

भारत का राजदूतावास, वासर्वा
Embassy of India, Warsaw

No. WAR/872/1/2023

18th May 2023

NOTICE INVITING TENDER

Subject: Providing cleaning services at the Embassy of India, Warsaw.

1. The Head of Chancery, Embassy of India, Warsaw invites sealed bids in **two parts (Part I - Technical & Part II - Financial)** from Cleaning Service Providers in Warsaw for hiring of cleaning services to the Embassy of India, Warsaw at the **Embassy of India, Ul. Mysliwiecka 2, 00-459, Warsaw, Poland**

2. The schedule for bidding is as follows:

Time Schedule:	One year from the date of signing of contract
Tenders to be addressed to	Head of Chancery, Embassy of India, Ul. Mysliwiecka 2, 00-459, Warsaw , Poland
Last Date of Submission	15th June 2023 up to 17:00 hrs
Place of Receipt of Tender	The Embassy of India, Warsaw
Date of Opening Tender (Technical)	16th June 2023 at 11:00 hrs
Bid validity period:	120 days from the date of opening of the Tender.

Brief Scope of Work

3. The brief scope of work will be as follows:-

- General cleaning and maintenance of all offices in the Embassy building;
- Cleaning of toilets and pantries;
- Sweeping, mopping and specialized cleaning;
- Cleaning of roads, sidewalks, alleys and squares inside the complex
- Cleanliness and maintenance of common areas, staircases, sidewalks in the Residential areas.
- Maintaining cleanliness of elevator, fountain and garage area;
- Cleaning of all windows, glass panes, glass roof;
- Removal of dead leaves from roads, sidewalks and alleys;
- Cleaning of the dumpster;
- Removal of snow from roads, 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 provided by the Embassy during the site visit), transport and supervision;
 - m) Other related services as mutually agreed and warranted due to weather conditions.
4. Following will be the schedule of work:
- a) Cleaning/mopping of office rooms and dusting of furniture daily in the morning;
 - b) Vacuum cleaning of office rooms daily;
 - c) Cleaning/mopping of lobbies/corridors/staircases twice a day;
 - d) Cleaning of common toilets twice a day;
 - e) Cleaning of all glass panes upto height of 2 meters once a week whereas all other glass panes once in a quarter (every three months);
 - f) Removing and disposing off garbage/waste daily;
 - g) Scrubbing of all the floors with scrubbing machine once a week;
 - h) Cleaning/mopping of roads, side walks, alleys daily;
 - i) Washing/scrubbing with machines of roads, side walks, alleys fortnightly;
 - j) Cleaning and moping of dumpster daily;
 - k) Washing /scrubbing with machines of dumpster once a week;
 - l) Removal of snow from roads, sidewalks and alleys as and when required;
 - m) Cleaning of perimeter fence every quarter;
5. 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, 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.

Eligibility Criteria and Terms & Conditions

6. 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.
7. 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.
8. Bidding Company should have ISO certification.
9. Bidding Company should have bank solvency or credit facility certificate.

10. Bidding Company should 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.

11. 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.

12. 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.

Note: Bidding Company must submit certified copies of all documents mentioned in Clauses 6 to 12 above . The Embassy of India, Warsaw reserves the right to ask for any additional documents from the bidders.

13. The cleaning staff shall have working knowledge of English/Polish.

14. The service provider shall not pay wages lower than minimum wages as fixed by the Polish Government. Payment of other admissible benefits, if any, like bonus, leave etc. to the employees deputed at the Embassy shall solely be the liability of the bidding company and not that of the Embassy.

15. The service provider shall be responsible for dropping and picking up the cleaning staff to/from the Embassy.

16. 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.

17. The number of workers as agreed upon for work at the complex shall be available for work as per agreed schedule. If the number of the employees falls short of the agreement, proportionate wages shall be deducted from the bill for the respective month.

18. If any of the assigned work is not found satisfactory, an appropriate amount shall be deducted for every major deficiency from the bill for the respective month. The decision of the Embassy will be final in this respect.

19. 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.

20. The bidders shall visit the work place, and understand the scope of work thoroughly. The bidders shall give the names of their authorized representatives for the

site visit to Attache(Admn), Embassy of India, Warsaw at proj.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.

22. The Embassy reserves the right to accept or reject any or all the tenders without assigning any reasons thereof. The decision of the Embassy shall be final and binding on all. Any bid received after the deadline for submission of bids will be rejected and not be considered and may be returned unopened to the Bidding Company.

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.

24. The validity of the bids must be for 120 days with effect from the date of opening of the bids. All bids should be in English language only.

25. The contract will be for one year duration from the date of award, and it could be extended further subject to satisfactory performance, on the same terms and conditions.

26. The terms and conditions of work may be amended or modified with the consent of both parties in writing signed by the duly authorized representatives of the respective parties. No variation in or modification of the terms of the scope of the cleaning work shall be made except by written amendment signed by both the parties i.e., the successful bidder and Embassy of India, Warsaw.

Tendering Process

27. Tender is invited in two parts i.e. (i) Technical Bid (also containing Bid Securing Declaration) and (ii) Financial Bid. Both the bids should be sealed in separate envelopes clearly marked as such and then both should be sealed in a bigger envelope and are required to be deposited at Embassy of India, Mysliwiecka 2, 00-459, Warsaw, clearly marked as 'Bid for Cleaning Services at the Embassy of India, Warsaw', as per the schedule given above.

28. Bid Securing Declaration should be submitted along with technical bid documents. Tenders submitted without Bid Securing Declaration will not be considered for evaluation and will be rejected out-rightly. The Bid Securing Declaration should be submitted in the form of a Sealed Envelope clearly superscribed "Tender for Cleaning Services for Embassy of India, Warsaw – Bid Securing Declaration" and should be placed in the envelope containing Technical Bid.

29. The bidders will be debarred from taking part in all the tenders floated by the Embassy of India, Warsaw on account of one or more the following reasons:

- a) The bidder withdraws his bid during the period of bid validity;
- b) In case of a successful bidder, the selected bidder backs out of the contract or delays in furnishing;
- c) The bidder furnishes wrong information.

30. The proforma for technical and financial bids is placed at Annexure-I and Annexure-II respectively.
31. In the first stage, only the envelopes, containing the Technical Bid and Bid Securing Declaration will be opened on the appointed date and time, in presence of the bidding companies (one representative each). The sealed envelope containing the Financial Bid will be shown to the members present, but will not be opened at this stage.
32. The Technical Bids will be examined and evaluated by the Embassy. Bidding companies which do not qualify in the technical evaluation will not be considered for qualification to the Financial Bid stage and their financial bids will not be opened.
33. Bidding companies, which have qualified in the Technical Bid stage, will be informed by email to be represent on the date and time fixed by the Embassy and the financial bids will be opened in their presence.
34. After opening of the financial bids, successful bidder will be announced. The final decision of the Embassy on award of contract will be communicated in due course. The notification of award will constitute the formation of contract.
35. Performance/Service Guarantee: The successful bidder will be required to submit a Bank Guarantee in the format given at Annexure-III of 10% of annual contract amount within 14 days of award of work. The bank guarantee must remain valid during the tenure of contract period.
36. The guarantee amount in full or part may be forfeited in the following cases:
- (i) When the terms and conditions of the contract are breached.
 - (ii) When the service provider fails to comply with minimum service levels agreed upon.
 - (iii) When the service provider fails to comply with statutory requirements.
 - (iv) The service provider shall forfeit the performance security in full in case the service provider terminates the contract without providing one months termination notice.
37. The guarantee money shall be refunded within 30 days after successful completion of contract period provided there is no breach of contract during the period of the contract or there is no claim for damages from Embassy's side. No interest shall be paid on the service guarantee.

Termination of Contract

38. Embassy reserves the right to terminate the contract at any time by giving one month's advance notice. However, Embassy shall also have the right to terminate the Contract by giving a shorter notice period under special circumstances, such as security

considerations. The Service Provider may terminate the contract by giving one months advance notice with justification for termination of services.

39. The Bidder must sign and affix his seal on every page of the Tender Document and the complete Signed Tender Document must be submitted along with the Affidavit at Annexure C.

40. Any tender-related enquiry/ query/ clarification may be directed to the undersigned.



(S. K. Ray)

Head of Chancery

Embassy of India, Warsaw

Email: hoc.warsaw@mea.gov.in

Bids 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, I/we will be suspended for the future from being eligible to submit Bids for contracts with the the Embassy of India, Warsaw.

Date _____

Signature of the authorized person and
Seal of firm

Part I – TECHNICAL BID PROFORMA

1. Name of the firm:
2. Address of the Registered Office:
3. Correspondence address
4. Contact details:

Telephone:

Fax:

Mob.:

E-mail:

SI. No.	Requirements	Reply (Please attach additional sheets wherever needed, preferably on the firms letter heads)	Remarks, if any
1	List of other clients the Company is serving in terms of providing cleaning services at national as well as international level. (Please attach references from at least 5 International Organizations/Embassies		
2	Past experience, service history, achievements of the company: I. Brief introduction of the Company II. Previous experience in the field (minimum of five years)		
3	Proof of registration of the company under relevant statutory regulations such as labour laws, etc.		
4	Evidence of range of services provided		
5	Size of the reserve pool of men and logistics including management viz. Patrol vehicles/control room facilities/ cleaning machines etc.		
6	Attrition rate of manpower and supervisors. What is the rate of turnover of managerial and field staff? High or Low? Please provide statistics that can be cross checked from labour department (ZUS) records.		

7	Please provide details of training facilities for Security Guards: own or outsourced. If own, please provide curriculum and duration of training to cleaning personnel and supervisor		
8	Industry certification obtained by the company for its quality & company's relationship with local police.		
9	Please provide details of scope and limit of liability of the company-compensation, insurance etc. to the cleaning personnel.		
10	Does it meet the minimum wage directive of the Polish government and also meets other legal, labour and governmental obligations? Please specify take home pay and allowances of the cleaning staff. Please provide detailed break-up of payments on account of ZUS for per cleaning personnel		
11	Please provide plan of action and methodology proposed to keep the Embassy premises clean		
12	Qualification and experience of the cleaning staff proposed to be deployed for the job		
13	<ul style="list-style-type: none"> a) Details of Current contracts of cleaning services undertaken by the firm (Please provide references from at least five International Organizations/Embassies in Poland b) Details of past contracts of cleaning services undertaken by the firm c) Testimonials [Clients' letters / certificates, etc.] 		
14	Is the firm familiar with local policies, plans and procedures associated with the local contractual and their practical applications?		
15	What kind of technology and supervision mechanism does the firm have to monitor efficiency of the cleaning staff and cleaning condition of the premises?		
16	Does the firm have a control room? What are the salient features? Please provide details of working of the control room and how to contact the control room		
17	Is the firm a member of the local cleaning industry associations? If yes, attach details.		
18	Is the firm licensed by the local police or statutory authority on the subject? Details of evidence be attached?		

(Name and Signature of the authorized person with seal of the firm)

Part II – FINANCIAL BID PROFORMA

- I. Name of the firm:
- II. Address of the Registered Office:
- III. Correspondence address
- IV. Contact details

Telephone:

Fax:

Mob.:

E-mail:

SI. No.	Items	Charge (including VAT)	Remarks, if any
1	Outsourcing of cleaning services and price should include cost of cleaning material, machines, transportation, rentals, consumables etc	Note: Price quoted should be on an all-inclusive basis to be paid monthly and shall include the cost of all services, personnel, transportation, rentals taxes, consumables, VAT, social security, insurance, etc.	

(Name and Signature of the authorized person with seal of the firm)

Performance / Service Guarantee Format

To:
Embassy of India,
Warsaw.

WHEREAS ----- (Name of the Service Provider) herein called "the Bidder" has undertaken, in pursuance of Contract No. _____ dated _____ to provide a complete cleaning services hereinafter called "the Contract".

AND WHEREAS it has been stipulated by you in the said Contract that the Service Provider shall furnish you with a Bank Guarantee by a recognized bank for the sum specified therein as security for compliance with its performance obligations in accordance with the Contract.

AND WHEREAS we have agreed to give the Service Provider a Guarantee. THEREFORE We hereby affirm that we are Guarantors and responsible to you, on behalf of the Service Provider, up to a total of _____ (Amount of the Guarantee in Words and Figures 10% of annual invoice) and we undertake to pay you, upon your first written demand declaring the Service Provider to be in default under the Contract and without argument, any sum or sums within the limit of _____ (Amount of Guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This guarantee is valid until the _____ day of _____, 20__

(Signature and Seal of Guarantors)

Date :

Address :

AFFIDAVIT

I/We, _____, representative(s) of
M/s. _____ solemnly declare that:-

1. I/We are submitting my/our bid against the Tender Notice no. WAR/872/1/2023 dated 21.04.2023 brought out by the Embassy of India, Warsaw for providing cleaning services at the Embassy's premises.
2. 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.
3. All documents/credentials submitted along with this tender are genuine, authentic, true and valid.
4. The Price – Bid submitted by me/us is “WITHOUT ANY CONDITION”.
5. I/We have not been banned/delisted by any Government or Quasi Government agencies or PSUs.
6. I/We accept all the terms and conditions of 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 fit including termination of the contract, forfeiture of all dues and blacklisting of my/our firm and all partners of the firm etc.

[Signature(s) of the Tenderer(s) with Name, Designation, Date & Seal]