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Tender

## **Providing Housekeeping Services to British High Commission & British Deputy High Commissions in India**

Foreign, Commonwealth and Development Office

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

Notice identifier: 2025/S 000-083168

Procurement identifier (OCID): ocds-h6vhtk-059659 ([view related notices](#))

Published 16 December 2025, 10:03am

### **Scope**

### **Reference**

CPG-12357-2025

### **Description**

The British High Commission (BHC) and British Deputy High Commissions (BDHCs) in India intends to engage a competent supplier(s) through a competitive tender process for providing housekeeping services at offices across India.

The contract will be initially for the duration of Three (03) years, with an option to extend for additional 24 months, based on satisfactory performance provided by the selected service provider(s) and continued business requirement at the BHC and BDHCs. The contract is expected to start from 1 March 2026 and shall expire on 28 Feb 2029 (tentative dates for the initial contract phase).

The scope includes cleaning of offices, residences, recreational areas, and event spaces, along with waste management, composting, and support for meetings and functions. Contractors must provide trained personnel, equipment, and consumables, and adhere to

strict hygiene, safety, and performance standards. Services also cover reactive and planned cleaning, including high-level surfaces, IT rooms, and food preparation areas.

There will be 7 LOTs (7 ITTs) in the tender representing the High Commission and Deputy High Commissions across India where housekeeping services are required, Interested bidder can apply in minimum one lot to all lots as per their presence and expertise. The Seven delivery locations are

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

### **Total value (estimated)**

- £1,230,253 excluding VAT
- £1,230,253 including VAT

Above the relevant threshold

### **Contract dates (estimated)**

- 1 March 2026 to 28 February 2029
- Possible extension to 28 February 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 continued business requirement at BHC/BDHCs at the end of initial term.

## **Main procurement category**

Services

## **CPV classifications**

- 98341110 - Housekeeping services

## **Contract locations**

- IN - India

## **Lot constraints**

Description of how multiple lots may be awarded:

Housekeeping services 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.

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## **Lot 1. Providing Housekeeping Services at the British High Commission in New Delhi**

### **Description**

The British High Commission in New Delhi requires comprehensive housekeeping services across its 24-acre compound, which includes office buildings, 70 residential accommodations, and ancillary facilities. The scope covers routine and planned cleaning of internal and external areas, waste management with composting solutions, roof and gutter cleaning, and support for meetings and events. Services also include replenishment of consumables, handling logistics such as loading/unloading furniture, and maintaining hygiene standards in kitchens, toilets, and recreational areas. Additional requirements include provision of a swimming pool lifeguard and adherence to green cleaning practices.

The contract will be initially for the duration of Three (03) years, with an option to extend for additional 24 months, based on satisfactory performance provided by the selected service provider and continued business requirement at the British High Commission, New Delhi. The contract is expected to start from 1 March 2026 and shall expire on 28 Feb 2029 (tentative dates for the initial contract phase).

Detailed scope, cleaning schedule and rest of other information will be mentioned in tender documents.

### **Lot value (estimated)**

- £710,407 excluding VAT
- £710,407 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. Providing Housekeeping Services at the British Deputy High Commission in Mumbai**

### **Description**

The British Deputy High Commission in Mumbai requires housekeeping services for its office premises at location. The scope includes daily cleaning of offices, toilets, pantries, and common areas, waste segregation and disposal, and support for meetings and events. The contractor must ensure replenishment of consumables, maintain hygiene standards, and provide manpower for ad-hoc tasks such as moving furniture. Weekend and public holiday coverage may be required, with overtime compensation applicable.

The contract will be initially for the duration of Three (03) years, with an option to extend for additional 24 months, based on satisfactory performance provided by the selected service provider and continued business requirement at the British Deputy High Commission, Mumbai .The contract is expected to start from 1 March 2026 and shall expire on 28 Feb 2029 (tentative dates for the initial contract phase).

Detailed scope, cleaning schedule and rest of other information will be mentioned in tender documents.

### **Lot value (estimated)**

- £73,459 excluding VAT
- £73,459 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.

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## **Lot 3. Providing Housekeeping Services at the British Deputy**

## High Commission in Chennai

### Description

The British Deputy High Commission in Chennai requires housekeeping services for its office and residential properties, including the official residence 'Cottingley.' Services include routine and planned cleaning, waste management, and pantry maintenance. Additional requirements include a professional gardener for the large garden, a pool operator who can assist with housekeeping tasks, and carpet shampooing services. Support for official events and adherence to hygiene standards in kitchens and toilets are mandatory.

The contract will be initially for the duration of Three (03) years, with an option to extend for additional 24 months, based on satisfactory performance provided by the selected service provider and continued business requirement at the British Deputy High Commission, Chennai. The contract is expected to start from 1 March 2026 and shall expire on 28 Feb 2029 (tentative dates for the initial contract phase).

Detailed scope, cleaning schedule and rest of other information will be mentioned in tender documents.

### Lot value (estimated)

- £181,941 excluding VAT
- £181,941 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.

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## Lot 4. Providing Housekeeping Services at the British Deputy High Commission in Bengaluru

## Description

The British Deputy High Commission in Bengaluru requires housekeeping services for its office and residential properties. The scope includes routine cleaning, waste management, and pantry upkeep. The contractor must provide relievers for existing housekeeping staff and assist with tea/coffee service for visitors. Additional tasks include support for meetings and events, replenishment of consumables, and adherence to hygiene standards.

The contract will be initially for the duration of Three (03) years, with an option to extend for additional 24 months, based on satisfactory performance provided by the selected service provider and continued business requirement at the British Deputy High Commission, Bengaluru. The contract is expected to start from 1 March 2026 and shall expire on 28 Feb 2029 (tentative dates for the initial contract phase).

Detailed scope, cleaning schedule and rest of other information will be mentioned in tender documents.

## Lot value (estimated)

- £97,177 excluding VAT
- £97,177 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.

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## Lot 5. Providing Housekeeping Services at the British Deputy High Commission in Kolkata

### Description

The British Deputy High Commission in Kolkata requires housekeeping services for its office and residential property. The scope includes routine and planned cleaning, waste

management, and pantry maintenance. Additional requirements include a full-time gardener at the residence and a part-time gardener at the office, carpet cleaning for an area of 212.21 square meters, when required, and tea/coffee service for visitors. Support for events and adherence to hygiene standards are essential.

The contract will be initially for the duration of Three (03) years, with an option to extend for additional 24 months, based on satisfactory performance provided by the selected service provider and continued business requirement at the British Deputy High Commission, Kolkata .The contract is expected to start from 1 March 2026 and shall expire on 28 Feb 2029 (tentative dates for the initial contract phase).

Detailed scope, cleaning schedule and rest of other information will be mentioned in tender documents.

### **Lot value (estimated)**

- £91,812 excluding VAT
- £91,812 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.

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## **Lot 6. Providing Housekeeping Services at the British Deputy High Commission in Ahmedabad**

### **Description**

The British Deputy High Commission in Ahmedabad requires housekeeping services exclusively for its residence. The scope includes daily cleaning, laundry, kitchen upkeep, and waste segregation. Additional tasks include periodic deep cleaning, coordination for maintenance works (plumbing, electrical, carpentry), and support for events at the residence. The contractor must ensure proper inventory management and compliance with hygiene standards.

The contract will be initially for the duration of Three (03) years, with an option to extend for additional 24 months, based on satisfactory performance provided by the selected service provider and continued business requirement at the British Deputy High Commission, Ahmedabad .The contract is expected to start from 1 March 2026 and shall expire on 28 Feb 2029 (tentative dates for the initial contract phase).

Detailed scope, cleaning schedule and rest of other information will be mentioned in tender documents.

### **Lot value (estimated)**

- £20,484 excluding VAT
- £20,484 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.

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## **Lot 7. Providing Housekeeping Services at the British Deputy High Commission in Hyderabad**

### **Description**

The British Deputy High Commission in Hyderabad requires housekeeping services for its residence, which hosts official events and dinners. The scope includes routine cleaning, laundry, kitchen maintenance, and assistance during events, including serving guests and washing utensils. Additional requirements include a gardener for the residence, waste disposal services in coordination with local authorities, and adherence to hygiene standards. The contractor must also provide manpower for lifting heavy objects as needed.

The contract will be initially for the duration of Three (03) years, with an option to extend for additional 24 months, based on satisfactory performance provided by the selected service provider and continued business requirement at the British Deputy High

Commission, Hyderabad. The contract is expected to start from 1 March 2026 and shall expire on 28 Feb 2029 (tentative dates for the initial contract phase).

Detailed scope, cleaning schedule and rest of other information will be mentioned in tender documents.

### **Lot value (estimated)**

- £54,973 excluding VAT
- £54,973 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.

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## **Participation**

### **Legal and financial capacity conditions of participation**

**Lot 1. Providing Housekeeping Services at the British High Commission in New Delhi**

**Lot 2. Providing Housekeeping Services at the British Deputy High Commission in Mumbai**

**Lot 3. Providing Housekeeping Services at the British Deputy High Commission in Chennai**

**Lot 4. Providing Housekeeping Services at the British Deputy High Commission in Bengaluru**

**Lot 5. Providing Housekeeping Services at the British Deputy High Commission in Kolkata**

**Lot 6. Providing Housekeeping Services at the British Deputy High Commission in Ahmedabad**

**Lot 7. Providing Housekeeping Services at the British Deputy High Commission in Hyderabad**

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 compliant with various laws and regulations, including taxations, labour laws and other relevant laws/acts

**Technical ability conditions of participation**

**Lot 1. Providing Housekeeping Services at the British High Commission in New Delhi**

**Lot 2. Providing Housekeeping Services at the British Deputy High Commission in Mumbai**

**Lot 3. Providing Housekeeping Services at the British Deputy High Commission in Chennai**

**Lot 4. Providing Housekeeping Services at the British Deputy High Commission in Bengaluru**

**Lot 5. Providing Housekeeping Services at the British Deputy High Commission in Kolkata**

**Lot 6. Providing Housekeeping Services at the British Deputy High Commission in Ahmedabad**

**Lot 7. Providing Housekeeping Services at the British Deputy High Commission in Hyderabad**

Please refer the documentation in tender pack

**Particular suitability**

**Lot 1. Providing Housekeeping Services at the British High Commission in New Delhi**

**Lot 2. Providing Housekeeping Services at the British Deputy High Commission in Mumbai**

**Lot 3. Providing Housekeeping Services at the British Deputy High Commission in Chennai**

**Lot 4. Providing Housekeeping Services at the British Deputy High Commission in Bengaluru**

**Lot 5. Providing Housekeeping Services at the British Deputy High Commission in Kolkata**

**Lot 6. Providing Housekeeping Services at the British Deputy High Commission in Ahmedabad**

**Lot 7. Providing Housekeeping Services at the British Deputy High Commission in Hyderabad**

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

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## **Submission**

### **Enquiry deadline**

9 January 2026, 5:00pm

### **Tender submission deadline**

15 January 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. 12357. 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)**

30 January 2026

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### **Award criteria**

<b>Name</b>	<b>Description</b>	<b>Type</b>	<b>Weighting</b>
Commercial	A full assessment of the total price breakdown for the full Contract Period in the format requested (Volume 3). In order to be able to make a full assessment of the submitted total price breakdown commercial evaluation will be carried out in the following manner: the most competitively priced proposal submitted will score 160 points and the remaining proposals are awarded consequent scores based on an inverse percentage of the difference between the most advantageous tender received and the other proposals under consideration.	Cost	40%
Technical Criteria 1 - Experience & Capability	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	Quality	15%

Name	Description	Type	Weighting
	<p>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 to carry out a background check. d)Contractor must have an office at the location of service if its sub contracted, the sub-contractor should also have an office at the location of Service. *Please note that scoring will be done on the basis of the sub-contractor documents (if the work has been sub-contracted). (please provide details of sub-contractor(s) too if any of the services in this contract is sublet ):</p>		

Name	Description	Type	Weighting
Technical Criteria 2 - Internal HR Practices	<p>a) Please explain your recruitment process of the staff and the payment processing procedures. 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 Supervisors and Housekeepers. Also provide information on average length of staff retention within the period of each of the contracts provided in above criteria. c) Provide details of the social security benefits provided to the employees (Like ESI, PF, Leave entitlements and adherence to minimum wages as notified by the respective State Government). d) Provide details of your internal processes to prevent sexual harassment, discrimination or abuse, in any form, and how staff are able to call this out with confidence and protection.</p>	Quality	10%

Name	Description	Type	Weighting
Technical Criteria 3 - Methodology	<p>a) Please describe your approach and methodology to perform each element of the requirement of this contract as described in the Statement of Service Requirement (see Attachment). b) The roles played by key members/ organisation's organogram and that of local offices where the vendor is bidding for more than one location, or a sub-contractor in case of sub-contracting, especially to other locations from where the vendor is based. c) How you would manage workforce, number of staff deputed and supervision of the works/ services. How many no. of relievers (security cleared) will be provided as per manpower requirement for each post as a mandatory number to be available at all times. d) Please provide training module and plans that you provide to your Housekeepers and Supervisors prior to and during the contract period. e) Please provide waste management plan for</p>	Quality	10%

Name	Description	Type	Weighting
	the location of service in line with local laws from the municipal corporation. f) Please 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 provide documents for sub-contractor too)		

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Name	Description	Type	Weighting
Technical Criteria 6 - Escalation Matrix and Staff Details	<p>Must provide separate documents for every post/location 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 3 years' experience in the role and they should be fluent in English Language. c) Provide CV of Gardeners for Chennai, Kolkata and Hyderabad, Provide CV of Front Office staff for Kolkata, provide CV of Pool Operator cum Housekeeping Staff for Chennai. Provide CVS for Swimming Pool Life Guard for Delhi (In Case of Sub-contracting please provide documents for sub-contractor too for each criteria)</p>	Quality	10%

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Name	Description	Type	Weighting
Technical Criteria 4 - Quality Assurance	a) Please provide details of quality assurance and monitoring procedures for the delivery of the service of the contract. b) Please share how would you ensure maintaining service level agreement (SLA) and KPI's as per attached document. (In Case of Sub-contracting please provide documents for sub-contractor too)	Quality	5%
Technical Criteria 5 - Mobilization	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). Please include a timetable.	Quality	5%

Name	Description	Type	Weighting
Technical Criteria 7 - Health and Safety (H&S)	a) Please share company's health and safety policy/ formal safety management systems. b) Please explain how would you 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 provide documents for sub-contractor too for each criteria)	Quality	5%

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## Other information

### Payment terms

All the invoices will be raised at the end of month to the contract managers. payment of all valid invoice will be done with in 30 days.

## **Applicable trade agreements**

- Government Procurement Agreement (GPA)

## **Conflicts assessment prepared/revised**

Yes

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## **Procedure**

### **Procedure type**

Open procedure

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## **Contracting authority**

### **Foreign, Commonwealth and Development Office**

- Public Procurement Organisation Number: PXRR-8771-PHVX

King Charles Street

London

SW1A 2AH

United Kingdom

Contact name: Nikhil Kalra

Email: [southasia.procurement@fcdo.gov.uk](mailto:southasia.procurement@fcdo.gov.uk)

Website:

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

Region: UKI32 - Westminster

Organisation type: Public authority - central government