



**Tender for Annual Maintenance Contract for Housekeeping/Cleaning
services at Embassy of India, Warsaw**

TENDER NO. WAR/872/1/2023

Dated: 16.03.2026

Last date for submission of bid: 10.04.2026

**Myśliwiecka 2,
00-459, Warsaw**

WAR/872/1/2023
Embassy of India, Warsaw

NOTICE INVITING TENDER

Indian Embassy Warsaw invites Tender under two bid system from registered and authorized firms/agencies for providing Housekeeping/Cleaning services at Myśliwiecka 2, 00-459, Warsaw, Poland as per details given in the tender documents.

2. The interested firms/service agencies should submit the bids in two separate sealed covers, superscribed as “Technical Bid” and “Financial Bid”. Both sealed covers should be put in a separate single envelope superscribed as “Tender No. **WAR/872/1/2023** for Annual Maintenance Contract (AMC) for Housekeeping/Cleaning services at Embassy of India, Warsaw” and addressed to “Myśliwiecka 2, 00-459, Warsaw, Poland”. Please note that tender document will not be accepted after the expiry of stipulated date and time for the purpose (on 10.04.2026 before 1200 Hrs) under any circumstances.

3. The Earnest Money Deposit (EMD) of PLN 15000 in the form of unconditional Bank Guarantee in favour of “Embassy of India, Warsaw” is required to be submitted along with tender bids.

4. The Technical Bids will be opened on 10.04.2026 (at 1500 Hrs) by a Committee authorized by the Competent Authority of the Embassy of India, Warsaw. The financial bids of only those bidders, whose Technical Bids are found responsive, shall be opened by the Committee authorized for the purpose. The pre-bid site visit will be conducted on 30.03.2026 on basis to assess the job requirement / quantum of work involved. For any queries, please write to comwing.warsaw@mea.gov.in/estt.warsaw@mea.gov.in.

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

6. The Competent Authority reserves the right to reject any or all the bids or cancel the tender, without assigning any reason and the decision of the competent authority of the Embassy of India, Warsaw shall be final and binding.

Mr. D. P. Pramod Kumar
Head of Chancery
Embassy of India, Warsaw
Myśliwiecka 2,
00-459, Warsaw

LETTER OF BID

Dated: _____

To,
The HOC
Embassy of India, Warsaw
Myśliwiecka 2,
00-459, Warsaw
Poland

Ref: Invitation for Bid No. **WAR/872/1/2023** dated 16.03.2026.

We, the undersigned, declare that:

We have examined and have no reservations to the Bidding Documents, including Addenda issued in accordance with Instructions to Bidders,

2. We offer to execute in conformity with the Bidding Documents for Annual Maintenance Contact(AMC) for Housekeeping/Cleaning services at Myśliwiecka 2, 00-459, Warsaw, Poland.
3. Our bid shall be valid for a period of 180 days from the date fixed for the bid submission deadline in accordance with the Bidding Documents and shall remain binding upon us and maybe accepted at any time before the expiry of the period.
4. If our bid is accepted, we commit to submit a Performance Security Deposit in accordance with the Bidding Documents.
5. We also declare that the Government of India or any other Government body(including Poland Government) has not declared us ineligible or blacklisted us on charges of engaging in corrupt, fraudulent, collusive or coercive practices or any failure/lapses of serious nature.
6. We also accept all the terms and conditions of this bidding document and undertake to abide by them, including the condition that you are not bound to accept highest ranked bid / lowest bid or any other bid that you may receive.

Yours sincerely,
Authorized Signatory

(Authorized person shall attach a copy of Authorization for signing on behalf of Bidding Company)

Full Name and Designation

(To be printed on Bidder's letterhead)

Tender for Housekeeping/Cleaning services

Page 3 of 22

DATES TO REMEMBER

<u>Events</u>	<u>Date</u>
Notice Inviting Tender	Tender for Annual Maintenance Contract for Housekeeping/Cleaning services at Embassy of India, Warsaw, Poland.
Starting date of Tender submission	16.03.2026
Pre-bid meeting/Site visit	30.03.2026
Last date of Tender Submission	10.04.2026 before 1200 Hrs
Opening of Technical Bids	10.04.2026 at 1500 Hrs
Opening of Financial Bids (of only those who qualify in the minimum eligibility criteria)	Will be intimated to technically qualified bidders in due course

1. GENERAL INSTRUCTIONS

- 1.1 For the Bidding / Tender Document Purposes, the Embassy of India, Warsaw shall be referred to as 'Client' and the Bidder/Successful Bidder shall be referred to 'service provider and / or Bidder or interchangeably.
- 1.2 The tender document can be downloaded from the websites of <http://www.eprocure.gov.in>, <https://www.indianembassywarsaw.gov.in/tenders/> from 16.03.2026 onwards. The last date of submission of bids is 10.04.2026.
- 1.3 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.
- 1.4 The bidder shall submit the copy of the authorization letter / Power of Attorney as the proof of authorization for signing on behalf of the Bidder.
- 1.5 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 by EMD of requisite amount/format, or any other requirements, stipulated in the tender documents are liable to be rejected.

- 1.6 The Parties to the Contract/Agreement shall be the successful bidder (to whom the work has been awarded) and the Client, Embassy of India, Warsaw.
- 1.7 For all purposes of the contract including arbitration thereunder, the address of the bidder mentioned in the bid shall be final unless the bidder notifies any change of address by a separate letter handed over personally/courier or by email to the Embassy of India, Warsaw. The bidder shall be solely responsible for the consequences of any omission or error to notify any change of address in the aforesaid manner.
- 1.8 The bidders are required to visit the site to assess the quantum of work involved before submitting the tender. Once the tender is submitted, it will be presumed that the bidder has seen and understood the complete work involved.

2. Brief scope of work

- 2.1 The brief scope of work will be as follows:-
- a) General cleaning and maintenance of offices/premises in the Embassy building at Myśliwiecka 2, 00-459, Warsaw, Poland;
 - b) Cleaning of toilets daily and regular refilling of toilet paper, Paper towels, Handwash liquid, etc;
 - c) Sweeping, mopping and specialized cleaning;
 - d) Cleaning of roads, sidewalks, alleys and squares inside the complex
 - e) Cleanliness and maintenance of common areas, staircases, sidewalks in the Residential areas.
 - f) Maintaining cleanliness of elevator, fountain and garage area;
 - g) Cleaning of all windows, glass panes, glass roof;
 - h) Removal of dead leaves from roads, sidewalks and alleys;
 - i) Cleaning of the dumpsters;
 - j) Removal of snow from roads(including sprinkling of chemical/salt), sidewalks, alleys and squares inside the complex in the winter;
 - k) Cleaning of Boiler room, ventilation rooms, security posts inside the Embassy Complex;
 - l) Services should include supply of all the cleaning material, machinery, chemicals, cleaning equipment, toiletry (samples to be approved by the Embassy), transport and supervision;
 - m) Other related services as mutually agreed and warranted due to weather conditions.

2.2 Bids should be for cleaning services on all working days from Monday to Friday and also include the cost of all required material (like brooms, mops, wipers, dusters, brushes, cleaning agents, garbage bags, snow removing salts, chemicals etc.) and cleaning equipment (like vacuum cleaners, scrubbing machines, garbage trolleys, etc.). A list of cleaning material proposed to be supplied for one month may also be provided with the bid. The company should provide **two cleaning staff** for eight working hours from 08:30-17:00 hrs with half an hour lunch break from 13:00-13:30 hrs at Embassy complex on Myśliwiecka 2, 00-459, Warsaw, Poland.

3. MINIMUM ELIGIBILITY CRITERIA

3.1 The Bidding Company should be registered under the appropriate laws of the Republic of Poland and should have all applicable/appropriate licenses in its own name.

3.2 The Bidding Company should have a minimum of 5 years experience in the field of cleaning services and should have preferably completed similar type of work in any Govt./Semi Govt./Autonomous Body/Embassy/Consulate/ International Organization, etc. Proof in respect of services provided to such agencies should be provided in the form of copy of contracts, etc. The company should also submit a profile of its key clients along with details of services provided.

3.3 Bidding Company should have bank solvency or credit facility certificate.

3.4 Bidding Company should have a annual turnover of PLN 3,00,000 and not be a loss making entity. It should not have incurred loss on more than two occasions in the last five years. Annual financial turnover for the last five years including profit and loss statement duly signed by the Chartered Accountant should be attached with the technical bids.

4. EARNEST MONEY DEPOSIT

4.1 The Earnest Money Deposit(EMD) of PLN 15000 in the form of unconditional bank guarantee issued by any reputed Bank drawn in favour of “Embassy of India, Warsaw” has to be submitted along with the bid. The validity of the unconditional bank guarantee Order must be up to 6 (six) months from the last date for submission of bids.

4.2 No request for transfer of any previous deposit of Earnest Money Deposit or Performance Security Deposit or adjustment against any pending bill held by the Client in respect of any previous work shall be entertained.

4.3 Bidders shall not be permitted to withdraw their offer or modify the terms and conditions thereof. In case the bidder fails to observe and comply with the stipulations made herein or backs out after quoting the rates, the aforesaid bid security shall be forfeited to the government or will render the bidder ineligible to submit bids for contracts with the Embassy of India, Warsaw.

4.4 The bids without Earnest Money Deposit will be summarily rejected.

4.5 No claim shall lie against the Client in respect of erosion in the value or interest on the amount of earnest money deposit or security deposit i.e. no interest will be payable on EMD.

4.6 The bid security may be forfeited:

- (i) If the bidder withdraws his bid during the period of validity of the bids specified by the bidder in the bid form; or
- (ii) In case of successful bidder, if the bidder:
 - (a) fails to sign the contract in accordance with the terms of the tender document;

- (b) fails to furnish required Performance Security Deposit in accordance with the terms of Tender Documents within the time frame specified by the client; or
- (c) Fails or refuses to honour his own quoted prices for the services or part thereof.

5. **VALIDITY OF BIDS**

- 5.1 Bids shall remain valid and open for acceptance for a period of 180 days from the last date of submission of Bids.
- 5.2 In case, client calls the bidder for negotiation then this shall not amount to cancellation or withdrawal of original offer which shall be binding on the bidder.
- 5.3 The client may request for extension for another period of 60 days, without any modifications and without giving any reasons thereof.
- 5.4 **PRE-BID MEETING/SITE VISIT:** Interested firms/service agencies may visit the site for visualization and better understanding of the quantum of work . A pre-bid/site visit meeting will take place on 30.03.2026. The bidders may also submit their queries by email on the aforementioned email IDs which will also be discussed in the pre-bid meeting.

6 **PREPARATION OF BIDS**

- 6.1 **Language:** Bids and all accompanying documents shall be in **English** only. The technical as well as the financial bids should be submitted in two sets – one original and one copy.
- 6.2 **Technical Bid:** Technical Bid should be prepared as per the instructions given in the Tender Documents along with all required information, documents in support of the minimum eligibility criteria. **All the documents comprising the Technical Bid shall be put in a separate sealed envelope superscribed as “Envelope A – Technical Bid”.** Documents comprising the technical Bid are as under:
 - a. Technical Bid Submission Form duly signed and printed on Company's letterhead.
 - b. Contact Details Form, duly filled and signed & stamped.
 - c. All attested supporting documents in proof of having fully adhered to minimum eligibility criteria as referred in Section-3 above.
- 6.3 **Earnest Money Deposit:** Earnest Money Deposit of PLN 15000 in the form of account payee Demand Draft or Pay Order to be submitted separately in a sealed envelope superscribed as **“Envelope B – Earnest Money Deposit”**.

6.4 **Financial Bid:** Bidder shall prepare the Financial Bid in the Price Schedule as provided in the Tender Document. Financial Bid shall be put in a separate sealed envelope superscribed as “Envelope C- Financial Bid”.

7. **SUBMISSION OF BIDS**

7.1 The Bidding firms have to submit the tenders in two bid system {i.e (i) Technical Bid and EMD and(ii) Financial Bid} in the prescribed proforma. Tenders are to be submitted to Embassy of India. All the documents in support of eligibility criteria etc. and other required documents are to be submitted along with the Tender Documents. No Tender Documents will be accepted after the expiry of stipulated date and time for the purpose under any circumstances whatsoever.

The tender shall be submitted in sealed envelopes as described below:

ENVELOPE ‘A’	Technical bid
ENVELOPE ‘B’	EMD
ENVELOPE ‘C’	Financial Bid

Sealed Envelope A and B which are part of technical bid should be kept in a bigger sealed envelope together

7.2 No Bid shall be accepted after the specified date and time. However, the Competent Authority in the Embassy of India, Warsaw reserves the right to extend the date / time for submission of bids, before opening of the Technical Bids.

8. **BID OPENING PROCEDURE**

8.1 The Technical Bids shall be opened at Embassy of India, Warsaw Chancery Complex at Myśliwiecka 2, 00-459, Warsaw, Poland on 10.04.2026 at 1500 Hrs in the presence of bidders or their representatives and the Tender Evaluation Committee of the Embassy of India, Warsaw. After evaluation of Technical Bids, a list of qualified bidders will be prepared by the Embassy of India, Warsaw. The Financial bids (Envelope ‘C’) will be opened on a subsequent date, which will be intimated to the shortlisted bidders, by mail/phone.

8.2 Bids shall be declared as valid or Invalid based on the preliminary scrutiny, i.e. on site verification of documents submitted by the bidders by the Tender Evaluation Committee. The financial bids will be opened on result of such scrutiny. However, in case any thing found false or forged in contrary to the documents submitted by the bidder, its bid will be rejected and suitable action will be taken.

8.3 The Financial Bids of only those bidders, who qualify at Technical Bid stage, shall be opened by the Committee authorized for the purpose. Those bidders who qualify in the technical bid stage, will be intimated through mail/phone about the date for opening of the Financial Bids.

- 8.4 The date fixed for opening of bids, if subsequently declared as holiday by the Government, the revised date of schedule will be notified. However, in absence of such notification, the bids will be opened on next working date, the time remaining unaltered.
- 8.5 A letter of authorization shall be submitted by the Bidder's representatives before opening of the Bids.
- 8.6 Absence of bidder or their representative shall not impair the legality of the opening procedures.
- 8.7 After opening of the Technical Bids and verifying the EMD amount, the technical bids shall be evaluated to ensure that the bidder meets the minimum eligibility criteria as specified in the Tender Document.

9. CLARIFICATION ON TECHNICAL BID EVALUATION.

- 9.1 The Technical Bids shall be evaluated based on the available documents submitted by the bidder. To assist in the examination, evaluation, and comparison of the bids, and qualification of the bidders, the client may, at its discretion, ask any bidder for a clarification of its bid. Any clarification submitted by a bidder that is not in response to a request by the client shall not be considered. The client's request for clarification and the response shall be in writing.
- 9.2 If a bidder does not provide clarifications of its bid by the date and time set in the client's request for clarification, its bid may be rejected.
- 9.3 Client also reserves the right to seek confirmation/clarification from the issuer agency, on the supporting documents submitted by the bidder.

10. PERFORMANCE SECURITY (PS):

- 10.1 The successful bidder has to deposit Performance Security which will be equal to an amount of 5% of the tender value (Annual charge demanded by the bidder) in favor of 'Embassy of India, Warsaw' in form of unconditional Bank Guarantee within fifteen days of the acceptance of the Letter of Award (**LoA**). Performance Security should remain valid for a period of sixty (60) days beyond the date of completion of all contractual obligations of the service provider (**SP**). In case, the contract is further extended beyond the initial period, the Performance Security will have to be renewed accordingly by the SP. No interest shall be paid on Performance Security.
- 10.2 The Performance Security will be forfeited by order of the Competent Authority in Embassy of India, Warsaw 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 Performance Security, as may be deemed fit by the Client 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 service provider's bill has been received and examined.

- 10.3 If the service provider fails to provide the Performance Security within fifteen days of the acceptance of LoA, such failure shall constitute a breach of the contract and the Client shall be free to make other arrangements at the risk, cost and expense of the service provider.
- 10.4 On due performance and completion of the contract in all respects, the Performance Security will be returned to the SP without any interest on presentation of an absolute 'No Demand Certificate' from the SP and upon return in good condition of any specifications, samples or other property belonging to the client, which may have been issued to the SP, for carrying out work stipulated in the contract.

11. VALIDITY OF CONTRACT

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

12. PAYMENTS

- 12.1 After award of work, a price schedule shall be annexed to the Articles of Agreement according to which all payments shall be made to the SP towards the AMC.
- 12.2 The prices in the Price Schedule shall be inclusive of all applicable taxes as may be levied by the Government from time to time.
- 12.3 All payments shall be made in Polish Zloty by means of Bank transfers.
- 12.4 The Client shall be entitled to deduct in accordance with applicable law, Income Tax or withholding tax or other deductions (as the case may be), from any payments made to the service provider, and the amount so deducted shall be deemed to be a payment made to the service provider.
- 12.5 The payment to the workers in accordance to minimum wages prescribed by the local Government along with the statutory compliance Bonus is sole responsibility of the service provider. In case of revision in minimum wages by the local Government, the same would be absorbed by the service provider. Any claim for any escalation shall not be entertained by the Client.
- 12.6 No request for revision/ increase of approved rates during the currency of the contract will be entertained.

12.7 No payment shall be made in advance nor will any loan from any bank or financial institution be recommended on the basis of the order of award of work.

13. Other Conditions, Force Majeure & Penalty Clause

13.1 The workers so provided should be on the roll of the Company.

13.2 The bidder must have satisfactory arrangements for training of its workers. Confirmation in this regard is to be given.

13.3 The bidder should submit precise profile of its key clients along with details of services provided.

13.4 If any cleaner is absent on a given day, the company will provide a substitute for him otherwise proportionate deductions will be made from the monthly payment.

13.5 In case the Service Provider fails in adhering to the daily cleaning requirements at Embassy's premises, and Client has to make alternative arrangements for daily cleaning, then Service Provider would reimburse the cost of such arrangements.

13.6 Service Provider would be fully responsible for all acts of omission or negligence, dishonesty or misconduct of its employees for work at Embassy of India, Warsaw premises. service provider would indemnify Client against any compensation/claim and damages etc. due to accident or injury to its employees or death due to accident or otherwise, which may arise out of and during the course of their duties. Client would not be liable to pay any damages or compensation to such worker/cleaners or to any third party.

13.7 In case of any complaint, either as regards the nature of service or as regards the behaviors of cleaners on duty or otherwise, service provider would be intimated and would be required to take corrective measures promptly.

13.8 Client reserves the right to amend/withdraw any of the terms and conditions in the tender documents or to reject any or all tenders without giving any notice or assigning any reason. The decision of the Client in this regard shall be final and binding on all.

13.9 Client reserves its right to revoke the contract at any time, if the services rendered are not found satisfactory during the period of the contract.

13.10 Client may, by written notice sent to service provider, terminate the contract, with a notice period of at least one month, in whole or in part at any time for its convenience. The notice of termination shall specify that termination is for the Client's convenience, the extent to which performance of work under the contract is terminated and the date upon which such termination becomes effective.

- 13.11 The bidder must have modern equipment(s), latest technical expertise for cleaning arrangements of buildings and related facilities. Machinery, equipment, implements, material and consumables proposed to be used should be clearly indicated. List of equipment owned by the company may also be furnished with the bid.
- 13.12 Any wrong or misleading information will lead to disqualification.
- 13.13 The bidder shall maintain at all times machinery / equipment and other resources required for upkeep and cleanliness of the premises of the Client. The SP will arrange at his own cost additional machinery/ equipment and resources if required by the Client for the purpose.
- 13.14 Client reserves the right to remove any person found unfit.
- 13.15 The bidder would be responsible for all mandatory compliance for social security, safety and environmental issues related to the performance of the service provider in the Embassy 's premises as stated in the eligibility criteria.
- 13.16 The bidding company shall provide only such cleaning staff who have been vetted by local government's security departments in terms of past record, character and antecedents. It shall ensure that no person of doubtful antecedents is, in any way, associated with the cleaning work at the Embassy's premises.
- 13.17 The cleaning staff provided should be on the permanent roll of the company with valid working visas. A copy of the payment of social security contributions (ZUS) of each worker shall be submitted to the Embassy before deployment for work.
- 13.18 The cleaning staff shall have working knowledge of English/Polish.
- 13.19 The service provider shall be responsible for dropping and picking up the cleaning staff to/from the Embassy.
- 13.20 The service provider is obliged to replace, without unreasonable delay and at no cost to the Embassy, any personnel whom the Embassy considers lacking in necessary competence.
- 13.21 The Bidding Company will have to ensure compliance of all mandatory labour laws/regulations laid down by the Government of the Republic of Poland and any other relevant Acts and regulations enforceable from time to time without any liability on the Embassy of India, Warsaw or without any responsibility for statutory compliance of any kind by the Embassy.
- 13.22 The bidders are suggested to visit the work place, and understand the scope of work thoroughly before submission of their respective bids. The bidders shall give the names of their authorized representatives for the site visit (Pre Bid Meeting) to Embassy of India, Warsaw at estt.warsaw@mea.gov.in/comwing.warsaw@mea.gov.in. The service

provider shall be deemed to have visited the site(s) and made themselves familiar with the working condition whether they actually inspected the site or not.

- 13.23 The Bidder shall not utilize or publicize or disclose or part with any statistic, data or information collected due to the assignment/contract without express written consent of Embassy of India.

Annexure -1

Format for Submitting the Financial Bid

(To be submitted in a separate sealed cover superscribed as “Envelope C – Financial Bid”)

BID No. WAR/872/1/2023

Date:.....

To,
Embassy of India, Warsaw
Myśliwiecka 2
00-459, Warsaw
Poland

FINANCIAL BID

Proforma to be filled up and submitted by the bidder (in English)

1.	Name of the Bidding Agency/ Company	
2.	Address of the Bidding Agency/ Company	
3.	Contact details of the Bidding Agency/ Company	

Break-up of the total cost:

No. of cleaners	2
Wages of cleaners (monthly)	
Total Wages	
Cleaning material charges (if applicable)	
{Any further break-up of monthly charges, if available}	
Total Amount (monthly) (exclusive of taxes)	

Total monthly charges for cleaning services (inclusive of all services): _____(excl. taxes)

Yours faithfully,

(Signature of Authorized Signatory)

Name:

Designation:

Company seal:

Annexure-2

Letter of Award

No.

Date:

To:

[Name of service provider]

This is to notify you that your bid dated *[insert date]* for the execution of the Works for *[name of project/Contract]* for the Contract Price of *[amount in figures and in words]*, as corrected and modified in accordance with the Instructions to Tenderers is hereby accepted by *[name of Employer]*.

You are requested to proceed with the execution of the Works on the basis that this Letter of Award shall constitute the formation of a Contract, which shall become binding upon you signing the Contract Agreement within seven (7) days and furnishing a Performance Security within fifteen (15) days.

We attach the Contract Agreement for your perusal and signature.

Signed

Duly authorised to sign for and on behalf of
[name of Procuring Entity]

Date:

Annexure-3
Contract Agreement

CONTRACT/AGREEMENT NO DATED.....

THIS AGREEMENT is made onbetween Embassy of India, Warsaw (hereinafter referred to as "Client" which expression unless excluded or repugnant to the context be deemed to include his successors and assigns), and whose principal place of office is at Myśliwiecka 2, 00-459, Warsaw, Poland.

AND

M/s having its registered office at.....
(Hereinafter referred to as "the Service provider") which expression shall unless excluded by or repugnant to the context be deemed to include his successors, heirs, executors, administrators, representatives and assigns) of the other part for providing manpower services to Client

NOW THIS AGREEMENT WITNESSTH as follows:

WHEREAS the Client invited bids through open tender, vide Notice Inviting Tender dated 16.03.2026 "providing Housekeeping services at Embassy of India, Warsaw under Tender No. **WAR/872/1/2023** dated 16.03.2026.

AND WHEREAS the service provider submitted his bid in accordance with the procedure mentioned along with the bid documents and represented therein that it fulfills all the requirements and has resources and competence to provide the requisite services to the Client

AND WHEREAS the Client has selected M/s.....as the successful bidder ("the service provider") pursuant to the bidding process and negotiation of contract prices, awarded the Letter of Award (LoA) No, to the service provider on.....for a total sum of.....[Only] for providing cleaning services required at Myśliwiecka 2, 00-459, Warsaw, Poland.

AND WHEREAS the Client desires that the cleaning services (as defined in the Bidding Document) be provided, performed, executed and completed by the service provider, and wishes to appoint the service provider for carrying out such services at the monthly charges of _____ for an initial period of one year from_____to_____, extendable for further two years on yearly basis at the same rates and terms & conditions, subject to satisfactory performance by the service provider

AND WHEREAS the service provider acknowledges that the Client shall enter into contracts with other service providers / parties for the housekeeping services of its premises in case the service provider falls into breach of the terms and conditions as stipulated in the Tender Document and shall waive its claim whatsoever in this regard,

AND WHEREAS the terms and conditions of this Contract have been fully negotiated between the Client and the service provider as parties of competent capacity and equal standing.

AND WHEREAS the service provider has fully read, understood and shall abide by all the terms and conditions as stipulated in the Tender Documents for providing housekeeping services in the Client's premises, failing which the Contract is liable to be terminated at any time, without assigning any reasons by the Client.

AND WHEREAS the service provider shall be responsible for payment of Service Tax with Central Excise and Taxation Department. The documentary proof of the same must be submitted within one month of payment of particular bill for the amount of Service Tax Charged in the said bill

AND WHEREAS the Client and the service provider agree as follows:

In this Agreement (including the recitals) capitalized words and expressions shall have the same meanings as are respectively assigned to them in the Contract documents referred to.

The following documents shall be deemed to form and be read and construed as part of this Agreement. (This Agreement shall prevail over all other Contract documents) :-

The Letter of Award (LoA) issued by the Client;
Letter of Acceptance by the service provider;
The complete Bid, as submitted by the service provider;
The Tender Document No. **WAR/872/1/2023** dated 16.03.2026;
The Addenda, if any, issued by the Client;
Any other documents forming part of this Contract Agreement till date;
(Performance Bank Guarantee, Bank Guarantee);
Work schedule Annexed to this Article of Agreement
Charges - Schedule annexed to this Article of Agreement;
Supplementary Agreements executed from time to time; Scope
of work.

There will be no mid-term escalation in contract rate during the entire contract period. Claim for any escalation on account of minimum wages and any other statutory obligations, or otherwise also, during the entire contract period, shall not be entertained by the Embassy of India, Warsaw. The payment to the workers in accordance to minimum wages prescribed by the Local Government, along with other statutory payments, is the sole responsibility of the service provider.

Any changes/modifications/amendments required to be incorporated in the Contract Agreement at a later stage shall be discussed and mutually agreed by both the parties and such supplementary agreements shall be binding on both the parties and shall form the part of this contract agreement.

This Contract shall be governed by and construed in accordance with the laws of India. Each Party hereby submits to the jurisdiction as set out in the Dispute Resolution Procedure in the Conditions of Contract.

IN WITNESS WHEREOF the parties hereto have caused this Agreement to be executed in accordance with the laws of India on the day, month and year indicated above.

Signed on behalf of the service provider

Signed on Behalf of Embassy of India, Warsaw

(Authorized Signatory)

(Authorized Signatory)

Annexure-4

PROFORMA OF BANK GUARANTEE
(on non-judicial paper of appropriate value)

To,
Embassy of India, Warsaw
Myśliwiecka 2,
00-459, Warsaw
Poland

BANK GUARANTEES NO:

DATE:

Dear Sir(S)

This has reference to the Work Order No. _____ Dated _____ having been placed by Embassy of India, Warsaw with M/s (Name & Address of service provider) for _____.

The conditions of this order provide that the service provider shall,

- a. Arrange to carry out the services listed in the said order by the Client, as per details given in said order, and
- b. Arrange for the service support and provide the items to the Client on site as per the work order and bid documents.

M/s (Name of service provider) has accepted the said work order with the terms and conditions stipulated therein and have agreed to issue the performance bank guarantee on their part, towards promises and assurance of their contractual obligations vide the work order No. _____ M/s. (name of service provider) holds a current account with us and has approached us and at their request and in consideration of the promises, we hereby furnish such guarantees as mentioned hereinafter.

Embassy of India, Warsaw shall be at liberty without reference to the Bank and without affecting the full liability of the Bank hereunder to take any other undertaking of security in respect of the service provider's obligations and /or liabilities under or in connection with the said contract or to vary the terms vis-a-vis the service provider or the said contract or to grant time and or indulgence to the service provider or to reduce or to increase or otherwise vary the prices or the total contract value or to forebear from enforcement of all or any of the obligations of the service provider under the said contract and/or the remedies of the Embassy of India, Warsaw under any security(ies) now, or hereafter held by the Embassy of India, Warsaw and no such dealing(s) with the service provider or release or forbearance whatsoever shall have the effect of releasing the bank from its full liability of the Embassy of India, Warsaw hereunder or of prejudicing right of the Embassy of India, Warsaw against the bank.

This undertaking guarantee shall be a continuing undertaking guarantee and shall remain valid and irrevocable for all claims of the Embassy of India, Warsaw and liabilities of the service provider arising upto and until date.....

Your right to recover the said sum of _____
_____ only) from us in manner aforesaid will not be affected/or suspended by reason of the fact that any dispute or disputes have been raised the said M/s _____ and/or that any dispute or disputes are pending before any officer, tribunal or court or Arbitrator.

Our liability under this guarantee is restricted to _____
(_____ Only) Our guarantee shall remain in force until unless a suit action to enforce a claim under guarantee is filed against us within six months from (which is date of expiry of guarantee) all your rights under the said guarantee shall be forfeited and we shall be relieved and discharged from all liabilities there under.

We have power to issue this guarantee in your favour under Memorandum and Articles of Association of our Bank and the undersigned has full power to do under the power of Attorney dated_____.

Notwithstanding anything contained herein:

- 1 Our liability under this guarantee shall not exceed(in words)
- 2 This bank guarantee shall be valid up to.....& unless a suit for action to enforce a claim under guarantee is filed against us within six months from the date of expiry of guarantee. All your rights under the said guarantee shall be forfeited and we shall be relieved and discharged from all liabilities there after i.e. after six months from the date of expiry of this Bank guarantee.
- 3 We are liable to pay the guaranteed amount or any parts thereof under this bank guarantee only and only if you serve upon us a written claim or demand on or before
- 4 The Bank guarantee will expire on

Granted by the Bank

Yours faithfully,

For (Name of Bank)

SEAL OF THE BANK
Authorized Signatory

Annexure-5

CONTACT DETAILS FORM

**Bidder's description format summary (to
be submitted along with technical bid)**

Name of the Bidding Firm	
Name of Partner(s) & Nationality	
Name of the Authorized Signatory	
Nationality	
Passport No.	
E Mail ID	
Telephone No.	
Fax No.	
Year of Incorporation	
Registration No.	
Service tax/VAT no.	
Registered Office & Address	
Branch offices (with address and Contact details) if any	
Average Annual turnover in the <i>last five</i> financial years and self declaration as a proof of fulfilling mandatory criteria mentioned at 3.4.	
Total Staff Strength with Nationality of Employees	
Total Technical staff percentage	
Nationality of Staff working in Company and to be deputed for work	
Proof of fulfilling mandatory criteria at 3.3/ 3.2/ 3.1	

DETAILS ABOUT KEY PERSONNEL OF THE BIDDING COMPANY

(With ID proof/supporting documents)

- 1.
- 2.
- 3.
- 4.

Work Schedule

Detailed Scope of Work : Cleaning and maintenance services to be provided by the Service Provider

Cleaning services at Embassy Complex at Myśliwiecka 2, Warsaw, 00-459

- 1) Cleaning/mopping of office rooms and dusting of furniture daily in the morning;
- 2) Vacuum cleaning of office rooms daily;
- 3) Cleaning/mopping of lobbies/corridors/staircases twice a day;
- 4) Cleaning of common toilets twice a day and refilling of toilet papers, paper towels, Handwash liquid, etc;
- 5) Cleaning of all glass panes once a month;
- 6) Removing and disposing off garbage/waste daily from office to Dumpsters;
- 7) Scrubbing of all the floors with scrubbing machine once a week;
- 8) Cleaning/mopping of roads, side walks, alleys daily;
- 9) Washing/scrubbing with machines of roads, side walks, alleys fortnightly;
- 10) Cleaning and moping of dumpster area daily;
- 11) Washing /scrubbing with machines of dumpsters once a week;
- 12) Removal of snow from roads, sidewalks and alleys as and when required;
- 13) Cleaning of perimeter fence every quarter;
- 14) Cleaning of office kitchens (including microwave, fridge, dishwasher, etc);
- 15) Cleaning of Terrace;
- 16) Cleaning during events as and when required;
- 17) Regular cleaning of elevator;
- 18) Other related services as mutually agreed and warranted due to weather conditions.

Signed on behalf of the Service Provider
(Authorized Signatory)

Signed on Behalf of Embassy of India, Warsaw
(Authorized Signatory)

Charge Schedule

All inclusive monthly charge for cleaning service (inclusive of all services rendered, wages, equipment, material etc) without VAT	-----