



**EMBASSY OF INDIA HANOI
INVITES QUOTATIONS FOR
ANNUAL MAINTENANCE CONTRACT
FOR HOUSEKEEPING/CLEANING SERVICES OF
CHANCERY COMPLEX (58-60 Tran Hung Dao Street, Hoan Kiem District, Hanoi)**

TENDER NO.: HAN/867/02/2019

**LAST DATE OF SUBMISSION OF BIDS:
10th October 2019 (1700 hours)**

**DATE OF OPENING OF BIDS:
11th October 2019 (1000 hours)**

**PLACE OF OPENING OF BIDS: EMBASSY OF INDIA,
58-60 Tran Hung Dao Street, Hoan Kiem District, Hanoi
TEL NO: +84-24- 38244989/90**

Section-1

No. HAN/867/02/2019

Date: 10th September 2019

Notice Inviting Tender

Embassy of India Hanoi invites Bids/Quotations from eligible entities/companies based in Vietnam for providing housekeeping/cleaning services in the Embassy of India, Hanoi (58-60 Tran Hung Dao Street, Hoan Kiem District,Hanoi) as per details given in tender document.

Tender No.	
Date of Publishing	10.09.2019
Bid Document Download Start Date	10.09.2019
Clarification Start Date	11.09.2019
Clarification End Date	17.09.2019
Pre-bid meeting	24.09.2019
Bid Submission Start Date	11.09.2019
Bid Submission End Date	10.10.2019 at 1700 hours
Date of Technical Bid Opening Date	11.10.2019 at 1000 hours

2. Tender is invited in two parts i.e. (i) Technical Bid and (ii) Financial Bid.
3. The two sealed envelopes containing the Financial and Technical Bids are to be deposited to the Embassy of India, Hanoi, **58-60 Tran Hung Dao Street, Hoan Kiem District, Hanoi**, in sealed envelope clearly marked as **'Technical and Financial Bid for Housekeeping/Cleaning services in Embassy of India'**, latest by **10th October 2019 up to 1700 hrs**. The Technical Bids will be opened at **1000 hrs on 11th October 2019**. The tenders can be deposited with Mr. Sujit Biswas, Head of Chancery or Mr. Shivam Singh, ASO (Estt.)
4. The Competent Authority reserves the right to reject any or all the bids without assigning any reason and the decision of the Competent Authority in the Mission shall be final and binding

SECTION-2

AFFIDAVIT

I/We Partner(s)/Legal
Attorney/Proprietor(s)/Accredited Representative(s) of M/s
..... solemnly declare that:
1. I/We am/are submitting tender for Housekeeping/Cleaning Services against Tender
Notice No.
_____ dated _____.

2. I/We or our partners do not have any relative working in the Embassy of India, Hanoi.
3. All information furnished by me/us in respect of fulfilment of eligibility criteria and information given in this tender is complete, correct and true. All documents/credentials submitted along with this tender are genuine, authentic, true and valid.
4. My/our bid shall be valid for a period of 120 days from the last date fixed for the bid submission in accordance with the bidding documents and shall remain binding upon us and may be accepted at any time before the expiry of the period.
5. If my/our bid is accepted, I/we commit to submit a Performance Guarantee in accordance with the Bidding Documents.
6. The Price-Bid submitted by me/us is "WITHOUT ANY CONDITION".
7. If any information or document submitted is found to be false/incorrect, Embassy of India in Hanoi may cancel my/our tender and can take any action as deemed fit including termination of the contract, forfeiture of all dues including earnest money (EMD) and blacklisting of my/our firm/company and all partners of the firm/company, etc.
8. I/We also declare that the Government of Vietnam or any other Government body has not issued any show-cause notice to us or declared us ineligible or blacklisted us on charges of engaging in corrupt, fraudulent, collusive or coercive practices or for any failure/lapses of serious nature by us.
9. The workers provided by us would not have any employer-employee relation with the Embassy of India in Hanoi and thereby they shall not claim any regularization of their services or enhancement in their wages from the Embassy. Compliance of all prevalent labour laws/regulations, including minimum wages as revised from time to time by the Government, shall be my/our responsibility.
10. We will deploy only well trained and police verified workers on the job site.
11. We have modern equipment, latest technical expertise and sufficient manpower for the subject work.
12. We will use branded material only with quality as per the satisfaction of the client.
13. I/We also accept all the terms and conditions of this bidding document and undertake to abide by them; including the condition that the Embassy of India in Hanoi is not bound to accept highest ranked bid/lowest bid or any other bid that it may receive.

(Name & Signature of the Bidder with Seal)

Date:

Section-3

3.1 Brief Scope of Work

3.1.1 Housekeeping

Supply of material	Bid should include cost of cleaning material including garbage bags, toilet roll, C-fold paper, multifold paper, liquid soap, air freshener, brasso, insect killer, naphthalene balls/urinal cubes etc. Products of a reputed company may be used.
Work description	<p style="text-align: center;">Chancery</p> <p style="text-align: center;">OFFICE ROOMS</p> <p>A) Cleaning of the working Desks, shelves, tables, door handles, light sockets & cupboards, Brass plates. B) Dusting of computers, telephones, lamps TVs & other gadgets. C) Vacuum cleaning of the carpeted areas & removing stains when necessary. Vacuum cleaning of sofas & armchairs D) Damp wiping of wooden stairways, windows. E) Garbage removal, cleaning of ashtrays & garbage baskets. F) Cleaning the stairs G) Cleaning of foyer, Ho Chi Minh Hall H) Cleaning of Mattel doors/Frames A) Sweeping of all the pathways</p> <p style="text-align: center;">KITCHENS</p> <p>A) Cleaning of wash basin and working platforms B) Wiping of floor C) Cleaning of Fridge, Microwave & cupboards. D) Garbage removal</p> <p style="text-align: center;">TOILETS</p> <p>A) Cleaning of wash basin & commodes, taps and toilet paper holders, mirror and tiles B) Washing of floor C) Refilling soap, toilet paper, hand towels (if any) etc. D) Garbage removal</p>
HO Chi Minh Hall	<p style="text-align: center;">Main Hall</p> <p>I) Cleaning of the furniture, windows, marble floor J) Dusting of computers and other office equipments. K) Polishing of marble floor by high pressure marble polishing machine (three times in a year) L) Damp wiping of wooden stairways, windows. M) Garbage removal, cleaning of ashtrays & garbage baskets. N) Cleaning the stairs O) Cleaning of foyer, Ho Chi Minh Hall P) Arrangement of seating, etc before any events/meeting</p> <p style="text-align: center;">KITCHENS</p> <p>E) Cleaning of wash basin and working platforms F) Wiping of floor G) Cleaning of Fridge, Microwave & cupboards. H) Garbage removal I) Cleaning of cutlery, glassware and kitchen utensils</p> <p style="text-align: center;">TOILETS</p> <p>E) Cleaning of wash basin & commodes, taps and toilet paper holders, mirror and tiles</p>

	<p>F) Washing of floor G) Refilling soap, toilet paper, hand towels (if any) etc. H) Garbage removal</p>
Outside Area	Terraces, Parking areas, Pathways, Security Guards Room
Roofs	The roofs of all the buildings in the Chancery premises (including the roof-top of parking shed) to be cleaned. Company should make arrangements for arranging of ladders along with cleaning and safety equipments for its employees to clean the roofs.
3.1.1 Additional notes/information	<p>Daily removal of garbage/waste paper/packing material from each block and other places and disposal of the same to the designated places designated by civic authorities in Hanoi.</p> <p>The cleaners should be provided with proper working Uniforms to be worn during the entire working time.</p> <p>Apart from general day to day cleaning of floor parking and other areas, special cleaning works need to be done by using high speed water gun at least two times in a year.</p> <p>All cleaning work has to be completed every morning before 09:00 a.m. After completing the initial cleaning works from Monday to Friday, at least two persons will be in the Embassy complex for various works till 17:00 hrs every working day. In the event of official programme, the employee may be required to stay beyond the office hrs. Charges of overstay would be paid on pro rata basis.</p> <p>Toilets to be cleaned once in the morning and then after every two hours in the day.</p> <p>The roofs of all the buildings in the Chancery premises to be cleaned at least once every month.</p>
3.1.2 Housekeeping Services	Housekeeping/cleaning services provided by the service provider are of a comprehensive nature, i.e. to provide staff and material for cleaning and upkeep of common areas in the premises. The standard approach is to ensure both visual and hygienic cleaning of the premises at all times which is carried out on a daily basis and to deploy trained, experienced, uniformed and polite housekeeping staff along with proper supervision and control. All material & appropriate machines for housekeeping services shall be provided by the service provider.
3.1.3 Garbage Collection & Dispose up	<p>a. The service provider shall collect garbage from each building at least twice a day. The entire collected garbage should be periodically disposed off in accordance with the regulations of civic authorities in Hanoi. No garbage shall be allowed to be accumulated in the complex. The waste collected shall be segregated & collected in different colour bags for organic & inorganic waste & dumped into the dumping point by cleaning staff.</p> <p>b. No burning of waste materials shall be permitted in the premises.</p>
3.1.4 Drainage & Water System	<p>a. It will be the responsibility of the contractor to clean the drains and water tanks on a regular basis.</p> <p>b. The final authority to increase the number of items, mentioned above rests with Embassy of India in Hanoi. Service Provider needs to render the upkeep and maintenance services in respect of these increased number of items</p>

SECTION-4

4.1 MINIMUM ELIGIBILITY CRITERIA

(1) Legally Valid Entity: The Bidder shall necessarily be a legally valid entity in the form of a Limited Company/Private Limited Company/Proprietorship/Partnership firm registered under the relevant regulations of Government of the Socialist Republic of Vietnam or registered with the other appropriate authorities for the purpose. Bidding in the form of Joint Venture/Consortium is not permitted.

(2) Existence: The Bidder must be in existence for a minimum period of 5 years as on 01/01/2019 from the date of registration under the appropriate Act. The bidder shall provide a copy of the registration certificate.

(3) Licenses/Registrations: The Bidder must be registered with the Tax Department and also registered under the Labour Laws/Rules.

(4) Experience: The Bidder must have successfully completed one work of same nature (Housekeeping Services) of a value of VND 250,000,000/- OR two works of same nature of VND 130,000,000/- each OR three works of same nature of value of VND 80,000,000/- each in the Central/State Government Departments/Ministries/Organization of the Govt. of Vietnam, Embassies and reputed Private Organisations during the last three financial years ending 31st March 2019.

(5) Financial Status: The Bidder should have an annual turnover of VND 1,000,000,000/- during each of the three financial years ending 31st March 2019, i.e., for 2016-17, 2017-18 & 2018-19.

(6) The employees of the bidder deployed at Embassy of India, Hanoi 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 bidder will have to ensure compliance of all mandatory labour laws/regulations laid down by Government of Vietnam. This will include payment of minimum wages, insurance etc. Providing other benefits like leave, Labour Welfare Fund, cost of uniform etc. to bidder's each employee will solely be the liability of the bidder only. **The Embassy will not take any responsibility as regards any labour dispute between service provider and its employees.**

4.2 Documents supporting the Minimum Eligibility Criteria:

(1) In proof of having fully adhered to the minimum eligibility Criteria at Sl. Nos. 1&2 of 4.1 above, attested copies of certificates of incorporation shall be accepted.

(2) In proof of having fully adhered to the minimum eligibility Criteria at Sl. No. 3 of 4.1 above, attested copies of the following shall be submitted:

All the licenses/registrations must be in the name of bidder. Copies to be attached with bidding document.

(3) In proof of having fully adhered to the minimum eligibility criteria at Sl. No. 4 of 4.1 above, attested copies of Satisfactory Work Completion Certificates (describing the nature and items of works completed) issued by the client Central/State Government Departments/Ministries/Organization of the Govt. of Vietnam, Embassies and reputed Private Organisations, mentioning clearly the period during which services were provided along with annual/monthly value of the contract, shall be accepted.

(4) In proof of having fully adhered to the minimum eligibility criteria at Sl. No. 5 of 4.1 above, attested copies of the income tax return and audited balance sheets for complete three financial years i.e., for 2014-15, 2015-16 & 2016-17 [P&L A/c & Balance Sheet for

03 years] shall be accepted. The entity should not have incurred loss during the last three financial years and should have a positive net worth.

(5) The following documents may also be attached with technical bid:

- i. Power of Attorney/ Authorisation – firm’s authorising representative to bid on their behalf and sign all the bid documents.
- ii. Company’s Profile
- iii. Signed Bid Document (all pages)

SECTION-5

5.1 VALIDATION OF CONTRACT

The contract, if awarded, shall be initially valid for a period of ONE YEAR (01 year) from the date of award. The contract may be extended for further period of 02 years [maximum tenure 03 years from day one of initial contract] on same terms and conditions and same rates, on year to year basis subject to satisfactory services provided by the vendor. However Embassy of India, Hanoi depending on situation and performance take the final decision in this regard and terminate the contact any time.

5.2 COMMERCIAL TERMS & INSTRUCTIONS

3. Terms of payment

The payments to the service provider shall be made monthly for the services rendered in the preceding month after satisfactory service. Billing cycle will be 1st of the month to the last day of the month. The service provider shall submit correct invoices according to tax laws of Government of the Socialist Republic of Vietnam in terms of quantity and commercial aspects within 10 days of the succeeding month and payments shall be released by the Embassy of India, Hanoi within 30 days of submission of commercially acceptable invoices.

SECTION-6

6.1 GENERAL INSTRUCTIONS

- i. Issuance of this Tender, preparation and submission of a response and the subsequent receipt and evaluation of response by Embassy of India Hanoi does not commit Embassy to award a contract to any bidder, even if all requirements stated are met.
- ii. Mere submission of information does not entitle the bidder to meet an eligibility criterion. Embassy of India Hanoi reserves the right to vet and verify any or all information submitted by the bidder.
- iii. If any claim made or information provided by the bidder in the bid or any information provided by the bidder in response to any subsequent query by Embassy of India Hanoi, is found to be incorrect or misinterpretation of facts, then the bid will be liable for rejection.
- iv. After the selection, the successful bidder must be able to commence the service within 7 days after the award of Letter of Intent.
- v. All rates and lump-sum amounts, if any, shall be firm throughout the duration of the contract and no deviations shall be entertained by Embassy of India Hanoi in this context.
- vi. The bidders shall deploy adequate manpower, machinery and resources to ensure completion of work as per stipulated operational timings.
- vii. Should any new areas of work not envisaged as being part of this Tender document are added, the prices for the new areas of works shall be mutually agreed upon between the Embassy of India, Hanoi and the bidders based on the actual rate analysis or as per the prevailing rates as agreed in this Tender document.
- viii. The Embassy of India Hanoi will make all payments to the Service Provider for the services rendered satisfactorily on monthly basis in accordance to relevant clauses or conditions of contract.
- ix. Additional staff required other than specified shall be obtained on pro-rata basis.
- x. The bidder would be responsible for all mandatory compliances for social, safety and environmental issues related to the performance of the service provider in the Embassy of India premises, as stated above in the eligibility criteria.
- xi. **The Embassy of India Hanoi reserves the right to remove any person found unfit.**
- xii. The Embassy of India Hanoi reserves the right to amend/withdraw any of the terms and conditions in the Tender Document or to reject any or all tenders without giving any notice or assigning any reason. **The decision of the Embassy in this regard shall be final and binding on all.**
- xiii. **Embassy will not take any responsibility on account of accident, sickness of any of employees of service provider.**

6.2 Place of Work and Site visits

Intending bidders shall visit the site as per schedules indicated by Embassy of India, Hanoi and shall get themselves thoroughly acquainted with the local site condition.

6.3 Validity of the Proposal

Bids shall be valid for a period of 120 days from the last date fixed for the bid submission.

6.4 Modification and withdrawals

No documents may be modified after submission. In case of any corrections the bidder may write the corrections and send the same and it is at the discretion of the tender inviting authority to accept the same or reject it, and no changes shall be accepted once the bids are opened.

6.5 Taxes and Duties

The bidder must include in their bids all duties, royalties or any other taxes as applicable

as per the laws of the Government of Socialist Republic of Vietnam. The tender inviting authority will entertain no extra claim on this account at any stage of execution of work.

6.6 Employees

The contractors must employ qualified/competent and police verified personnel on site for the execution of the agreed tasks. The contractors shall comply with the provisions of all applicable labour legislations and laws applicable in Vietnam.

6.7 Execution Method

The successful bidders shall get the following documents approved by the Embassy of India Hanoi for effective performance of tasks:

- i. Standard Operating Procedures (SOPs) for Housekeeping Services at the time of commencement of work.
- ii. Monthly Maintenance Schedules

SECTION-7

7.1 FORCE MAJEURE:

- i. For Purposes of this clause, "Force Majeure" means an event beyond the control of the service provider and not involving service provider's fault or negligence and not foreseeable. Such events may include but are not restricted to acts of the Embassy of India, Hanoi either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.
- ii. If a Force Majeure situation arises, the service provider shall promptly notify the authority in writing of such conditions and the cause thereof. Unless otherwise directed by the MEA in writing, the HKSP shall continue to perform its obligations under the contract as far as is reasonably practical and shall seek all reasonable alternative means not prevented by the Force Majeure event.
- iii. The Embassy of India may terminate this contract, by giving a written notice of minimum 60 days to the service provider being unable to perform a particular portion of the services for a period of more than 60 days.

7.2 TERMINATION OF CONTRACT

The Embassy of India in Hanoi may, by written notice sent to the service provider, 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 Embassy's convenience, the extent to which performance of work under the Contract is terminated and the date upon which such termination becomes effective.

7.3 CODE OF CONDUCT

- i. The service provider or an experienced supervisor engaged by the service provider shall personally visit the job site daily and ensure the proper cleaning/assigned work at the premises.
- ii. The number of workers as agreed upon for work at the Embassy premises 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.**
- iii. Smoking, chewing of tobacco, intoxication, sleeping on duty is forbidden in the building.
- iv. The service provider shall provide and maintain all site documents, SOPs, Checklists, Trackers as per engineering best practice for safe and economical

running of services. Draft SOPs, Check Lists, PPM (Planned Preventive Maintenance) Schedules shall be forwarded to MEA for approval before they are placed at site for application within 7 days of acceptance of LOI (Letter of Intent).

- v. If in case, the Embassy of India in Hanoi decides to extend the contract after one year, it will solely be based on the basis of the services provided by the company during the course of contract of 1 year.

7.6 STATUTORY COMPLIANCE

The service provider would need to ensure that the all the statutory requirements for performing the Housekeeping/cleaning Services of the Embassy of India's premises are in force and adhered to.

SECTION-8
(TECHNICAL BID)
ANNEXURE-I
TECHNICAL BID

TENDER NOTICE NO. _____ dated _____

Cover-I (Technical Bid)

The following documents need to be attached in the Technical Bid Proforma

S. No.	Document
1.	Contact Details Form (Form-I)
2.	Copy of Affidavit (Section 2)
3.	Certified copies of Registration and Incorporation particulars of Company
4.	Certified copy of the Tax Registration Certificate
5.	Certified copies of last three financial year's returns ending 2019 from the Tax Department.
6.	Proof of Minimum experience of at least successfully completed one work of same nature (Housekeeping Services) of a value of VND 250,000,000/- OR two works of same nature of VND 130,000,000/- each OR three works of same nature of value of VND 80,000,000/- each in the Central/State Government Departments/Ministries/Organization of the Govt. of Vietnam, Embassies and reputed Private Organisations during the last three financial years ending 31 st March 2019.
7.	Power of Attorney/ Authorisation for signing the bid documents.
8.	Number of manpower
9.	Type of equipments
10.	Type of materials with the cost
11.	Any working experience with the International organisation and Embassies

Signature of the Authorised
Signatory of the Bidder with
Seal of the firm/company
Name: _____
Mob. No. _____
Date: _____

Name of the Bidding Firm	
Name of the Authorized Signatory	
E Mail ID	
Telephone No.	
FAX No.	
Year of Incorporation	
Registration No.	
Registered Office & Address	
Branch offices if any	
Total turnover in the latest financial year	
Total Staff strength	
Total Technical staff percentage	

Form-I

SECTION-9
ANNEXURE-II
Format of Financial Bid

S. No.	Item	Charges (VND)
1.	Monthly Wages for each worker (including basic wages, insurance, uniform charges, bonus etc.)	
2.	Total Number of Workers	
3.	Cost of additional hours for each employee after the office hours	
4.	Details of cost of cleaning materials, tissue papers etc.	
5.	Total Monthly Amount	

* Wages should not be less than the Minimum Wages prescribed under the notification issued by the Government of Vietnam.

Signature of the authorized signatory of the Bidder with
seal of the firm/company

Name: _____
Mobile No. _____

Date: _____