

**Embassy of India
Rome, Italy**

No. Rom/Chy/881/04/2000

Dated : 29 May 2023

TENDER NOTICE

Sealed tenders are invited in Two Bid System from the established, reputed and experienced firms for providing Cleaning Services at the Embassy of India, Rome (Address : Via Venti Settembre, 5, Roma, 00187) for a period of one year from the date of signing of contract and which can be renewed for a period of two years subject to satisfactory performance at the same terms and conditions.

The bid should be prominently super-scribed as:

“Bids for Annual Cleaning Contract in EOI ROME”

Addressed to the **Head of Chancery** as:

**‘HOC,
Embassy of India, Rome,
Via XX Settembre 5, 00187, Rome’**

Last date of submission of bid is: **30 June 2023 by 1600 hrs**

2. Period of Contract

The contract will be initially for a period of one year extendible further for a period of two years subject to satisfactory performance at the same terms and conditions. During the contract period, no increase in rates will be allowed. The terms and conditions and rates approved for the first year by the Embassy of India, Rome will remain applicable if the contract is extended further. This Mission reserves the right to terminate the contract at any point if the services are not satisfactory during the contract period without any financial obligation.

3. Scope of Work

The detailed scope of the cleaning work of the office building premises of Embassy of India Rome, Via XX Settembre 5, 00187, Rome is given in **Annexure - I**.

4. Enquiry, if any, may be made through email id admn1.rome@mea.gov.in. Enquiries shall be entertained only till 07 June 2023. Site visit inspection requests can also be placed on the same email.

5. The Embassy of India, Rome reserves the right to reject any bid at any stage of the bidding process without assigning any reasons whatsoever.

Embassy of India
Rome

No. Rom/Chy/881/04/2000

29 May 2023

NOTICE INVITING TENDER

Embassy of India, Rome invites Tender in *Two Bid System* from the established, reputed and experienced firms for providing Cleaning Services at the Embassy of India, Rome (Address : Via Venti Settembre, 5, Roma, 00187) for a period of one year from the date of signing of contract which can be extended for a period of two years, at the same terms and conditions, depending upon satisfactory performance. This Mission reserves the right to terminate the contract at any point if the services are not satisfactory during the contract period without any financial obligation.

2. The tender documents can be downloaded free of cost from the websites <http://eprocure.gov.in/cppp> or (<https://www.indianembassyrome.gov.in/>) from 29 May to 30 June 2023

3. The interested service providers/firms have to submit the tenders in *Two Bid System* {i.e (i) Technical Bid and (ii) Financial Bid}. Tenders are to be submitted to Embassy of India, Via XX Settembre, 5, Rome, Italy. All the necessary documents including those in support of eligibility criteria etc. (except the Financial Bid) are to be submitted along with the Technical bid in a sealed envelope. The Financial Bid will be submitted in a separate sealed envelope. No tender documents will be accepted after the expiry of stipulated date and time for the purpose under any circumstances.

4. The Technical Bids will be opened on 03 July 2023 at 1100 hrs by the Committee authorized by the Competent Authority of the Mission. The Financial Bids of only those bidders, whose Technical Bids are accepted, shall be opened by the Committee. The pre-bid site visit for all probable bidders may be conducted between 1100 hrs to 1600 hrs from 30 May to 07 June 2023 on prior appointment basis to assess the job requirement / quantum of work involved.

5. The Competent Authority reserves the right to reject any or all the bids without assigning any reason and shall be final and binding.

-Sd-
(Soumitra Mondol)
Head of Chancery
Embassy of India, Rome

TECHNICAL PROPOSAL SUBMISSION FORM

To,
Head of Chancery
Embassy of India,
Rome

Date:

Letter of Bid

Ref: Invitation for Bid No. No. Rom/Chy/881/04/2000 dated 29 May 2023

We, the undersigned, declare that:

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

2. We, in conformity with the Bidding Documents offer for **providing Cleaning Services at the Embassy of India, Rome (Address : Via Venti Settembre, 5, Roma, 00187) for a period of one year from the date of signing of contract which can be extended for a period of two years, at the same terms and conditions, depending upon satisfactory performance** as per the scope of work defined in this tender.

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. We also declare that M/s(Name of the bidder)..... has not been declared ineligible or blacklisted us on charges of engaging in corrupt, fraudulent, collusive or coercive practices or any failure/lapses of serious nature by any Govt. agency of the Country.

5. 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,
Authorised Signatory

(Authorised 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)

Dates to Remember

Crucial dates and time for the above tender would be as under:

S. No.	Events	Date	Time
1.	Notice Inviting Tender	29 May 2023	1500 Hrs
2.	Starting Date for site visit	30 May 2023	1100 Hrs
3.	Last Date for site visit	07 June 2023	1500 Hrs
4.	Starting Date for submission of bids	31 May 2023	1000 Hrs
5.	Last Date for submission of bids	30 June 2023	1600 Hrs
6.	Opening of Technical Bids	03 July 2023	1100 Hrs
7.	Opening of Financial Bids (Only Technically qualified Bidders) Bid stage)	04 July 2023	1100 Hrs

Section-1

INSTRUCTIONS TO THE BIDDERS

1. GENERAL INSTRUCTIONS

- 1.1 Embassy of India, Rome invites Tender in *Two Bid System* from the established, reputed and experienced firms for providing Cleaning Services at the Embassy of India, Rome (Address : Via Venti Settembre, 5, Roma, 00187) for a period of one year from the date of signing of contract which can be extended for a period of two years, at the same terms and conditions, depending upon satisfactory performance. This Mission reserves the right to terminate the contract at any point if the services are not satisfactory during the contract period without any financial obligation.
- 1.2 The details of terms and conditions, schedule of work/specifications and format for technical and financial bid are available in the tender document. The bidders are instructed to go through tender form thoroughly before quoting their rates. The tender documents can be obtained from <https://www.indianembassyrome.gov.in/> under the "Tender Notices" Section on the Homepage.
- 1.3 The tender submission is liable to be rejected if complete information is not given therein.
- 1.4 All bidders and/or their representatives, with prior intimation may be present at the opening of the tender (Technical Bid) by the mission at the time and date as specified in the Schedule. Bids received after stipulated date & time shall be not be entertained.
- 1.5 Price quoted should be in Euros and should be inclusive of all charges. In no case any enhancement in approved rate will be entertained during the currency period for which this tender is being considered.
- 1.6 The bids shall be submitted in two envelopes i.e. Technical Bids should be sealed in a separate cover while Financial Bids be sealed in other cover and superscribed as "**Bids for Annual Cleaning Contract in EOI ROME**". Format for the technical and financial bids are enclosed in the tender documents.
- 1.7 The bidders shall give full information with reference to the projects in-hand and shall facilitate inspection of the works executed by them and shall give full assistance and information as may be required in connection with this tender.
- 1.8 The bidders while submitting their bids, shall enclose self attested copies of experience, trade license essential for carrying out the activities under reference and all/ any other documents that is needed in support of permission from the Competent Authority for carrying out the activities may be submitted in the Technical bids.

2. MINIMUM ELIGIBILITY CRITERIA

- 2.1 The following shall be the minimum eligibility criteria for selection of bidders at Technical Bid stage of the bidding process:-
 - (a) **Legally Valid Entity:** The Bidder/Bidding Firm shall necessarily be a legally valid entity either in the form of a Limited Company or a Private Limited Company registered under the relevant Act or a firm having trade license granted by City Corporation to do business in Rome, Italy. The proof for supporting the legal validity of the Bidder/Bidding Firm shall be attached with the bid.

- (b) **Registration:** The Bidder/Bidding Firm should provide Partita IVA number to be attached with the bid documents.
- (c) **Experience:** The Bidder shall have experience in cleaning services for Embassies/High Commissions /Government Ministries /Departments /Public Sector Companies / reputed corporate organization /multinational companies.

The bidders shall have to provide all documentary proof in support of the above eligible criteria in the form of attested copies of certificates issued by the respective authority, copy of Partita IVA certificate, Experience certificates for completed work / ongoing work issued by previous clients. Attested copy of manpower wages in respect of the previous four quarters may be attached with the bid documents.

3. VALIDITY OF BIDS

- 3.1 Bids shall remain valid and open for acceptance for a period of 180 days from the last date of submission of Bids.
- 3.2 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.
- 3.3 The client may request for extension for another period of 60 days, without any modifications and without giving any reasons thereof.

4. PREPARATION OF BIDS

- 4.1 **Language:** Bids and all accompanying documents shall preferably be in English.
- 4.2 **Technical Bid:** Technical Bid should be submitted as per the instructions given in this Tender Document along with all required information, documents in support of the minimum eligibility criteria, valid EMD of requisite amount as listed below;

S. No.	Document	Yes/No
1	Contact Details Form (Form-I)	
2	Certified copies of Registration/Incorporation particulars of Company/Firm from appropriate authorities	
3	Certified copies VAT registration (P.IVA.)	
4	Proof of minimum experience of completion of works of similar nature in any Foreign Embassies/High Commissions/Government Ministries/Departments/Public Sector Companies/reputed corporate organization/multinational companies.	
5	Power of Attorney/Authorization for signing the bid documents.	

- 4.3 **Financial Bid:** Bidder shall prepare the financial Bid in the Price Schedule as provided in the Tender Document. Then the Financial Bid shall be sent in a separate sealed envelope along with the bid documents.

5. SUBMISSION OF BIDS

- 5.1 The Bidding firms have to submit the tenders in two bid system {i.e (i) Technical Bid and (ii) Financial Bid} in the prescribed proforma. Tenders are to be submitted to Head of Chancery, Embassy of India, Rome. 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 what so ever.

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

ENVELOPE 'A' Tender Documents (Technical bid)

ENVELOPE 'B' Financial Bid

(Section- 3)

Other enclosures as required in this tender.

The Technical Bids will be opened on 03 July 2023 at 1100 hrs by the Committee authorized by the Competent Authority of the Mission. The Financial Bids of only those bidders, whose Technical Bids are accepted, shall be opened by the Committee.

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

6. BID OPENING PROCEDURE

- 6.1 The Technical Bids shall be opened in the office of Head of Chancery, Embassy of India, Rome on 23 November 2022 at 1100 Hrs before the Committee constituted by the Competent Authority of Embassy of India, Rome.
- 6.2 The Financial Bids of only those bidders, who qualify at Technical Bid stage, shall be opened by the Committee authorized for the purpose.
- 6.3 After opening of the Technical Bids, the technical bids shall be evaluated to ensure that the bidder meets the minimum eligibility criteria as specified in the Tender Document.
- 6.4 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 Opening 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 legal action may be taken.
- 6.5 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.

7. CLARIFICATION ON TECHNICAL BID EVALUATION.

- 7.1 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.
- 7.2 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.

8. VALIDITY OF CONTRACT

The contract, if awarded, shall be valid for a period of ONE YEAR (01 year), extendable annually on year to year basis, for further 02 years [maximum tenure 03 years from the date of start of work initially] 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, Embassy of India, Rome shall have the right at any time to terminate the contract forthwith and initiating administrative actions for black listing etc. solely at the discretion of the competent authority in Mission.

9. PAYMENTS

- 9.1 After award of work, a price schedule shall be annexed to the Articles of Agreement according to which all payments shall be made to agency appointed for the job on completion of this tendering process.
- 9.2 The prices in the Price Schedule shall be inclusive of all applicable taxes as may be levied by the Government from time to time.
- 9.3 The Agency shall be paid on a monthly basis for the services rendered in the preceding month. The billing cycle will be the 1st of every month to the last day of the month. The Agency shall submit correct invoice in terms of services provided within 10 days of the succeeding month.
- 9.4 All payments shall be made in Euros by means of cheque or bank transfer
- 9.5 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 Agency, and the amount so deducted shall be deemed to be a payment made to the Agency.
- 9.6 The payment to the workers in accordance to minimum wages prescribed by the Govt of Italy along with the statutory compliance Bonus is sole responsibility of the agency. In case of revision in minimum wages by the Govt of Italy, the same would be absorbed by the agency. Claim for any other escalation shall not be entertained by the Mission.

10. Other Conditions, Force Majeure & Penalty Clause

- 10.1 The workers so provided should be on the roll of the Agency and their antecedents should be pre-verified by the Police authorities. A copy of the verification of each worker shall be submitted to the Mission before deployment for work at Chancery complex.
- 10.2 The bidder must have satisfactory arrangements for training of its workers. Confirmation in this regard is to be given.
- 10.3 The Agency should submit precise profile of its key clients along with details of services provided.
- 10.4 If any worker is absent on a given day, the company will provide a substitute for him otherwise proportionate deductions will be made from the monthly payment.
- 10.5 In case the Agency fails in adhering to the daily cleaning Services and Mission requires to make alternative arrangements for the same, then Agency would reimburse the cost of such arrangements.
- 10.6 The Agency would be fully responsible for all acts of omission or negligence, dishonesty or misconduct of its employees for work at Mission's premises. The Agency would indemnify Mission 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. Mission would not be liable to pay any damages or compensation to such workers or to any third party.
- 10.7 In case of any complaint, either as regards the nature of service or as regards the behaviors of worker on duty or otherwise, Agency would be intimated and would be required to take corrective measures promptly.
- 10.8 The Mission 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 Mission in this regard shall be final and binding on all.
- 10.9 Quotation should be valid for s i x months (180 days) which would be opened by the authorized officers in the presence of representatives of the firms present at the time of opening of the tenders.
- 10.10 The Mission reserves its right to revoke the contract at any time, if the services rendered are not found satisfactory during the period of the contract.
- 10.11 The Mission may, by written notice sent to Agency, terminate the contract, in whole or in part at any time for its convenience. The notice of termination shall specify that termination is for the Mission's convenience, the extent to which performance of work under the contract is terminated and the date upon which such termination becomes effective.
- 10.12 The bidder must use modern equipments, latest technical expertise for cleaning services as per the scope of work defined in this tender.
- 10.13 The employees of the Agency deployed at Mission's premises should have bank accounts and the company should be ready to provide proof of payment of salary to each employee through these bank accounts. The Agency will have to ensure compliance of all mandatory labour laws/regulations laid down by Local Govt. This will include payment of minimum wages and other benefits like bonus, leave, cost of uniform etc to bidder's each employee will solely be the liability of the bidder only.
- 10.14 Any wrong or misleading information will lead to disqualification.
- 10.15 The bidder shall deploy adequate manpower, machinery and resources to ensure completion of work as per stipulated operational timings. No over timing shall be allowed to the Agency in this regard.
- 10.16 Should any new areas of work not envisaged as being part of this tender document are added, the prices for the new areas of work shall be mutually agreed upon

between the Client and the bidder based on the actual rate analysis or as per the prevailing rates as agreed in this tender document.

10.17 Additional staff required other than specified shall be obtained on pro-rate basis.

10.18 Mission reserves the right to remove any person found unfit.

10.19 The bidder would be responsible for all mandatory compliance for social, safety and environmental issues related to the performance of the service provider in the Mission's premises as stated in the eligibility criteria.

Section-2: Scope of Work:

General Cleaning (Monday to Friday)

- Job timing from 07:00 AM to 16:00 PM, every working day.
- Cleaning works includes daily dusting, sweeping, mopping of the Ambassador Office, DCM Office, Officers chambers, Staff's workstations, reception area, multipurpose hall, galleries, windows, doors, office equipments, washrooms, pantry, library, conference hall, in the Chancery premises on the second floor of the Chancery premise.
- Daily cleaning of terrace once a week or as part of preparation of any official event being organized on the terrace.
- Cleaning of first floor of the Chancery premises including chambers of the Officers of the Culture and Consular Wing, workstations of the Staff members, counters, public waiting areas, corridors, gate, windows, doors, public and Staff bathrooms, etc.
- Cleaning of doormat in front of the main door at the entrance three times a week.
- Cleaning of WC and Washbasin in the first and second floors twice a day between 08:00 hrs and 14.00 hrs.
- Daily clearing of waste paper baskets.
- Supply of toilet paper rolls in the bathrooms every morning and as per the requirement.
- Cleaning heating radiators in every room once in a month.
- Cleaning the glass windows at the visa/passport counter daily and Consular section in the morning.
- Deep cleaning which included vacuum cleaning of the carpets, chairs for public events twice a week.
- Responsible of cleaning before and after any official event organised at the Chancery.

Window cleaning

- All glass windows both inside and outside in ground, first and second floor once in a month.
- All partition windows (glass) once a month.
- Cleaning of outside and inside of window frame once in a month.
- Windows of the multipurpose hall cleaning once a week

Garage and car parking area

- Area in front of garage door and the area inside the garage once in a week
- Car parking gallery area in front of the garage once in a week.

Replacement of Water Bottles/Jugs

- Every morning replacement of water in the jugs and water in the Ambassador's Office and DCM Office and in other officer's chambers.
- Replacement of water bottles on the water dispenser machine in both the floors

Garbage management

- Differentiation of the garbage as per the Italian waste policy keeping in mind the following when disposing of the garbage from the Chancery premises:
 - Transparent bags: General waste and recyclables.
 - Biodegradable bags: Organic waste material.
 - Paper bags/no bags: Paper and cardboard trash.
 - No bags: Glass.
- Each type of trash and recycling will go into its own color-coded bag and then into the designated bin at a nearest roadside pick-up location from the Chancery.
- Emptying of the dust bins of the Officers, Staffs and the common areas and replacing their respective plastic bag every morning.
- Responsible for garbage near the coffee and snacks dispensing machine on both the floors and public areas.
- Managing garbage disposal after any official events in the Chancery.

Cleaning materials

- The Agency will be responsible for the supply of cleaning materials, toilet paper, paper towels, room freshers, plastic bags, cleaning detergents, liquid hand soap, etc. to the Chancery.

On occasion of arrival of special guests

- Cater to the table cleaning like cups, plates, kettle, spoons, forks, etc after departure of the special guest especially from the Ambassador's office, DCM Office, Officer's Chambers, etc and any other nominal related work.
- Responsible for the washline machine
- Washing laundry for example, dusting/cleaning clothes, table clothes, etc used for cleaning the Chancery premises

Responsible for washing machine, dish-washing machine, refrigerators, microwaves, water dispensers, coffee/snacks dispensing machine, photocopy machines on both the floors

(Note : Mission may review the scope of work depending upon circumstances and requirements)

Section-3: Financial Bid

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

Telephone:

E-mail:

S. No.	Items	Charges (Including VAT)	Remarks, if any
1	Providing cleaning services at Embassy of India, Rome (Via Venti Settembre, 5)	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, VAT, etc.	

All the cost heads shall be inclusive of all applicable taxes as per Govt. Legislation. The amount quoted should constitute the landed cost of hiring an external agency towards **Providing Cleaning services** in Embassy of India, Rome for a period of Twelve Months. All rates shall be quoted for the corrected value into clear EUROS.

CONTACT DETAILS FORM

GENERAL DETAILS OF BIDDER

1. NAME OF THE COMPANY
- 2, NAME AND DESIGNATION OF
AUTHORISED
REPRESENTATIVE
3. COMMUNICATION ADDRESS
4. PHONE NO./MOBILE NO.
5. FAX E-MAIL I.D,

PARTICULAR DETAILS OF THE BIDDER'S REPRESENTATIVE

1. NAME OF THE CONTACT PERSON
2. DESIGNATION
3. PHONE No
4. MOBILE No
5. E-MAIL ID

(Authorised Signatory)