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Tender

Semi-Comprehensive Maintenance Program for Heating Ventilation Air-Conditioning system across India network

Foreign, Commonwealth and Development Office

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-010798

Procurement identifier (OCID): ocds-h6vhtk-05ccd3 ([view related notices](#))

Published 6 February 2026, 10:13am

Scope

Reference

CPG-12368-2025

Description

The Foreign, Commonwealth and Development Office (FCDO), through a competitive tender (Open Procedure under the Procurement Act 2023), intends to engage competent supplier(s) to deliver a Semi Comprehensive Maintenance Programme for the British High Commission (BHC) in New Delhi and British Deputy High Commissions (BDHCs) offices across India.

The scope of this contract includes the provision of maintenance services for a range of HVAC systems, including HVAC units, VRV systems, chillers, cooling towers, and air conditioning units, across the FCDO's offices & expat residences.

The contract will be initially for Three (3) year term, from 1 May 2026 to 30 April 2029 (tentative), with an option to extend for an additional 24 months, subject to satisfactory performance by the selected supplier and ongoing operational requirements across the

BHC/BDHC locations.

This tender is organised into Seven (7) distinct lots, each representing a specific geographic location. Interested bidders can apply for minimum one lot or all lots (locations), depending on their presence and expertise. The seven delivery locations are:

The seven delivery locations are:

1. British High Commission, New Delhi
2. British Deputy High Commission, Chandigarh
3. British Deputy High Commission, Mumbai
4. British Deputy High Commission, Ahmedabad
5. British Deputy High Commission, Hyderabad
6. British Deputy High Commission, Chennai
7. British Deputy High Commission, Kolkata

Total value (estimated)

- £1,500,684 excluding VAT
- £1,894,764 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 May 2026 to 30 April 2029
- Possible extension to 30 April 2031
- 5 years

Description of possible extension:

Initial contract period is for 3 years with an option of further extension for 2 years subject to satisfactory performance by the selected supplier and the continued business requirement at BHC/BDHCs at the end of initial term

Main procurement category

Services

CPV classifications

- 42512300 - HVAC packages
- 50310000 - Maintenance and repair of office machinery
- 45331000 - Heating, ventilation and air-conditioning installation work
- 42510000 - Heat-exchange units, air-conditioning and refrigerating equipment, and filtering machinery
- 45331200 - Ventilation and air-conditioning installation work

Contract locations

- IN - India

Lot constraints

Description of how multiple lots may be awarded:

Semi- comprehensive annual maintenance contract for Heating ventilation Air-conditioning are required across seven sites in India. The tender is structured into seven lots, with each lot representing one site. Bidders may submit proposals for a minimum of one lot and/or multiple lots up to all seven lots depending upon their expertise and presence across India.

Each lot will be evaluated independently based on the combined score of technical and commercial criteria. The bidder achieving the highest total score for a lot will be awarded the contract for that specific lot. It is possible that different bidders may win individual lots. Alternatively, a single bidder could also be awarded all seven lots, depending on the evaluation results.

Lot 1. Provision for HVAC Operations and Maintenance Programme at BHC New Delhi

Description

The Foreign, Commonwealth and Development Office (FCDO), through a competitive tender (Open Procedure under the Procurement Act 2023), intends to engage competent supplier(s) to deliver a Semi Comprehensive Maintenance Programme for the British High Commission (BHC) in New Delhi and British Deputy High Commissions (BDHCs) offices across India.

The scope of this contract includes the provision of maintenance services for a range of HVAC systems, including HVAC units, VRV systems, chillers, cooling towers, and air conditioning units, across the FCDO's offices & expat residences. The contract will be initially for Three (3) year term, from 1 May 2026 to 30 April 2029 (tentative), with an option to extend for an additional 24 months, subject to satisfactory performance by the selected supplier and ongoing operational requirements across the BHC/BDHC locations.

This tender is organised into Seven (7) distinct lots, each representing a specific geographic location. Interested bidders can apply for minimum one lot or all lots (locations), depending on their presence and expertise.

The Delivery location for Lot 1 pertains to British High Commission, New Delhi.

Lot value (estimated)

- £1,110,882 excluding VAT
- £1,402,600 including VAT

Same for all lots

CPV classifications, contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 2. Provision for Air Conditioning Maintenance Programme at BDHC Chandigarh

Description

The Foreign, Commonwealth and Development Office (FCDO), through a competitive tender (Open Procedure under the Procurement Act 2023), intends to engage competent supplier(s) to deliver a Semi Comprehensive Maintenance Programme for the British High Commission (BHC) in New Delhi and British Deputy High Commissions (BDHCs) offices across India.

The scope of this contract includes the provision of maintenance services for a range of HVAC systems, including HVAC units, VRV systems, chillers, cooling towers, and air conditioning units, across the FCDO's offices & expat residences. The contract will be initially for Three (3) year term, from 1 May 2026 to 30 April 2029 (tentative), with an option to extend for an additional 24 months, subject to satisfactory performance by the selected supplier and ongoing operational requirements across the BHC/BDHC locations.

This tender is organised into Seven (7) distinct lots, each representing a specific geographic location. Interested bidders can apply for minimum one lot or all lots (locations), depending on their presence and expertise.

The Delivery location for Lot 2 pertains to British Deputy High Commission, Chandigarh.

Lot value (estimated)

- £9,597 excluding VAT
- £12,117 including VAT

Same for all lots

CPV classifications, contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 3. Provision for Air Conditioning Maintenance Programme at BDHC Mumbai

Description

The Foreign, Commonwealth and Development Office (FCDO), through a competitive tender (Open Procedure under the Procurement Act 2023), intends to engage competent supplier(s) to deliver a Semi Comprehensive Maintenance Programme for the British High Commission (BHC) in New Delhi and British Deputy High Commissions (BDHCs) offices across India.

The scope of this contract includes the provision of maintenance services for a range of HVAC systems, including HVAC units, VRV systems, chillers, cooling towers, and air conditioning units, across the FCDO's offices & expat residences. The contract will be initially for Three (3) year term, from 1 May 2026 to 30 April 2029 (tentative), with an option to extend for an additional 24 months, subject to satisfactory performance by the selected supplier and ongoing operational requirements across the BHC/BDHC locations.

This tender is organised into Seven (7) distinct lots, each representing a specific geographic location. Interested bidders can apply for minimum one lot or all lots (locations), depending on their presence and expertise.

The Delivery location for Lot 3 pertains to British Deputy High Commission, Mumbai.

Lot value (estimated)

- £160,854 excluding VAT

- £203,094 including VAT

Same for all lots

CPV classifications, contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 4. Provision for Air Conditioning Maintenance Programme at BDHC Ahmedabad

Description

The Foreign, Commonwealth and Development Office (FCDO), through a competitive tender (Open Procedure under the Procurement Act 2023), intends to engage competent supplier(s) to deliver a Semi Comprehensive Maintenance Programme for the British High Commission (BHC) in New Delhi and British Deputy High Commissions (BDHCs) offices across India.

The scope of this contract includes the provision of maintenance services for a range of HVAC systems, including HVAC units, VRV systems, chillers, cooling towers, and air conditioning units, across the FCDO's offices & expat residences. The contract will be initially for Three (3) year term, from 1 May 2026 to 30 April 2029 (tentative), with an option to extend for an additional 24 months, subject to satisfactory performance by the selected supplier and ongoing operational requirements across the BHC/BDHC locations.

This tender is organised into Seven (7) distinct lots, each representing a specific geographic location. Interested bidders can apply for minimum one lot or all lots (locations), depending on their presence and expertise.

The Delivery location for Lot 4 pertains to British Deputy High Commission, Ahmedabad.

Lot value (estimated)

- £5,665 excluding VAT
- £7,153 including VAT

Same for all lots

CPV classifications, contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 5. Provision for Air Conditioning Maintenance Programme at BDHC Hyderabad

Description

The Foreign, Commonwealth and Development Office (FCDO), through a competitive tender (Open Procedure under the Procurement Act 2023), intends to engage competent supplier(s) to deliver a Semi Comprehensive Maintenance Programme for the British High Commission (BHC) in New Delhi and British Deputy High Commissions (BDHCs) offices across India.

The scope of this contract includes the provision of maintenance services for a range of HVAC systems, including HVAC units, VRV systems, chillers, cooling towers, and air conditioning units, across the FCDO's offices & expat residences. The contract will be initially for Three (3) year term, from 1 May 2026 to 30 April 2029 (tentative), with an option to extend for an additional 24 months, subject to satisfactory performance by the selected supplier and ongoing operational requirements across the BHC/BDHC locations.

This tender is organised into Seven (7) distinct lots, each representing a specific geographic location. Interested bidders can apply for minimum one lot or all lots (locations), depending on their presence and expertise.

The Delivery location for Lot 5 pertains to British Deputy High Commission, Hyderabad

Lot value (estimated)

- £9,386 excluding VAT
- £11,851 including VAT

Same for all lots

CPV classifications, contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 6. Provision for Air Conditioning Maintenance Programme at BDHC Chennai

Description

The Foreign, Commonwealth and Development Office (FCDO), through a competitive tender (Open Procedure under the Procurement Act 2023), intends to engage competent supplier(s) to deliver a Semi Comprehensive Maintenance Programme for the British High Commission (BHC) in New Delhi and British Deputy High Commissions (BDHCs) offices across India.

The scope of this contract includes the provision of maintenance services for a range of HVAC systems, including HVAC units, VRV systems, chillers, cooling towers, and air conditioning units, across the FCDO's offices & expat residences. The contract will be initially for Three (3) year term, from 1 May 2026 to 30 April 2029 (tentative), with an option to extend for an additional 24 months, subject to satisfactory performance by the selected supplier and ongoing operational requirements across the BHC/BDHC locations.

This tender is organised into Seven (7) distinct lots, each representing a specific geographic location. Interested bidders can apply for minimum one lot or all lots (locations), depending on their presence and expertise.

The Delivery location for Lot 2 pertains to British Deputy High Commission, Chennai.

Lot value (estimated)

- £122,590 excluding VAT
- £154,782 including VAT

Same for all lots

CPV classifications, contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 7. Provision for Air Conditioning Maintenance Programme at BDHC Kolkata

Description

The Foreign, Commonwealth and Development Office (FCDO), through a competitive tender (Open Procedure under the Procurement Act 2023), intends to engage competent supplier(s) to deliver a Semi Comprehensive Maintenance Programme for the British High Commission (BHC) in New Delhi and British Deputy High Commissions (BDHCs) offices across India.

The scope of this contract includes the provision of maintenance services for a range of HVAC systems, including HVAC units, VRV systems, chillers, cooling towers, and air conditioning units, across the FCDO's offices & expat residences. The contract will be initially for Three (3) year term, from 1 May 2026 to 30 April 2029 (tentative), with an option to extend for an additional 24 months, subject to satisfactory performance by the selected supplier and ongoing operational requirements across the BHC/BDHC locations.

This tender is organised into Seven (7) distinct lots, each representing a specific geographic location. Interested bidders can apply for minimum one lot or all lots (locations), depending on their presence and expertise.

The Delivery location for Lot 7 pertains to British Deputy High Commission, Kolkata

Lot value (estimated)

- £81,710 excluding VAT
- £103,167 including VAT

Same for all lots

CPV classifications, contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Participation

Legal and financial capacity conditions of participation

- Lot 1. Provision for HVAC Operations and Maintenance Programme at BHC New Delhi**
- Lot 2. Provision for Air Conditioning Maintenance Programme at BDHC Chandigarh**
- Lot 3. Provision for Air Conditioning Maintenance Programme at BDHC Mumbai**
- Lot 4. Provision for Air Conditioning Maintenance Programme at BDHC Ahmedabad**
- Lot 5. Provision for Air Conditioning Maintenance Programme at BDHC Hyderabad**
- Lot 6. Provision for Air Conditioning Maintenance Programme at BDHC Chennai**
- Lot 7. Provision for Air Conditioning Maintenance Programme at BDHC Kolkata**

Suppliers/Bidders for this tender should be legally registered in India with relevant trade and government bodies to operate in India. Registered businesses should be complaint with various laws and regulations, including taxationss, labour laws and other relevant laws/acts

Technical ability conditions of participation

- Lot 1. Provision for HVAC Operations and Maintenance Programme at BHC New Delhi**
- Lot 2. Provision for Air Conditioning Maintenance Programme at BDHC Chandigarh**
- Lot 3. Provision for Air Conditioning Maintenance Programme at BDHC Mumbai**
- Lot 4. Provision for Air Conditioning Maintenance Programme at BDHC Ahmedabad**
- Lot 5. Provision for Air Conditioning Maintenance Programme at BDHC Hyderabad**
- Lot 6. Provision for Air Conditioning Maintenance Programme at BDHC Chennai**
- Lot 7. Provision for Air Conditioning Maintenance Programme at BDHC Kolkata**

Please refer documentation in tender pack

Particular suitability

Lot 1. Provision for HVAC Operations and Maintenance Programme at BHC New Delhi

Lot 2. Provision for Air Conditioning Maintenance Programme at BDHC Chandigarh

Lot 3. Provision for Air Conditioning Maintenance Programme at BDHC Mumbai

Lot 4. Provision for Air Conditioning Maintenance Programme at BDHC Ahmedabad

Lot 5. Provision for Air Conditioning Maintenance Programme at BDHC Hyderabad

Lot 6. Provision for Air Conditioning Maintenance Programme at BDHC Chennai

Lot 7. Provision for Air Conditioning Maintenance Programme at BDHC Kolkata

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

Submission

Enquiry deadline

28 February 2026, 5:00pm

Tender submission deadline

5 March 2026, 5:00pm

Submission address and any special instructions

Your tender must be submitted via the FCDO's e-sourcing portal

(<https://fcdo.bravosolution.co.uk/web/login.html>) in accordance with the attached ITT Instructions. Tenders submitted by any other means will not be accepted. Please also note the requirement to register and submit commonly used information on the Central Digital Platform as described in the instructions for completing the invitation to tender.

Important information for all Potential Suppliers: In order to participate and gain access to the Invitation To Tender documentation in relation to this procurement, potential suppliers should access the FCDO's e-sourcing portal (link provided above). Once logged in, search for Project Reference No. 12368. If a potential supplier is not registered on the portal, click the 'Click here to register!' button, and follow the on-screen instructions to complete registration. Please note the portal operates a Two-Factor Authentication (2FA) login process and unregistered suppliers should read the guidance document available on the portal home page.

Registration take approximately 5 minutes and is free or charge.

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

28 March 2026

Award criteria

Name	Description	Type	Weighting
Commercial Criteria Description	<p>The Commercial assessment will be 40% in total which will be averaged out among the seven locations during commercial evaluation.</p> <p>Competitiveness of the Commercial offer in relation to the market will also be assessed during the evaluation.</p> <p>This MUST be in the format of the spreadsheet at Attachment 4 - Schedule of Prices & Rates.</p>	Price	40%

Name	Description	Type	Weighting
Experience & Capability	<p>a. Please provide details of at least 3 contracts, from both the private and public sector that are relevant to the requirement as in SOSR. Contracts for these services should have been performed within the past 3 years and must be active contract and must be for the location where the services are proposed. b. Please provide completion certificates for contracts/ works which have already been delivered/ completed successfully (at least 3). c. Please provide names of the contact Person, address, telephone number, and reference letter from these clients. This is to enable BHC /BDHC to carry out a background check. d. Contractor must have an office at the location of service if it's subcontracted the sub-contractor should also have an office at the location of Service.</p> <p>*Please note that scoring will be done based on the sub-contractor documents (if the work has been sub-contracted).</p>	Quality	10%

Name	Description	Type	Weighting
Internal HR Practices:	<p>a. Please explain your Quality recruitment process of the staff and the payment processing procedures.</p> <p>b. Please set out how you will ensure that all staff are fully vetted and meet the required qualifications prior to and during the contract period. Please include your standard operating procedures for Recruitment and Vetting of Site manager and Supervisors. Also provide information on average length of staff retention within the period of each of the contracts provided in above criteria.</p>	Quality	10%

Name	Description	Type	Weighting
Methodology	<p>Provide a method statement describing how you will organise and manage the contract, including but not limited to: a) How will you manage the Operation and Maintenance? Please provide your approach and methodology. b) The management structure; The roles played by key team members; Share the Organogram and that of local offices where the vendor is bidding for more than one location, or of site supervision. Especially to other locations from where the vendor is based. c) How you would manage materials, workforce, and supervision of the project. d) provide details on how KPI's will be monitored and who will be the dedicated contact person for monthly KPI meetings. (In case of Sub-contracting please also provide documents for sub-contractor)</p>	Quality	10%

Name	Description	Type	Weighting
Escalation Matrix and Staff Details - Must provide separate documents for every post	<p>a) Please provide separate escalation matrix for each post of service on how you will monitor and respond to customer complaints. For example, separate escalation matrix for Mumbai and separate for Delhi and others. b) For Each post Please provide sample CVs of your Managers and Supervisors, who could be deputed for this assignment. Each should have a minimum of 5 years' experience in the role, and they should be fluent in English Language. c) Details of staff deployed on the contract (including names); details of skills, experience (Minimum 5 Years), and qualifications (the authority may ask for certificates). d) Please provide CVs of staff who will be managing this assignment. The CVs should be inclusive of relevant technical experience demonstrating strong competencies (In Case of Sub-contracting please also provide documents for sub-contractor for each criterion):</p>	Quality	10%

Name	Description	Type	Weighting
Health and Safety (H&S):	<p>a. Please share company's health and safety policy / formal safety management systems.</p> <p>b. Please explain how you would ensure abiding to FCDO's H&S policies as mentioned in SOSR attached e.g., share samples of Risk Assessment and method statements, documents for control of substances hazardous to health / material safety data sheet (COSHH/ MSDS) for similar works undertaken. Please share sample certificates where required as mentioned in scope of work. (In Case of Sub-contracting please also provide documents for sub-contractor for each criterion):</p>	Quality	10%

Name	Description	Type	Weighting
Quality Assurance and Spares Warranty	<p>a) Please provide details of quality assurance and monitoring procedures for the delivery of the service of the contract.</p> <p>b) Please share how would you ensure maintaining service level agreement (SLA) and KPI's as per attached document.</p> <p>c) Please provide the list of spare parts (brand, make, etc.) that will be provided as part of this contract and what minimum warranty for the spares etc. as applicable.</p> <p>d) Please specify will you manage this warranty?</p> <p>(In Case of Sub-contracting please also provide documents for sub-contractor)</p>	Quality	5%
Mobilisation	<p>Please provide a detailed plan outlining your arrangements for effective and smooth take-over/mobilisation of the services (highlighting any anticipated problems and mitigation plans).</p> <p>Please include a timetable.</p>	Quality	5%

Other information

Payment terms

All the invoices will be paid monthly in arrears for the maintenance work. Payments of all the valid invoices will be made within 30 days.

Applicable trade agreements

- Government Procurement Agreement (GPA)

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Contracting authority

Foreign, Commonwealth and Development Office

- Public Procurement Organisation Number: PXRR-8771-PHVX

King Charles Street

London

SW1A 2AH

India

Contact name: Bidisha Chaliha

Email: Bidisha.Chaliha@fcdo.gov.uk

Website:

<https://www.gov.uk/government/organisations/foreign-commonwealth-development-office>

Organisation type: Public authority - central government