

Embassy of India
Asuncion

No. ASU/ADM/867/1/2022

22 June 2022

TENDER NOTICE

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

The Embassy of India, Asuncion, invites sealed bids from professional companies/ firms based in Asuncion under Annual Maintenance Contract for providing daily cleaning service for upcoming Chancery of Embassy of India, Asuncion at Av. Gral. Bernardino 249, Bernardino Caballero, Asuncion.

2. Last date of submission of bids: 13 July, 2022

Tender Documents

A. Technical Bid Documents:

- Annexure I : Instructions to bidders
- Annexure II : Scope of work
- Annexure III : Terms and Conditions of the contract
- Annexure IV : Technical Bid (Part-I)
- Annexure V : Technical Bid (Part-II)
- Annexure VII : Bid Security Declaration

B. Financial Bid Documents: Annexure VI : Financial Bid Proforma

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Instructions to Bidders (Annexure-I)

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

Bids are invited under two bid system viz. Technical Bid and Financial bid from professional security companies/firms on the subject.

2. Tender document can be collected from Embassy of India, Asuncion or downloaded from eoiasuncion.gov.in/tenders.php.
3. The tender should be submitted in two sealed envelopes as below:
 - a) The first sealed cover superscripted as "Technical Bid" should contain details of technical capabilities of the firm (with documentary evidence i.e. firm registration paper, experience with other offices/organizations (as per **Annexure-IV & V**).
 - b) The second envelope superscripted "Financial Bid" should contain rates only for Annual contract as per **Annexure-VI**.
 - c) Both sealed covers, along with Bid Security Declaration (**Annexure-VII**), should be placed in the main sealed envelope superscripted "Tender for of cleaning services for Chancery Premises " addressed to the **Head of Chancery, Embassy of India, Bernardino Caballero 249, Bernardino Caballero, District de San Roque, Asuncion**, and must reach **on or before 13 July, 2022 by 1730 hrs**. Bids may be hand delivered or sent by courier/post at the aforementioned address so as to reach on or before the prescribed date and time. The Embassy will not beresponsible for any postal delay.
4. The Embassy reserves the right to amend any of the terms and conditions contained in the tender document or reject or all bids without giving any notice of assigning any reason thereof. The decision of Embassy in this regard will be final and binding upon all the bidders.
5. Bidders are requested to go through the terms & condition of the contract (**Annexure-III**).
6. The important schedule and dates are given below:

S. No.	Key event	Dates
1.	Tender publish date	22 June, 2022
2.	Bid submission start date	23 June, 2022
3.	Bid submission end date	13 July, 2022 at 1730 hrs
4.	Opening of technical bids	14 July, 2022 at 1500 hrs
5..	Opening of financial bids	Date to be intimated later (only to technically qualified bidders)

7. For any tender related enquiry/clarification/site visit, please contact the undersigned by email adm.asuncion@mea.gov.in or by phone at +595 984 121415.

8. 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.

Anil Jhajharia

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SS(Head of Chancery)
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Scope of Work

Introduction:- Scope of work given below is tentative. The bidder may inspect the site and understand the full scope of work.

Scope of Work-

S.No.		Particulars
1.	Scope of work	<p>Cleaning and sweeping of Chancery premises and its adjacent areas. Cleaning is to be done during 0900 to 1730 hrs on all working days (five days a week) and on other days/timing (holidays/weekends), if required by the Embassy.</p> <p>Two cleaners will be on duty on all working days at Chancery premises from 0900 hrs to 1730 hrs.</p> <p>Preparation and submission of various checklists/inspection reports as scheduled in the approved formats.</p> <p>Equipment And Cleaning Material to Be Provided by Company</p> <p>Service trolley, vacuum cleaner, all cleaning material including brooms, dusters, garbage bags, tissues, soap for cleaning and handwash, parquet, cleaner, room freshener etc. Provision of Cleaning materials and supplies of at least 210 USD per month to ensure adequate and uninterrupted supply of cleaning</p>
1	Specification of work	<p>Daily cleaning and sweeping/mopping/dusting/vacuum/spot/wipe cleaning of common areas, balconies, office-rooms, toilets, lobbies, staircases, window panes, office furniture/equipment, terrace, ground floor, entrance and exit areas, parking areas and any other place within the premises as directed by the competent Authorities from time to time including removal of waste material and discarded furniture.</p> <p>Clean and clear waste receptacles and daily disposal of waste materials, cleaning of kitchen working platforms and washbasin, tanks, drains checking/cleaning to avoid choking</p> <p>Office Rooms to be cleaned including Vacuum cleaning and dusting of furniture to be done daily in the morning.</p> <p>Daily removal of garbage/waste paper/packing material.</p> <p>Lobbies/Reception area/Consular area to be cleaned twice a day. Toilets to be cleaned twice per day.</p> <p>Removal of discarded furniture; cleaning and arranging of furniture/things in chancery as and when required</p>

Signature of bidder: _____

Stamp of bidder/Company: _____

Date: _____

Terms and Conditions

1. At any time prior to the deadline of submission of bids, Embassy of India, Asuncion, may for any reason, whether on its own initiative or in response to the clarification requested by a prospective bidder, modify the tender document.
2. In case of any ambiguity/dispute in the interpretation of any of the clauses in this tender document, Embassy of India, Asuncion's interpretation of the clauses shall be final and binding on all parties.
3. The successful bidder, on award of contract, must send the contract/acceptance in writing within 7 days of award of contract; otherwise, the contract may be awarded to the next successful bidder i.e. L-2.
4. No request for revision/increase of approved rates during the currency of the contract will be entertained.
5. The cleaning staff should be physically and mentally fit and should be able to perform normal cleaning work.
6. The company shall be responsible for the conduct/integrity of persons deputed for cleaning works at the premises and will also be responsible for any act of omissions or commissions on their part. The company shall vouch for their character and integrity and shall ensure that no person of doubtful antecedents, in any way, as associated with the cleaning work at the Chancery's premises. The company should provide details of cleaning staff to be engaged by the company for cleaning work in the Chancery.
7. Cleaning staff should be well trained and should be able to understand and communicate in Spanish and English, and should be capable of communicating with Chancery staff.
8. Cleaning staff should be properly uniformed and should appear neat and tidy. The contractor shall supply fresh sets of uniforms/badges, identity cards, shoes to all personnel who shall wear the same while on work and also keep their uniform neat and clean. If any employee is found without uniform a penalty @ PYG 350,000/- per person per day shall be recovered from contractor's bill.
9. The service provider shall not pay wages which are lower than minimum wages fixed by the local authorities. Payment of other admissible benefits, if any, like bonus, leave etc. to the employees deputed at the Chancery shall solely be the liability of the bidding company and not that of the Embassy. The company should agree to allow review of pay slips/banks statements of cleaning staff to cross-check the claim. Medical facility/health insurance for the cleaning staff will be sole responsibility of the company.
10. The bid will remain valid for a period of 180 days from date of opening of the bids.
11. The contract will be valid for a period **Two year** from the date of acceptance by the Embassy of India, Asuncion and it could be extended for one more year on same terms and conditions, subject to satisfactory services by the Company.
12. The bills for the services for a month must be prepared on the basis of approved rates and submitted to the Chancery by the 10th of the succeeding month for effecting payment. The payment will be made within 10 working days after receipt of invoice from the company and satisfactory completion of job.
13. The company shall arrange for suitable reserve personnel in lieu of weekly off or leave period of the regular cleaning staff. No separate payment shall be made for such arrangements.

14. The Company must be registered under the relevant laws of the Paraguayan Government and should have all applicable/appropriate licenses in its name, compliance with relevant law and regulations of Paraguayan Government including labour law will be the sole responsibility of the company. They shall comply with all the requirements of taxes, fee and other statutory payment as are required by the concerned Paraguayan authorities.

15. Medical facility/health insurance/social security/transport for the security guards will be sole responsibility of the company. The Embassy will have no responsibility, whatsoever, in this regard

16. The company shall at all-time follow the lawful instructions as given by the Embassy of India, Asuncion or its authorized representatives with regard to functioning of the cleaning staff.

17. The company is prohibited from subletting/outsourcing the job to any other agency.

18. The company is liable for penalty, as deemed fit by the Embassy of India, Asuncion, in case it fails to provide desired service, or for breaches of the contract, or for loss or damage, if any, to property or anyone etc. due to unsuitable/harmful cleaning materials or due to the negligence on the part of the workers of the service provider firm and to be compensated accordingly. A penalty @ PYG 350,000/- per day shall be levied in case toilets are not cleaned.

19. The company will use its own cleaning materials. Bids should 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, service/garbage trolleys, etc.). A list of cleaning material proposed to be supplied for one month may also be provided with the bid.

20. The service providers are hereby clearly informed that fulfilment of conditions, as mentioned in Technical bid, is mandatory and these are our critical minimum requirement and any inability to meet any or all of these would make them liable for rejection at the technical bid opening stage.

21. Embassy of India reserves the right to accept/reject any cleaning staff deployed by the Vendor. As far as possible, the contractor shall not frequently change the personnel deployed on cleanliness etc. A penalty @ PYG 350,000/- on each occasion for each person shall be recovered from the contractor's bill, if any worker is found missing/absent. An attendance sheet will be signed by workers daily. The contractor has to arrange attendance register for his staff, which will also be checked and signed by an officer designated by this Embassy. Attested copy of this shall be submitted along with monthly bill.

22. The clearing of waste receptacles and disposal of waste material is required to be done twice during the day i.e. in the morning (with regular cleaning) and again in the afternoon before closure of the offices.

23. The Embassy reserves the right to terminate the contract at any time by giving one month's advance notice. In case of deficiencies in the quality of services or for any violation of the provisions in the contract, or under exceptional circumstances as determined by the Embassy, the Embassy reserves the right to terminate the contract without notice. The Service Provider may terminate the contract by giving three months advance notice with justification for termination of services.

24. The Bidder must sign and affix his seal on every page of the Tender Document and submit the complete Signed Tender Document.

25. If any information or document submitted is found to be false/incorrect, The Embassy may cancel the Tender and can take any action as deemed fit including termination of the contract etc.

Signature of bidder_____

Stamp of bidder/Company_____

Date _____

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Annexure-IV (To be submitted as part of Technical Bid)

QUALITY PARAMETERS* FOR CLEANERS TO BE PROVIDED AT CHARGERY

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 50	
2.	Cleaners should be physically and mentally fit. Service provider should submit Medical Fitness Certificate in respect of every cleaner from an Authorized Hospital/Medical practitioner.	
3.	Cleaners should have passed at least Grade 10 or equivalent.	
4.	Cleaners should be proficient in local language and possess minimum English Language Skills to communicate with the Mission's officials.	
5.	Cleaners should perform duties in smart uniform and their over all 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.

(Signature of the authorized signatory)

Date:

Name and address of the Agency/Company:

Seal of the firm:

Annexure-V (To be submitted as part of Technical Bid)

QUALITY PARAMETERS FOR SERVICE PROVIDER COMPANIES

In case of partial fulfilment, the bidder is required to mention which conditions cannot be fulfilled.

s. No.	Item/ Description	Response*
1.	Provide the list of other clients (for example other Embassies, International Organizations etc.) to whom the company is serving in Paraguay as well as in other countries, if any.	
2.	Submit a brief of past experience, service history and achievements of the company.	
3.	Submit evidence of registration of the company under relevant statutory regulations such as labour laws etc.	
4.	Any other services other than manpower services provided to the clients should be enumerated.	
5.	Attrition rate of cleaners and supervisors (the average period for which a cleaner remains with the company).	
6.	Industry certification obtained by the provider for its quality from the specialized cleaning certification bodies.	
7.	Scope and limit of liability of the company in terms of compensation for its cleaner failures in monetary terms.	
8.	Provide the information on take home pay and other allowances of the cleaners. (in PGY, Monthly figures).	

* Responses shall be filled in the given column and relevant documents shall be enclosed with the technical bid.

Declaration

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

(Signature of the authorized signatory)

Date: _____

Name and address of the Agency/Company: _____

Seal of the firm:

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Annexure-VI

FINANCIAL BID

PROFORMA TO BE FILLED UP AND SUBMITTED IN THE BID (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:

Duty Point	Duration	No. of Cleaners Required*	Unit Price (monthly)	Total Amount (in PGY for one year for two cleaners)
<u>Chancery:</u> Av. Gral. Bernardino Caballero 249, Bernardino Caballero, Asuncion	From 0900 to 1730 hours each working day	02		

* Requirement for working days only.

Total monthly amount for 02 cleaners: PYG. _____ (excl. VAT)

Declaration

I hereby certify that the information furnished above is full and correct to the best of my knowledge. The quoted unit price (monthly) includes all mandatory contribution such as social security contribution etc. as per the extant provision of the Government of the Paraguay.

(Signature of the authorized signatory)

Date: _____

Name and address of the Agency/Company: _____

Seal of the firm:

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Annexure-VII

No. ASU/ADM/1/2022
Embassy of India
Asuncion

Notice Inviting Tender for hiring of Cleaners for the Chancery

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, or to submit a performance security 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: