

**Embassy of India
Tallinn**

No.TAL/867/01/2022

November 22, 2022

TENDER NOTICE

Subject: Tender Notice for hiring of cleaning services for Chancery Premises.

The Embassy of India, Tallinn, invites sealed bids from professional companies/firms based in Tallinn under Annual Maintenance Contract for providing daily cleaning services for the upcoming Chancery of Embassy of India, Tallinn.

- 2. Last date of submission of bids: December 13, 2022 by 1730 hrs.**



(Manoj Sharma)

Head of Chancery
hoc.tallinn@mea.gov.in
Tel-372-6640021

Embassy of India
Tallinn

TENDER NOTICE

Subject: Invitation for competitive tender for providing Cleaning Services at the Embassy of India, Tallinn (Address: Tornimae 5, Tallinn, 10145).

Sealed tenders are invited from professional companies/firms for providing cleaning services at the upcoming premises of the Embassy of India at Tallinn (hereafter called 'Embassy') for a period of 1 year. The company/firms must have a minimum experience of three years in providing commercial cleaning services and should have provided such services to Embassies/Star hotels/Convention Centres/ Corporate Houses for at least two years during the last three years.

2. The scope of the work and the related terms and conditions are as follows:

S.No		Particulars
1.	Scope of work	<p>Cleaning of chancery premises. Cleaning is to be done on all working days (five days a week, Monday to Friday) and on other days/timings (holidays/weekends), if required by the Embassy.</p> <p>Two cleaners will be on duty on all working days at the Chancery premises.</p> <p>Preparation and submission of various checklists/inspection reports as scheduled in the approved format.</p> <p>Equipments and cleaning material to be Provided by Company, Service trolley, vacuum cleaner, all cleaning material including brooms, dusters, garbage bags, tissues, soap for cleaning and handwash, sanitisers, parquet cleaner, room freshener etc.</p>
2.	Specificati on of work	<p>Daily cleaning and sweeping/mopping/dusting/vacuum/spot/wipe cleaning of common areas, office-rooms, conference hall, toilets, lobbies, windowpanes, office furniture/equipment, glass doors, glass surfaces, carpets/floorings, entrance and exit areas, fittings & fixtures and any other place within the premises as directed by the competent Authorities from time to time. Clean and clear waste receptacles and daily disposal of waste materials at the designated places outside the complex, cleaning of kitchen working platforms, washbasins and washing of dishes. Office rooms to be cleaned daily including vacuum cleaning and dusting of furniture in the morning.</p> <p>Daily removal of garbage/wastepaper/ packing material.</p> <p>Lobbies/Reception area/Consular area to be cleaned twice a day. Toilets must be cleaned twice a day.</p> <p>Cleaning and arranging of furniture/things in chancery as and when required. Dusting/sanitizing of all display units, dusting/wiping of picture frames, polishing of metal signage/items, dusting of Od'A items with caution. The Job includes replenishment of paper hand towels/hand soaps, sanitizers, garbage bags etc in washroom/pantry as and when</p>

		required. The approximate floor area of the embassy premises is 1270 Sqm.
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3. The firm shall employ at least two professional cleaners dedicated for cleaning work at the Embassy for five days a week from Monday to Friday. In addition, the firm shall have a dedicated supervisor or manager who can be contacted by the Embassy for all queries and requirements in connection with the cleaning work.
4. The firm shall provide all cleaning materials, equipments and other items used for the cleaning work at its own cost.
5. Interested companies/firms are required to submit their bids for providing cleaning services. Each bid shall consist of technical and financial bids in separate sealed envelopes. The Embassy will first open the technical bids and evaluate the technical bids based on criteria of Bidder's relevant experience for the Assignment, Quality of work plan and methodology for undertaking the job, qualifications/experience of the staff proposed and past track record. The financial bids of only those bidders who meet the technical criteria given above in this notice would be opened and considered for further evaluation.
6. The firms shall be required to furnish an undertaking to strictly abide by good management practices, various labour regulations and laws in force in Estonia including the payment of minimum wages, social security contributions, Medical etc.
7. The bidder shall submit a Bid Security Declaration (**Annexure-V**). Failure to honour the Bid Securing Declaration shall render the bidder ineligible to participate in any tender on behalf of Government of India, for a period of two years from the date of publication of the tender in which the default has happened.
8. The firm would be fully responsible for its workers in all respects, including regarding their antecedents and conduct, service performance & behavior, as also the payment of salaries, compensation etc. The Embassy would not be responsible for payment of any dues to the firm or the worker other than the agreed contract amount. The workers shall not have any claim for regularization of wages with the Embassy of India.
9. Bidders would be required to furnish the information and submit documents, as per the attached proforma and would quote prices strictly on a monthly basis only. Price quoted should be on all-inclusive basis and shall include the cost of all services, personnel, material, transportation, rentals, taxes etc. Technical information and supporting documents regarding experience etc. should be given in separate envelope.
10. Prices quoted in the financial bids of the tender should remain valid for acceptance for 180 days from the date of closing of the tender, without any price escalation for whatever reason.
11. The competent authority in the Embassy will inform the successful bidder in writing of the acceptance of the bid which shall be followed by signing of a contract between the Embassy of India and the successful Bidder. The contract amount, once agreed to by the firm, shall not be increased during the period of the contract.
12. The Embassy reserves the right to revoke the contract at any time if the services rendered are not found satisfactory during the period of the contract.

13. The Embassy shall have the right to impose such penalty as it deems fit on the firm if the services are found unsatisfactory or partial/defective services are rendered. Repeatedly defaulting in providing services will also lead to, besides termination of contract, automatic disqualification for tendering or quoting in future for any service for the Embassy.

14. The Embassy of India shall also have the right to impose such penalty as it deems fit on the firm if the embassy is put to any financial loss directly or indirectly by any act of omission or commission on the part of the firm or the person(s) deployed by it on the premises of the chancery or withholding payment till the rectification of the omission.

15. The services of the worker(s) deployed may be required temporarily at the events organized by the Embassy on weekdays/holidays, if necessary.

16. Embassy reserves the rights to remove any workers in case of his/her conduct/performance/behavior/background is/are found unsatisfactory at any point of time. Service providers should have a reserve pool of workers for replacement without unreasonable delay and at no cost to the Embassy.

17. The bidders must have modern equipment(s), the latest technical expertise in management of buildings and related facilities, as has been defined in brief scope of work. Machinery, equipment, implements, materials and consumables proposed to be used should be clearly indicated.

18. The bidders shall maintain at all times machinery/equipment and other resources required for upkeep and cleanliness of the premises of the client. The firm will arrange at its own cost additional machinery/equipment and resources if required by the client for this purpose.

19. All bidders are requested to read and understand the terms and conditions of the contract before submitting their bids. No change or violation of aforementioned terms and conditions is permissible once the bid is accepted by the Embassy.

VALIDITY OF CONTRACT

The contract, if awarded, shall be valid for a period of one year (01). The contract may be extended annually on year-to-year basis, for a further 02 years [maximum tenure 03 years from the date of start of work initially] on the same terms and conditions and same rates as agreed to in the signed contract, subject to satisfactory services being provided by the vendor.

	Key Event	Date
1	Tender publish date	November 22, 2022
2	Bid submission start date	November 23, 2022
3	Bid submission last date	December 13, 2022 by 1730 hrs.
4	Opening of Technical bids	December 14, 2022 at 1500 hrs.

Last date for receiving the Bids at the Embassy of India, Tallinn is **December 13, 2022 by 1730hrs.**

For site visit, please contact the undersigned.

Tender document can be collected from Embassy of India, Tallinn or downloaded from <https://mea.gov.in/tenders.html>, www.indembassytallinn.gov.in and <https://eprocure.gov.in/copp>.

Bids may be submitted physically or by courier/post so as to reach before the prescribed date and time. Embassy will not be responsible for any postal delays. Sealed bids should be addressed to Head of Chancery, Embassy of India, Regus Business Centre, Tornimae 5, Tallinn, 10145.


(Manoj Sharma) 23/11/22

Head of Chancery
hoc.tallinn@mea.gov.in
Tel-372-6640021

TECHNICAL INFORMATION

1. Name of the firm: _____.
2. Address of the Registered Office: _____.
3. Correspondence address: _____.
4. Contact details: _____.
5. Telephone/Fax: _____.
6. Email: _____.

S.No	Requirements	Information in response to previous column	Remarks, if any
1.	a. Brief introduction of the Company.		
	b. Previous experience in the field (minimum of three years)		
	c. Total number of regular employees with the firm		
	d. Turnover of the firm for the last two years		
	e. Registration Certificate & license for the services		
2.	Detailed work plan and Methodology for undertaking the job		
3.	Qualification and experience of the staff [including supervisory / managerial staff and cleaning staff] proposed to be deployed for the job		
4.	a. Copies of Current contracts of cleaning services being undertaken by the firm		
	b. Copies of past contracts of cleaning services undertaken by the firm		
	c. Testimonials [Clients' letters / certificates etc.]		

(Name and Signature of the authorized signatory)

Date:

Seal of the firm:

Annexure-II

To be submitted as part of Technical Bid

QUALITY PARAMETERS* FOR CLEANERS TO BE PROVIDED AT CHANCERY

The bidder is required to write 'Yes' or 'No' in the column REMARKS. In case of partial fulfilment, the bidder requires to mention which conditions cannot be fulfilled.

S.No	Item/Description	REMARKS
1.	Cleaners should not be more than age of 55 years	
2.	Cleaners should be physically and mentally fit. Service provide will provide medical fitness certificate if required by Embassy.	
3.	Cleaners should have passed at least Grade 10 or equivalent.	
4.	Cleaners should be proficient in local languages and possess minimum English language skills to communicate with the Mission's officials.	
5.	Cleaners should perform duties in smart uniform and their overall appearance should be neat and clean.	
6.	Cleaners should be thoroughly proficient and trained in handling of cleaning work.	

*These parameters are Embassy's critical minimum requirement and any inability to meet any or all of these would make the service provider liable for rejection at the technical bid stage only.

Declaration

I hereby certify that the information furnished above is full and correct to the best of my knowledge.

(Name and Signature of the authorized signatory)

Date:

Name and address of the Agency/Company:

Seal of the firm:

Annexure-III

FINANCIAL BID

1. Name of the firm: _____.
2. Address of the Registered Office: _____.
3. Correspondence address: _____.
4. Contact details: _____.
5. Telephone/Fax: _____.
6. Email: _____.

S.No	Items	Charges (in Euro per month including VAT)	Remarks, if any
1.	Monthly charges for Cleaning services	<p>Note: Prices should be quoted strictly on a monthly basis only. The price quoted should be on an all-inclusive basis and shall include the cost of all services, personnel, material, transportation, rentals taxes, VAT etc.</p>	

(Name and Signature of the authorized signatory)

Date:

Seal of the firm:

AFFIDAVIT

I/We _____ representative(s) of M/s _____

solemnly declare(s) that: -

1. I/We are submitting my/our bid against the Tender Notice No _____ dated _____ brought out by The Embassy of India, for providing cleaning services at The Embassy of India premises.
2. I/We or my/our partners do not have any relative working in Embassy of India.
3. All information furnished by me/us in respect of fulfilment of eligibility criteria and other information given in this tender is complete, correct, and true. All documents/credentials submitted along with this tender are genuine, authentic, true and valid.
4. The price bid submitted to me/us is "without any condition".
5. I/We have not been banned/delisted by any Government or any Government agency(ies) of Estonia or India.
6. I/We accept all the terms and conditions of the tender.
7. If any information or document submitted is found to be false/incorrect, Embassy may cancel my/our tender and take any action as deemed appropriate including termination of the contract, forfeiture of all dues and blacklisting of my/our company and all partners of the company.

Name

Signature of the authorized signatory(ies)

Date:

Seal of the company:

Bid Securing Declaration

I/We accept that if I/we withdraw or modify Bids during the period of validity or if I/we are awarded the contract and I/we fail to sign the contract before the deadline defined in the request for bids document, I/we will be suspended for the period of time specified in the request for bid document from being eligible to submit Bids for contracts with the Government of India.

Date:

Name:

Place:

Signature:

Seal of the Company