens, lawns, and green spaces.
- Planting and maintaining trees, shrubs, flowers, and other outdoor plants.
- Regular mowing, trimming, and maintenance of lawns.
- Irrigation system installation and maintenance.
- weed control and removal.
- Pest and disease management for outdoor plants.
- Regular cleaning and maintenance of outdoor garden areas.
- Seasonal planting and maintenance, including spring and fall cleanup.
- Ensuring proper drainage and soil condition for healthy plant growth.

(c) General Maintenance

- Regular litter and debris removal from outdoor areas.
- Cleaning and maintenance of hard surfaces, such as walkways and patios.
- Repairing and replacing damaged plants, trees, or shrubs.
- Monitoring and maintaining proper landscape aesthetics.
- Coordination with pest control services for outdoor areas.
- Compliance with safety regulations and use of necessary chemicals.
- Regular reporting and communication with the Embassy staff regarding landscaping maintenance.

(d) Equipments and consumables

- Supply of seasonal plants to maintain the aesthetics of the landscape as and when required at an additional cost.
- The maintenance includes timely cutting, pruning, watering, manure, spray of insecticide and Pesticides, Proper dose of Fertilization. Cleaning of Landscape Areas, and Plantation of Seasonal flowers as and when required. To carry out the maintenance work, all material, labour, tools and tackles will be provided by the IFMSP as and when required. A list of equipments and consumables along with the monthly charges thereon to be provided separately.
- IFMSP shall use underground water for irrigation purpose. Sprinkles may be used for irrigation of the lawns and water may be given at the roots of grownup trees.
- **IFMSP shall maintain the landscaped areas of the premises in an excellent condition as may be determined from time to time by Embassy representative. In the absence**

**of detailed drawings or specifications pertaining to specific items, IFMSP shall perform such work in accordance with accepted horticultural practice.**

The IFMSP shall provide a horticultural service in respect of the provision and maintenance of all indoor landscaping and planting where such exists. All plants shall be maintained to ensure a pleasing and tidy appearance and to remain in healthy growth. All plants and trees which have died or appear to be dying shall be removed and replaced as soon as possible by like for like replacement.

The IFMSP shall ensure that:

- All plant specimens are kept to a height and form which is safe, appropriate for an indoor plant and trees, taking cognizance of its position within the premises and in accordance with good horticultural practice.
- A fully detailed asset register detailing all plant specimens is kept by the IFMSP detailing type, location, condition, and frequency of visit for all plants and trees on display at each location.
- All pots/containers/ drip trays are cleaned and replaced where necessary and no instances of damaged pots, containers or drip trays occurs at any time.
- Overflow must be avoided to prevent any water marks and stains on the pots and containers at all times.

In every instance, the use of any form of chemical (for uses including but not limited to fertilizer, pesticide and herbicide) is strictly necessary before application and shall only use chemicals specifically approved by the Ministry of Environment and any other relevant code of practice issued by Local Municipality.

**f. Waste Management :** clearing and cleaning of waste bins and skips. Replacing of bin liners. Coordinating with agencies for collection of waste. Removal and disposal of waste from bins to external skip. Implementation of effective recycling services. All waste bins throughout the Embassy will be empty and cleaned before the start of each business day and shall be emptied on a routine basis, based upon the IFMSP's planned frequency schedule. Furthermore, the IFMSP must ensure a reactive response to empty any waste bin should a volume capacity of 75% of waste be visible in any individual waste bin. All waste and garbage shall be collected and removed from site on a daily basis (unless otherwise stated) in order to reduce odor and pests.

The IFMSP shall provide and put in place an appropriate professional, proactive waste management regime that ensures that the waste can be collected and remove the Waste with a minimum disruption and disturbance to the Embassy. The IFMSP as a minimum is to ensure :

- Compliance always with all pertinent and current Legislation, regulations and codes of practice and service specifications.
- The effective transfer of waste materials to designated waste collection points within buildings.
- The effective transfer of segregated recyclable materials to designated waste collection points within / Asset.
- The proper upkeep of any waste rooms/ areas to avoid odor.
- The provision of waste containers and their placing in designated locations.

- Daily (unless stated otherwise) collection and removal of waste.
- A logbook shall be kept for waste collection.
- Proper waste disposal arrangements for hazardous and non-bio-degradable material
- Document shredding services to securely dispose of documents and ensure the protection of information AS PER THE FOLLOWING GUIDELINES :

(i) Document Collection:

Provide secure containers for the collection of confidential documents at designated areas within the embassy.

Regularly empty the collection containers as per the agreed schedule or as requested by embassy personnel.

Maintain a strict chain of custody during the collection and transportation of documents.

(ii) Document Handling:

Handle all documents with utmost care and professionalism, ensuring confidentiality is maintained at all times.

Maintain strict adherence to security protocols and guidelines during document handling and transportation.

Safeguard all documents against unauthorized access or tampering.

(iii) On-Site Shredding:

Perform on-site shredding services at the embassy premises using industrial-grade shredding equipment.

Ensure that all documents are shredded in the presence of authorized embassy personnel or a designated representative.

Adhere to established security protocols and procedures to prevent any breaches or compromises.

(iv) Secure Transportation (Off-Site Shredding):

If off-site shredding is necessary, ensure that a secure transportation process is followed.

Utilize secure and locked vehicles to transport the confidential documents from the embassy to the shredding facility. Maintain a strict chain of custody during the transportation process.

(v) Certificate of Destruction:

Provide a Certificate of Destruction for each shredding session, detailing the date, time, and method of destruction.

Ensure that the Certificate of Destruction includes the necessary information to validate

compliance with data protection regulations and embassy requirements.

Retain copies of the Certificates of Destruction for a specified period as determined by embassy policies.

(vi) Compliance and Security measures: Adhere to all applicable local laws, regulations, and data protection requirements regarding the handling and disposal of confidential documents. Implement robust security measures to safeguard the documents at all stages, including during collection, transportation, and shredding. - Maintain a secure and monitored shredding facility, ensuring restricted access to authorized personnel only.

(vii) Reporting and Documentation:

Maintain accurate records of the confidential shredding activities, including the number of documents shredded, dates, and any pertinent details.

Provide regular reports on the volume of shredded documents and any notable incidents or concerns.

Facilitate the auditing and monitoring of the shredding process as required by the embassy.

(viii) Staff Training and Background Checks:

Ensure that all personnel involved in the document shredding services undergo appropriate background checks and security clearances.

Provide comprehensive training on data protection, document handling, and security procedures to all staff involved in the shredding process.

Regularly review and update training programs to ensure compliance with evolving security standards and best practices.

(ix) Environmental Responsibility:

Promote sustainable practices by ensuring the proper disposal of shredded paper, including recycling whenever possible.

Comply with local environmental regulations and encourage environmentally friendly practices within the shredding process.

g. **Building & Infrastructure:** maintenance of buildings and civil infrastructure of the Embassy properties. The IFMSP is responsible for maintaining the internal and external building fabric to retain its weather tight condition and appearance. The service required in relation to building fabric and all internal finishes is one of "maintenance" whereby any items that can be maintained, should be i.e., door hinges, automatic closers etc. and the premises regularly inspected for "appearance" and "damage". The Embassy requires that the premises are maintained to a high standard of appearance, issues that affect appearance are, scuff marks, loose fittings, cracks, chips etc. which may arise from wear and tear or accidental damage. The floors are of a particular concern as cracked tiles can



become loose and develop into a safety hazard. The IFMSP shall provide a responsive, minor, civil works service to attend to these items (fill, spot paint, re-fix, etc.). In the event of, or in the opinion of the IFMSP that a significant damage event has occurred, or that through general use, redecoration is required, he should include this in his monthly report and recommend that this be programmed for attention at a later (extra to cost) date.

The building fabric includes but is not limited to the below areas:

- Wall, floor and roof structure & framework, waterproofing, trenches
- Roof, claddings, canopies
- Doors & windows
- Internal & external fixtures & fittings
- Internal & external finishes & decoration
- Roads, pavements, car parks
- Hard landscaping
- Furniture including seats, litter bins, signage.

The IFMSP shall provide minor ancillary and minor civil work services as required.

The minor ancillary service will generally, but not exclusively, be undertaken to the building fabric and civil infrastructure of the Embassy. This may include but not be limited to:

- First line responses for Reactive Maintenance and emergency maintenance.
- Make safe activities as required.
- Minor repair works to building components including but not limited to aluminium, wooden, glass, flooring, tiling, grouting, other metal & material repairs, and rectification.
- Minor repairs work to fittings and equipment.
- Minor reactive maintenance works to the MEP assets within the training and skills set of a typical handyman.
- Minor painting activities and graffiti removal.
- Minor repair of broken walls. Minor repair of cracks.
- Repair of door locks. Repair/replacement of hinges.
- Repair of closer operations and adjustment. Adjust hinges of kitchen cabinets and wardrobes.
- Repair of cabinets only, no replacements. Repair of sliding windows.
- Repair of locks and wheels. Touch-up paint.
- Check and maintain all wooden and aluminium doors, cupboards, and windows.
- Replace defective locks, hinges, wheels, fly mesh, and door closers.
- Check and maintain minor cracks, masonry, and plaster.
- Repair and replace floor and wall random tiles. Maintain kitchen cabinets and wardrobes.
- Wall Paint in common area and office areas upto 1 Sq. Mtr as per existing additional work can be done at additional cost
- Supply and install all consumable materials, spare parts against normal wear and tear.

#### **h. Building Facade:**

The IFMSP will take all measures to maintain the facade clean and firm. All material required for repair of facade will be provided by the Embassy. All tools and equipments including scaffolding are to be provided by the IFMSP.

### **iii. Operations & Maintenance Services - Broad Outline**

This scope of work essentially indicates Operations & Maintenances services pertaining to upkeep & smooth working of the equipments. Required Preventive Maintenance will be carried out for the equipments at the facility as per benchmarked maintenance practices/ OEM (Original Equipment Manufacturer) manuals.

iv. **Manpower**

- To provide and maintain efficient engineering services in the premises by deploying sufficient number of trained, experienced and competent technical personnel.
- Necessary training to staff will be provided by IFMSP on site as per the schedule prepared well in advance and also as and when required in between.
- Coordinate with Embassy for scheduled and break down maintenance & follow up as required. Continuous efforts will be made to minimize the down time of equipment. If any material asset is within OEM Guarantee/Warranty period, IFMSP shall coordinate with the relevant service provider for timely maintenance /repair for least downtime if any.
- Indicative manpower requirement as per the assessment of the Embassy is at **Annexure – VIII**. The requirements are indicative and **NOT** a minimum requirement. The bidding firm may assess the requirement and submit its proposal accordingly.

v. **Materials, Consumables & Spares**

- To provide and maintain an efficient material management system.
- IFMSP will regularly advise Embassy on the requirement of the material & consumables based upon the inventory levels as per the site requirement except otherwise specified. Embassy shall arrange to supply the material to the IFMSP based on the approvals.
- All equipments will be maintained at optimum operating levels. All scheduled maintenance required for the upkeep of the equipment will be carried out.
- Tools & tackles required for the services will be supplied by the IFMSP. This will include electricians and plumbers kits and accessories including step ladders and safety equipment such as gloves and rubber shoes etc.
- Procurement of spares shall be on a case to case basis contingent upon prior approval of the Embassy.

vi. **Providing 24x7 Operations & Technical Support.**

- Manning and operation for the Engineering services, continuous monitoring of calls and complaints, work allocation to shift technicians, and follow up on work progress.
- Generation of reports for maintaining & analyzing equipment operation logs for equipment.
- Implementing Preventive maintenance as per schedules & Manuals.
- Coordination & Monitoring of AMCs.

vii. **Working Hours**

Working hours of the building on average will be 8 hours, 5 days a week. i.e., from 8.30 am to 5.00 pm from Monday to Friday with half hour of lunch break from 1pm to 1.30pm. However, IFMSP will provide sufficient manpower to do the work on Saturday and Sunday. After normal working hours there will be sufficient staff available (Minimum 3 persons on call as per the KPIs in **Annexure - VII** - one electrician, one plumber and one cleaning services personnel) to meet the emergency requirement in the Embassy.

viii. **Other Services**

- Tracking and submitting inventory reports of all consumables on monthly basis/as and when

required.

- Tracking and submitting all utilities' consumption and costs on monthly basis.

ix. **Service Level Agreement** :The IFMSP and the Embassy shall agree to a service level agreement which shall include the following:

a) The IFMSP shall provide an English-speaking Service Manager who will be acting as a single point of contact, ensuring that the highest level of customer service and professionalism is maintained throughout the performance of the contract. The duties and responsibilities of the Service Manager are as follows:

- Organize, manage and lead the team working for the Embassy to provide services as per the scope of work.
- Ensure the health and safety regulations for both staff and client;
- Coordinate the services schedule with the Embassy;
- Plan the shifts and rotations of staff;
- Conduct a regular review meeting with the department to ensure the wellbeing of staff and to maintain the healthy relationship of the team;
- Conduct a monthly and quarterly review meeting with the Embassy;
- Resolve any disputes among the staff they employ on this contract;
- To liaise with suppliers;
- Maintain regular contact with the appointed representative from Indian Embassy and keep informed on both progress and any problems that arises;
- Providing regular housekeeping report based on Statement of Service Requirements

b) The Embassy shall require the IFMSP to submit a Business Continuity Plan (BCP) which can be invoked during times of emergency to maintain continuity of business by the Embassy with minimal impact. The Business Continuity Plan shall:

- Set out the circumstances in which the Business Continuity Plan shall be invoked including Force Majeure and foreseeable non-Force Majeure events;
- Assess possible degrees of disruption or potential failure to the provision of deliverables;
- Set out alternative processes, options and responsibilities that may be adopted in the event of disruption or failure to the provision of deliverables;
- Set out alternative processes or options for all sub-IFMSPs essential to the provision of deliverables such as Embassy or accommodation providers;
- Emergency notification and escalation process including key contact details: Identify procedures for returning to 'normal service'.
- The Business Continuity Plan shall be reviewed annually and amended to include any new global, regional or national threats not already incorporated within the Business Continuity Plan and submitted to the Embassy.

c) The IFMSP must ensure that all staff are fully trained in relation to the requirements set out by the Embassy before being deployed, including industry related training such as safety training (Safety manual; emergency procedures; safety equipment; hazardous waste; PPE requirements; Accident Reporting Procedures; Accident Prevention, Signs, and Tags: First Aid Training; Personal Hygiene Training) and occupational training (Fire Fighting Training; Inventory

Management; Administration Training and Risk assessments). The IFMSP's staff should be trained at regular intervals to ensure that their skills are kept up to date and given opportunities to develop new ones in order to meet the demands of the contract. The IFMSP must provide the Embassy a copy of the training plan, staff credentials/ qualifications when requested.

d) The IFMSP shall provide the appropriate level of workforce and supervision for the proper execution of the Contract services.

e) The IFMSP shall ensure that there is suitably cleared and trained staff on standby, ready for deployment in the event of: Annual leave, illness, disciplinary actions, and other similar instances

f) The IFMSP is responsible for devising a programme of works or a Planned Preventive Maintenance (PPM) schedule to be agreed within 2 weeks of being awarded the contract or the contract start date (whichever is the latest). The PPM will be based on the Maintenance Task Schedules, Asset Register, and special instructions from the Embassy which will specify the schedule for when works will be carried out. Consideration should be given to season, climatic conditions, access, maintenance requirements and special events. Risk assessments are required to be completed by the IFMSP prior to execution of work.

g) The IFMSP shall carry out the Standard Services in accordance with the programme of work and shall perform the additional services on the Embassy instructions.

h) Proper uniforms and PPE requirements must be issued by the IFMSP to staff prior to their assignment.

l) All vehicles, equipment, tools, and machinery, to be used in connection with the provision of the Services shall be supplied by the IFMSP. It should be suitable for use and fit for the purpose in which it is used, and included in their rates. In the event that the new equipment is needed at the workplace, the IFMSP should provide this at their expense.

k) The service level agreement shall include Key Performance Indicators (KPIs) as per **Annexure-VII**.

x. **Procurement of tools**

IFMSP will acquire all tools necessary to perform work under this Agreement. In addition to standard hand and power tools, the definition of "tools" includes ladders, electronic testing equipment (multi-meters, Meggar etc.), and PPE (Personal Protective Equipment). IFMSP is responsible for specifying tools that are of appropriate type, quality and safety.

xi. **Workplace Handbooks**

IFMSP will be required to review the existing workplace handbooks with Do's and Don'ts -asset service manual, etc. and update the same as required.

xii. **Maintenance of Site Documentation**

IFMSP will be responsible for documenting and reporting every aspect related to the delivery of IFMSP services. Site-specific documentation remains the property of Embassy at all times. This includes all reports, contracts, leases and the like.

xiii. **Statutory Compliance**

The IFMSP would need to ensure that all the statutory requirements for operating building are in force and adhered to. These may include (but not limited to):

- Contract labour
- Environmental guidelines
- Electrical, civil, security
- Any other aspect of occupying buildings and managing outsourced/vendor employees.

33. **Indicative summary of Maintained Assets**

The IFMSP Operator shall provide the Hard IFMSP Services covering maintenance of all Maintained Assets including:

(a) building fabric;

(b) building structure;

(c) plant and equipment and building systems which include, but are not limited to:

- 1) General HVAC systems
- 2) Local exhaust ventilation systems;
- 3) Domestic hot water heating plant and distribution systems;
- 4) Internal sanitation and drainage systems;
- 5) Internal electricity distribution system;
- 6) Lighting installation;
- 7) Emergency lighting system;
- 8) Communications systems;
- 9) Structured data cabling;
- 10) Fixed and portable electrical appliances;
- 11) Cold water storage and distribution systems;
- 12) Water filtration and chlorination systems;
- 13) Fixed and portable first aid firefighting systems other than automatic fire fighting systems;
- 14) Waste management equipment;
- 15) Uninterruptible power supply systems;
- 16) Life safety systems to include fire detection, suppression systems and fighting systems;

- 17) Pressure vessels;
- 18) Lifts;
- 19) High voltage systems;
- 20) Water treatment systems;
- 21) Security systems including access control, barriers, CCTV and intrusion alarms;
- 22) Data Centre Cooling,
- 23) site infrastructure;
- d) furniture, fixtures and Equipment,
- e) Art work (as agreed with Embassy)

**PART -V**  
**Submission of bids**

**1. Submission of bids**

- 1.1 The bid shall be submitted by hand or post at the Embassy of India, Abu Dhabi.
- 1.2 The bids (complete in all respect) must be submitted in a sealed envelope titled “**Proposal for Integrated Facilities Management Services at the Embassy of India, Abu Dhabi.**” The name and address of the bidding company/entity must be clearly mentioned on the envelope. The envelope must be addressed to the Head of Chancery, Embassy of India, Abu Dhabi.
- 1.3 Inside the covering envelope as per para 1.2 above, bids are to be separated into technical and financial bids. The technical and financial bids must be sealed in two separate covers as per Part VI and VII of this tender document respectively. The technical and financial bid documents must not be in the same cover.
- 1.4 Only those proposals which are received in sealed covering envelope (containing two separate covering envelopes inside) shall be accepted and processed.
- 1.5 Tenderer/Bidders are advised to follow the instructions provided in the 'Instruction to bidder specified in Part-III of this Tender document for submission of the bids before proceeding with the tender;
- 1.6 All documents as per tender requirement shall be submitted by post or hand at the Embassy of India, Abu Dhabi.
- 1.7 Both technical and financial bid are to be submitted in separate envelopes. The two respective envelopes must be inside a covering envelope.
- 1.8 The Embassy reserves the right to accept or reject any bid without assigning any reasons thereof.
- 1.9 Critical Dates:- Given in Part -I of the Tender document.
- 1.10 Validity of Bid: The bids shall be valid for a period of 180 days from the date of opening of bids. A bid for a shorter period of validity shall stand rejected.
- 1.11 Non transferability:- This tender is non transferable. The incomplete and conditional tenders will be summarily rejected.
- 1.12 Non-withdrawal of Bids:- No bidders will be allowed to withdraw after submission of bids/opening of the tender, otherwise the EMD submitted by the firm will be forfeited.
- 1.13 Dispute Settlement:- The Companies, which have submitted their Technical and Financial Bids but are not duly represented at the time of the opening of the two bids, shall forfeit their right to make any claim or challenge the tendering process at any stage. If any dispute arises out of the contract with regard to interpretation, meaning and breach of the terms of the contract, the matter shall be resolved in accordance with the Arbitration and Conciliation Act, 1996.
- 1.14 The services of any Company which fails to comply with any of the conditions stipulated above will be liable to be terminated immediately without any notice at point of time during the currency of the contract. Incorrect claims and misrepresentation of facts shall render the Company to be disqualified from the tendering process. The decision of the Embassy, as to whether terms and conditions were violated, shall be final.

## **PART - VI**

### **Technical Bid**

1. The envelope containing the Technical Bid shall contain the following documents:
  - 1.1. Bid Security Form in prescribed proforma, duly notarized (**Annexure – I**)
  - 1.2. Particulars and contact details of the bidder (**Annexure – II**)
  - 1.3. Signed Affidavit duly attested by authorized representative and seal/stamp of the bidding firm (**Annexure - III**)
  - 1.4. Particulars of the bidder indicating legal status in the form of an entity registered with the Government of the UAE.
  - 1.5. Documentary proof of experience (minimum period of 5 years on [DATE OF NOTIFICATION OF TENDER])
  - 1.6. Registration details of the bidder (Please attach copies of the relevant documents/certificates):
    - 1.6.1. Commercial/Trade Licenses
    - 1.6.2. Regulatory Documents pertaining to adherence with UAE MoHRE regulations
  - 1.7. Financial Information Proforma (**Annexure - IV**)
  - 1.8. Satisfactory Work Completion Certificates: describing the nature and items of works completed and issued by the clients from Embassies of other countries in the UAE or UAE Government Institutions including office buildings of Ministries/Royal courts or facilities of private companies similar to ADIA/ADQ/Mubadala, mentioning the period during which services were provided along with annual/monthly value of the contract. The bidder must have successfully completed one work of same nature of a minimum value of AED 500,000/- OR two works of minimum AED 250,000/- each OR three works of minimum AED 125,000/- each during the last three years ending 31st March, 2024.
  - 1.9. Brief profile of the company along with any other information.
  - 1.10. Cheque of EMD of AED 10,000/-
2. All documents must be signed and stamped on all pages as token of having accepted all terms and conditions of the tender document.
3. Documents in Serial No. 1.7 should be duly certified by an external auditing firm. Self attested documents shall be accepted for Serial No., 1.4, 1.5, and 1.6.
4. The information contained in the documents of the Technical Bid will be used to evaluate the bidders against the minimum eligibility criteria . Only bids of those bidders who meet the minimum eligibility criteria will be evaluated further.
5. After the scrutiny of Technical Bids, the bidders who qualify in the technical evaluation stage , will be invited for the opening of the financial bids.



**Part-VII**

**Financial Bid**

**TABLE – 1 : PRICE SCHEDULE**

S. No.	Employee Category	Quantity	Unit	Rate Per person/unit in AED	Monthly hours	Total Monthly cost excluding Taxes in AED
<b>A. HUMAN RESOURCE COST</b> (Consult Annexure-VIII for reference)						
1	Enter Designation 1					
2	Enter Designation 2					
3	Enter Designation 3					
4	Enter Designation 4					
5	Enter Designation 5					
6	Enter Designation 6					
7	Enter Designation 7					
8	Enter Designation 8					
9	Enter Designation 9					
10	Enter Designation 10					
...	<b>**Add rows as per manpower projection **</b>					
<b>B. SERVICES AS PER PART IV SECTION 32 Clause (ii)</b>						
11	Section 32 Clause 32(ii) (a)					
12	Section 32 Clause 32(ii) (b)					
13	Section 32 Clause 32(ii) (c)					
14	Section 32 Clause 32(ii) (d)					
15	Section 32 Clause 32(ii) (e)					
16	Section 32 Clause 32(ii) (f)					
17	Section 32 Clause 32(ii) (g)					
18	Section 32 Clause 32(ii) (h)					
<b>C. MATERIALS, TOOLS, MACHINERIES AND CONSUMABLES</b>						
19	Cleaning Materials, Chemicals & Consumables					
20	Cleaning Machinery					
21	MEP Tools and Equipment					
<b>D. OTHER COST</b>						
24	Sundry Cost					
Total cost (exclusive of all taxes) Monthly (= X)						
Quoted Rate in Words						
Total cost (including of all taxes) Monthly (=Y)						
Quoted Rate in Words						
Total cost ( including of all taxes) Yearly (=Z)						
Quoted Rate in Words						

The bidder who quotes the “Lowest Value(L1)” for ‘Z’ will be declared as the winner of the tender.

Annexure – I

**Bid Security Declaration Proforma**

(To be submitted on the bidder’s official letterhead)

Bidder’s Name.....

[Address and Contact Details]

Tender Reference No.....

Date.....

To

The Head of Chancery,  
Embassy of India, Abu Dhabi  
UAE

Tender Title: Tender for Integrated Facilities Management Service Provider (IFMSP) at the Embassy of India, Abu Dhabi.

Sir/ Madam,

We, the undersigned, solemnly declare that:

1. We understand that according to the conditions of this Tender Document, the bid must be supported by a Bid Securing Declaration.

2. We unconditionally accept the conditions of this Bid Securing Declaration.

3. We understand that we shall stand automatically suspended from being eligible for bidding in any tender by the Embassy of India, Abu Dhabi for 2 years from the date of opening of this bid if we breach our obligation(s) under the tender conditions, if we:

1) withdraw/ amend/ impair/ derogate, in any respect, from our bid, within the bid validity; or

2) being notified within the bid validity of the acceptance of our bid:

(a) refused to or failed to produce the original documents for scrutiny or the required Performance Security within the stipulated time under the conditions of the Tender Document.

(b) Fail or refuse to sign the contract.

4. We understand that this bid-Securing Declaration shall expire if the contract is not awarded to us, upon:

1) receipt by us of your notification

(a) of cancellation of the entire tender process or rejection of all bids or

(b) of the name of the successful bidder or

2) forty-five days after the expiration of the bid validity or any extension to it.

(Signature with date) .....

(Name and designation)

Duly authorized to sign bid for and on behalf of..... [name & address of Bidder and seal of company] on [Date] ..... day of [Month]..... at [Place].....

**Brief details of the Bidder**

Name of the Bidding Firm	
Name & Designation of the Authorized Signatory	
E Mail ID	
Telephone No.	
Year of Incorporation	
Registration No. /TRN No.	
Registered Office & Address	
Branch offices if any	
Total turnover in the latest financial year	
Total Staff strength	

**Affidavit**

I/We.....Legal Attorney/ Proprietor(s)/ Accredited Representative(s)  
.....of M/s... solemnly declare that:

2. I/we am/are submitting tender for ----- against Tender notice No. ----- dated....
3. I/we do not have any relative working in the Embassy of India, Abu Dhabi.
4. All information furnished by me/us in respect of fulfillment of eligibility criteria and information given in this tender is complete, correct and true. All documents/credentials submitted along with this tender are genuine, authentic, true and valid.
5. My/our bid shall be valid for a period of **180** days from **publish date** in accordance with the Bidding Documents and shall remain binding upon us and may be accepted at any time before the expiry of the period.
6. If my/our bid is accepted, we commit to submit a Performance Guarantee in accordance with the Bidding Documents.
7. The price-Bid submitted by me/us is "WITHOUT ANY CONDITION".
8. If any information or document submitted is found to be false/incorrect, Embassy 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 Deposit (EMD) and blacklisting of my/our firm and all partners of the firm etc.
9. I/we also declare that the Government of India or any other Government body has not issued any show-cause notice or declared us ineligible or blacklisted us on charges of engaging in corrupt, fraudulent, collusive or coercive practices or any failure/lapses of serious nature.
10. The workers provided by us would not have any employer- employee relation with the Embassy of India, Abu Dhabi and thereby not claim any regularization of their services or enhancement in their wages from Embassy.
11. All the workers provided by me/us will have their bank accounts and the payment of their salary will be made through these bank accounts. Besides, compliance of all prevalent labour laws/regulations, including minimum wages, as revised from time to time by the Government of the UAE, shall be my/our responsibility.
  - ◆ We will deploy only police verified and well-trained workers as per the requirements of the scope of work dully approved by the management of Embassy of India, Abu Dhabi.
  - ◆ We follow best practices and have modern equipment, latest technical expertise and sufficient manpower for the subject work.
  - ◆ We will use branded material only, with quality up to the satisfaction of the client.
  - ◆ I/we also accept all the terms and conditions of this bidding document and undertake to abide by them; including the condition that Embassy is not bound to accept highest ranked bid / lowest bid or any other bid that it may receive.

**Signature of authorized signatory**  
**Seal) Date**

**(Signature of the Tenderer with**

**FINANCIAL INFORMATION**

Financial Status –to be duly certified by an external auditor

<b>Financial Year</b>	<b>2020 – 2021</b>	<b>2021-2022</b>	<b>2022-2023</b>
<b>Gross Annual Turnover</b>			
<b>Profit/Loss</b>			

**Signature of External auditor with Seal**

**Signature of Authorized signatory of bidding firm**

## Cleaning Services – Activities and Frequency

Embassy Cleaning Scope of Works					
Activity	Continuously/Reactive	Daily	Weekly	Monthly	Quarterly
<b>Common Areas/ Foyer/Office Rooms</b>					
Collect litter and Empty Trash bins	X				
Sanitize all surfaces	X				
Spot cleaning walls, floors, and Spillages	X				
Spot clean entry points and foyer	X				
Clean and sanitize all furniture, surfaces, touch screens at ticket kiosks	X				
Damp Mopping of floors	X				
Entrance glass, cladding, screens		X			
Wooden Floor cleaning		X			
Deep Cleaning of Common area floors			X		
Cleaning of hard floors			X		
<b>Common Areas/ Foyer/Office Rooms</b>					
Vacuum and spot Cleaning of carpets	X				
Deep cleaning of carpets				X	
Cleaning of Reception area			X		
Deep cleaning of all furniture, stanchions, signages			X		
Deep Clean of fire extinguisher cabinets			X		
<b>High Level Cleaning</b>					
Lights dusting				X	
Ceiling dusting and cleaning					X
Entrance signage and frames				X	
Common area dusting and cleaning				X	
Walls dusting, brushing, vacuum					X
<b>Washrooms</b>					
Sanitize & Spot clean all surfaces e.g., vanity, toilets, dryers, basins, switches, door	X				
Empty trash bins & other trash receptacles	X				
Mop floors	X				
Refill all dispenser	X				
Light fixtures, grills, skirtings, vents, signage, doors, mirrors, frames etc.		X			
Deep Clean floors			X		
Clear trash bins		X			
Deep clean trash bins and other trash receptacles			X		
Grout cleaning				X	
Clean basin drains & floor drains		X			
Clean partitions and ironmongery		X			
Replacement of hand towel, toilet	X				

rolls and all consumables					
Check shaft pressure is as per requirements		X			
Deep cleaning of entire washroom			X		
Refilling of all consumables, paper products, sanitizers, air fresheners	X				
Supply and cleaning of female sanitary bins			X		
<b>Auditorium</b>					
Cleaning of rooms between screenings, remove litter, waste, clean seats, spills, vacuum	X				
Vacuum carpets		X			
Deep clean carpets				X	
Cleaning of walls, lights, fixtures, signage, exit signs, speakers, curtains, cladding, doors, fire extinguishers etc.		X			
Cleaning of chairs – wiping and spot cleaning		X			
Specialized spot cleaning of chairs with specific chemical	X				
Cleaning of high-level walls and ceilings				X	
<b>Fire Exits &amp; Service Corridors</b>					
Spot clean service corridors	X				
Deep clean service corridor			X		
Spot clean Walls		X			
Dust walls		X			
Ceiling lights and signages at BOH corridor			X		
Cleaning of doors and handles		X			
Litter pickling and mopping of Storerooms		X			
Deep Cleaning of Storerooms			X		
<b>Ambassador's Residence</b>					
General Cleaning	X				
Deep Cleaning			X		
<b>Embassy Office rooms, including store rooms</b>					
General Cleaning	X				
Deep Cleaning			X		

## **Fire-fighting and fire alarms systems maintenance**

The IFMSP shall adhere to the following in terms of each corresponding system and sub-systems related to fire fighting and fire alarm systems

- Fighting System Inspection : 4 times a year and monthly test and service by in-house team
- Twenty-Four (24) hours emergency call-out support

### **General**

- Refill and service all types of fire extinguishers and replace any damaged part as per Civil Defence standards and requirements.
- Paint and label all types of extinguishers as per Civil Defence standards and requirements.
- Test fire hose, fire hose reels, nozzles landing valve, cabinets, sprinkler heads, fire hydrants and pipes.
- Test, service and lubricate fire fighting electrical and fuel pumps.
- Inspect and maintain fuel tank level.
- Check and maintain in good working condition the standby battery voltage and current.
- Perform periodic performance tests, record parameters periodically, and arrange documentation as per the Planned Preventive Maintenance Schedule in Appendix (B) for yearly Dubai Civil Defence Department test and certification.

### **Hose Reel System**

- Ensure equipment is in good condition with no physical damage or corrosion.
- Discharge water for pressure rating.
- Check pump response so that when operated hose reel and pumps start automatically.
- Check operation of automatic hose reel. Check nozzle operation.
- Record the operation line pressure for each system.

### **Landing Valve**

- Ensure hand wheel is in place and in good condition.
- Ensure hose thread is in good condition. Ensure valves are not leaking.
- Ensure reducers/caps are in place and in good condition.
- Ensure visible pipes and supports are in good condition.

### **Breaching Inlet**

- Ensure breaching inlets are visible, accessible, and identified.
- Ensure plugs/caps are in place and in good condition.
- Ensure gaskets are in place and in good condition.
- Check valves are not leaking.
- Ensure automatic drain valves are in place and operating properly.



### **Wet Riser System Hose**

- Ensure couplings are of compatible threads and undamaged.
- Ensure gaskets are in place and in good condition.
- Ensure hose is connected.

### **Wet Riser System Hose Nozzles**

- Ensure nozzles and gaskets are in place and in good condition.
- Ensure no visible obstructions. Ensure nozzles operate smoothly.

### **Wet Riser System Hose Storage Devices**

- Ensure hose is properly racked or rolled. Ensure nozzle clips are in place and nozzles contained.
- Ensure devices are undamaged, unobstructed, and operable.

### **Fire Electric and Diesel Pump**

- Check for corrosion and damages. Check for leakage.
- Carry out weekly performance test and record the parameters on log book.
- Gland tightening and condition check during the periodic performance test
- Run and test both pumps in auto and manual mode when pressure drops.
- Check and inspect diesel pump battery and charging.
- Check the pressure gauges and pressure switches for correct operation.
- Check the engine coolant level and condition every performance test prior operating. Refill if required and based on the manufacturer maintenance recommendation.
- Flush out engine oil and replace filter and oil based on the condition and manufacturer maintenance recommendation.
- Flush out the diesel tank and filters, replace based on the condition and manufacturer maintenance recommendation.

### **Fire Extinguishers**

- Check extinguisher weight and pressure. Check lever, handles, locks, and valves for mechanical functions.
- Lubricate moving parts, if required. Secure tempered seals where necessary.
- Ensure extinguishers are in designated places.
- Ensure extinguishers are not obstructed. Refill if required (When and If).
- Hydro test 1st year. after every 3 years or as per the ADCD regulation.

### **Sprinkler System**

- Check line pressure, gauges, pressure switches, and valve condition.
- Check pump and prime movers' operation including controls.
- Lubricate mechanical parts. Visually inspect leaks.
- Check response of pumps i.e. when opened operated pumps should start automatically.
- Check response of fire panel.

### **Emergency Light System**

- Visually inspect panel and batteries.
- Verify batteries during test with full load connected.
- Check mains/emergency change-over functions of individual emergency lighting panels.
- Measure battery blocks voltage.
- Check function of all electronic modules. Replace emergency and exit bulbs.
- All necessary routine maintenance as per the manufacturer's operations and maintenance manual Instructions.

**Indicative Key performance Indicators for Service Level Agreement  
(Expected Response Time)**

S.N.	Service Request	Emergency		Urgent		Routine	
	Type Of Actions	Response	Completion	Response	Completion	Response	Completion
	Work Nature						
	<b>Maintenance Services</b>						
<b>2</b>	<b>General Maintenance MEP &amp; Civil</b>						
2.1	Inspect Critical & Non-Critical MEP	Immediate/15 Min	30 Min	30 Min	1 H	4 H	1 D
2.2	Repair Defects	Immediate/15 Min	30 Min	30 Min	1 H	4 H	1 D
2.3	Request Responsible Party to Repair Defects Under DLP & Ensure Proper & Timely Completion	Immediate/15 Min	30 Min	30 Min	1 H	4 H	1 D
2.4	Reactive Maintenance Requests	Immediate/15 Min	30 Min	30 Min	1 H	4 H	1 D
2.5	Inspect Property & Report Issues to Owner	Immediate/15 Min	30 Min	30 Min	1 H	1 M	1 D
2.6	Inspect Building Fabric & Report Issues to Owner	N/A	N/A	N/A	N/A	1 M	1 D
2.7	Check Asset Condition	N/A	N/A	N/A	N/A	1 M	1 D
2.8	Asset Condition Report to Owner	Immediate/15 Min	30 Min	30 Min	1 H	1 M	1 D
<b>3</b>	<b>Electrical</b>						
3.1	Power Interruption	Immediate/15 Min	30 Min	30 Min	1 H	4 H	1 D
3.2	Fault in MCCB, MDB, SMDB, DB, ELCB & Circuit Breakers	Immediate/15 Min	30 Min	30 Min	1 H	4 H	1 D
3.3	Fault in LV & HV Panels	Immediate/15 Min	30 Min	30 Min	1 H	4 H	1 D
3.4	Cable End Insulation Damage	Immediate/15 Min	30 Min	30 Min	1 H	N/A	N/A
3.5	Light Bulb Changing & Timer Control Switches	Immediate/15 Min	30 Min	30 Min	1 H	4 H	1 D
3.6	Water Heater Issues	Immediate/15 Min	30 Min	30 Min	1 H	4 H	1 D
3.7	Extract fan	N/A	N/A	30 Min	1 H	4 H	1 D
3.8	Doorbell & Intercom	N/A	N/A	2 H	6 H	4 H	1 D
3.9	Poor TV Signal	N/A	N/A	2 H	6 H	4 H	1 D
3.10	Interruption in TV Signal	N/A	N/A	2 H	6 H	4 H	1 D
3.11	Closed Circuit TV	Immediate/15 Min	30 Min	30 Min	1 H	4 H	1 D
<b>4</b>	<b>Plumbing</b>						
4.1	Water Interruption	Immediate/15 Min	30 Min	30 Min	1 H	N/A	N/A
4.2	Drainage Block	Immediate/15 Min	30 Min	30 Min	1 H	4 H	1 D
4.3	Water Pressure Low / PRV	Immediate/15 Min	30 Min	30 Min	1 H	4 H	1 D
4.4	Water Leak – Normal	Immediate/15 Min	30 Min	30 Min	1 H	4 H	1 D
4.5	Water Leak – Major	Immediate/15 Min	30 Min	30 Min	1 H	N/A	N/A
4.6	Pipe Burst	Immediate/15 Min	30 Min	30 Min	1 H	N/A	N/A
4.7	Broken Sink	Immediate/15 Min	30 Min	30 Min	1 H	4 H	1 D
4.8	Bathroom Accessories	N/A	N/A	N/A	N/A	4 H	1 D

4.9	Filter Cleaning / Strainer	N/A	N/A	30 Min	1 H	4 H	1 D
4.10	Pipe Leak	Immediate/15 Min	30 Min	30 Min	1 H	N/A	N/A
<b>5</b>	<b>Air Conditioning System</b>						
5.1	AC/Chiller Breakdown	Immediate/15 Min	1 H	30 Min	1 H	4 H	1 D
5.2	Thermostat Not Working	Immediate/15 Min	1 H	30 Min	1 H	4 H	1 D
5.3	AC Noisy & Vibrating	Immediate/15 Min	1 H	30 Min	1 H	4 H	1 D
5.4	Filter Cleaning	Immediate/15 Min	1 H	2 H	24 H	Q	3 D
5.5	AC not Cooling	Immediate/15 Min	1 H	30 Min	1 H	4 H	1 D
5.6	AC Inspection	N/A	N/A	N/A	N/A	1M	3D
5.7	Bad Smell	Immediate/15 Min	1 H	30 Min	1 H	4 H	1 D
<b>6</b>	<b>Fire Alarm &amp; Fire Fighting Systems</b>						
6.1	Fire Alarm Trigger	Immediate/15 Min	1 H	30 Min	2 H	12 H	7 D
6.2	Gas Detector Alarm	Immediate/15 Min	1 H	30 Min	2 H	12 H	7 D
6.3	Sprinklers Broken	Immediate/15 Min	1 H	30 Min	24 H	12 H	7 D
6.4	Smoke Detectors Broken	N/A	N/A	2 H	24 H	12 H	7 D
6.5	Gas Detector Broken	N/A	N/A	2 H	24 H	12 H	7 D
6.6	Fire Extinguisher Check / Refill	N/A	N/A	2 H	24 H	12 H	7 D
6.7	Fire Alarm System Broken	1 H	1 H	2 H	24 H	12 H	7 D
6.8	Fire SK Broken	15 Min	1 H	2 H	24 H	12 H	7 D
6.9	Fire Pump Failure	15 Min	1 H	2 H	24 H	12 H	7 D
<b>7</b>	<b>Electromechanical</b>						
7.1	Elevator Breakdown						
7.2	Water Pump Not Working	30 Min	2 H	3 H	4 H	24 H	7 D
7.3	Access Control System	N/A	N/A	1 H	2 H	24 H	30 D
7.4	Gate Barrier	N/A	N/A	1 H	2 H	24 H	30 D
7.5	Garage Door	30 Min	2 H	1 H	4 H	24 H	7 D
7.6	Unit Ventilation	30 Min	2 H	4 H	2 H	24 H	15 D
7.7	Electrical Generator	30 Min	1 H	1 H	4 H	24 H	7 D
7.8	Exhaust fan Not Working	1 H	2 H	2 H	12 H	N/A	N/A
<b>8</b>	<b>Civil Works, Carpentry &amp; Aluminium Works</b>						
8.1	Paint Request	N/A	N/A	2 H	12 H	14 H	30 D
8.2	Moisture in Wall	N/A	N/A	4 H	24 H	24 H	30 D
8.3	Crack in Wall	N/A	N/A	N/A	N/A	24 H	30 D
8.4	Windows Not Closing Properly	N/A	N/A	2 H	12 H	24 H	30 D
8.5	Window Rail Cleaning / Checking	N/A	N/A	4 H	12 H	12 H	30 D
8.6	Broken Window / Glass	1 H	4 H	4 H	12 H	12 H	30 D
8.7	Broken Façade	30 Min	1 H	2 H	12 H	N/A	N/A
8.8	Crack in façade	30 Min	1 H	2 H	12 H	N/A	N/A
8.9	Broken Tiles	N/A	N/A	4 H	24 H	24 H	30 D
8.10	Broken Sink	1 H	4 H	4 H	24 H	24 H	30 D
8.11	Door Cylinder Change	1 H	2 H	4 H	24 H	24 H	30 D
8.12	Door Repair	N/A	N/A	6 H	12 H	24 H	30 D
8.13	Door Hinges	N/A	N/A	6 H	8 H	24 H	30 D
8.14	Door Paint	N/A	N/A	6 H	12 H	24 H	30 D
8.15	Kitchen Cabinet Check	N/A	N/A	4 H	12 H	24 H	30 D
8.16	Carpentry Work Request (Wardrobes)	N/A	N/A	4 H	24 H	1 D	30 D

8.17	False Ceilings	1 H	4 H	4 H	24 H	24 H	30 D
8.18	Manhole Cover Broken	N/A	N/A	6 H	12 H	24 H	30 D

**Indicative Manpower Requirement**

(The requirements below are indicative and NOT a minimum/ mandatory requirement. The bidder may assess the requirement and submit its proposal accordingly)

<b>Designation</b>	<b>Headcount</b>
Operations Manager	Shared
Operations Coordinator	01
Cleaning Supervisor	01
Cleaning Team Leader	01
Cleaners – Male	06 (8 hour shift ) during working hours and need basis as per requirement
Cleaners – Female	02 during working hours and need basis as per requirement
MEP Supervisor	01
Multi Skilled Technician	01
HVAC Technician	01 (8 hour shift) and need basis as per requirement and KPIs
Technical Helper	01
Mason/Plumber/Carpenter/Painter	Shared resource, need basis
Elevator Technician	Shared resource, need basis
Landscaping/Gardening supervisor	Shared
Gardener	3 (8 hour shift ) during working hours