

Rom/CHY/881/4/2000  
Embassy of India  
Rome  
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Dated: 11 December 2023

**Subject: Invitation for Tender for the Annual Cleaning Contract of the office premises of Embassy of India, Rome, Via XX Settembre 5, 00187, Rome.**

Embassy of India, Rome invites sealed bids for awarding of Annual Cleaning Contract of the office premises located in Via XX Settembre 5, 00187, Rome. The bids may be sent by local professionally qualified Agencies / experienced firms in a sealed envelope as per the following:

- The bid should be prominently super-scribed as:

**“Bids for Annual Cleaning Contract”**

- Addressed to the Head of Chancery as:

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

- At the email address: [hoc.rome@mea.gov.in](mailto:hoc.rome@mea.gov.in)
- Last date of submission of bid is: **31 December 2023 till 17:30 PM.**

**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 under this contract shall remain applicable if the contract is extended. This Mission reserves the right to terminate the contract at any time if the services are not satisfactory during the contract period without any financial obligation and without assigning any reasons thereof. The decision of the Embassy of India will be final.

**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. MINIMUM ELIGIBILITY CRITERIA**

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.

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.

## 5. Other Terms & Conditions

- (i) The cleaning work should be done timely and under the directions authorized by the Embassy of India, Rome.
- (ii) The rates finally approved/accepted by the Embassy of India, Rome, including the IVA amount payable, shall be valid for the entire period of contract and no upward revision will be allowed under any circumstances. The Embassy of India, Rome will not entertain any claim on account of any tax other than IVA for execution of the work awarded under the contract and all such taxes should be paid by the Agency/Firm itself.
- (iii) Under no circumstances shall the selected Agency/Firm appoint any sub-contractor or sub-lease the contract. If it is found that the contractor has violated these conditions, the contract will be terminated forthwith without any notice by the Embassy of India, Rome.
- (iv) Delay in the work will not be permissible on the grounds of unavailability of the staff, cleaning materials, essential products or items etc.
- (vi) Late/delayed Tenders due to any reason whatsoever will not be accepted/considered at all under any circumstances.
- (vii) In case the work of the Agency/Firm is found unsatisfactory, the contract can be terminated by the Embassy of India, Rome at anytime without assigning any reason.
- (vii) Payment will be made on monthly basis only as per rates approved in the Annual Cleaning Contract. Agency / Firm will submit their monthly invoice to the Embassy of India, Rome latest by the 10<sup>th</sup> day of the succeeding month for releasing payment.
- (ix) No advance payment shall be made for the services.
- (x) The payment will be released through direct bank transfer.
- (xi) The cleaning works carried out shall be as per satisfaction of the Embassy of India, Rome, failing which deductions @ 10% of the total bill shall be imposed.

6. 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.

The Financial bid may also indicate the hourly rate per person with minimum daily requirement of 02 (two) person per 04 (four) hours each. The Embassy reserves the right to alter the number of cleaning workers and hours based on requirement.

7. Conditions :

a) **EMD** : Bidders shall submit along with their proposals, an Earnest Money Deposit (EMD) of Euro 1200 (Euro One Thousand Two Hundred Only) of the bid amount with the Embassy. This can be in the form of a Bank Draft or Banker's cheque in favour of Embassy of India, Rome or unconditional and irrevocable Bank Guarantee. EMD shall be submitted in a separate sealed envelope. EMD shall have to remain valid for a period of 45 days beyond the final bid validity period. The EMD received from unsuccessful bidders will be returned to them after finalization and award of contract to successful bidder. EMD of the successful bidder will be returned after submission of the Performance Bank Guarantee.

b) **Performance Guarantee** : The successful bidder will submit a Letter of Acceptance in writing and Performance Guarantee @ 5% of the accepted tender amount, within 07 days of award of contract/order. This should be in the form of unconditional and irrevocable Bank Guarantee and should be valid upto 30 days beyond the stipulated date of completion of work. The Performance Guarantee will be returned to the accepted bidder upon successful completion of contract period without any interest thereon.

c) **Forfeiture of EMD** : The EMD shall be forfeited in the following cases :

- i) if bidder withdraws the bid during the period of bid validity specified in the tender.
- ii) if successful bidder fails to furnish Letter of Acceptance in writing within 7 days of award of contract/order
- iii) If the successful bidder fails to furnish the Performance Guarantee within 7 days of award of contract/order
- iv) if the successful bidder withdraws or modifies the bid during the period of validity or award of work.

Enquiry, if any, may be made through email id [admn.rome@mea.gov.in](mailto:admn.rome@mea.gov.in). Enquiries shall be entertained only till 25 Dec 2023. Site visit inspection requests can also be placed on the same email. The tender documents can be downloaded free of cost from the websites <http://eprocure.gov.in/cppp> or (<https://www.indianembassyrome.gov.in/>).

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

(Soumitra Mondal)  
Head of Chancery  
Embassy of India, Rome  
[hoc.rome@mea.gov.in](mailto:hoc.rome@mea.gov.in)

## Dates to Remember

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

S. No.	Events	Date	Time
1.	Notice Inviting Tender	13 Dec 2023	1500 Hrs
2.	Starting Date for site visit	20 Dec 2023	1100 Hrs
3.	Last Date for site visit	25 Dec 2023	1500 Hrs
4.	Starting Date for submission of bids	14 Dec 2023	1000 Hrs
5.	Last Date for submission of bids	31 Dec 2023	1600 Hrs
6.	Opening of Technical Bids	04 Jan 2024	1100 Hrs
7.	Opening of Financial Bids (Only Technically qualified Bidders) Bid stage)	07 Jan 2024	1100 Hrs

## **Annexure 'A'**

### **General Cleaning (Monday to Friday)**

- Job timing from 08:00 AM to 16:00 PM, every working day.
- Cleaning works includes daily dusting, sweeping, mopping of the Ambassador Office, DCM Office, Officer's chambers, Staff's workstations, reception area, multipurpose hall, galleries, windows, doors, office equipment, 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 doors at the entrance three times a week.
- Cleaning of WC and washbasins in the first and second floor and basements everyday 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 includes 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 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/bottles in the Ambassador's Office and DCM Office.
- 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.

### **Supply of 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.
- 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.
- 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