



**EMBASSY OF INDIA
HANOI**
www.indembassyhanoi.gov.in

INVITES QUOTATIONS FOR
ANNUAL MAINTENANCE CONTRACT
FOR HOUSEKEEPING/CLEANING SERVICES OF
SWAMI VIVEKANANDA CULTURAL CENTRE OFFICE
(63, Tran Hung Dao Str., Hoan Kiem Dist., Hanoi)

TENDER NO. HAN/SVCC/321/9/2024-2025

PUBLISHED DATE : 19.04.2024

BID SUBMISSION START DATE: 19.04.2024

BID SUBMISSION END DATE : 20.05.2024 (1700 hours)

DATE OF TECHNICAL BID OPENING : 21.05.2024 (1000 hours)

DATE OF FINANCIAL BID OPENING :24.05.2024 (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/SVCC/321/10/2023-2024

Date: 19.04.2024

Notice Inviting Tender

Embassy of India Hanoi invites Bids/Quotations from eligible entities/companies based in Vietnam for providing housekeeping/cleaning services in the Swami Vivekananda Cultural Centre, Hanoi office (63, Tran Hung Dao Str., Hoan Kiem Dist., Hanoi) as per details given in tender document.

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 '**housekeeping/cleaning services in the Swami Vivekananda Cultural Centre, Hanoi office**', latest by **20.05.2024 up to 1700 hrs**. The Bids will be opened at **1000 hrs on 21.05.2024**.
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

2.1 Brief Scope of Work

2.1.1 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;">Main building</p> <p style="text-align: center;">OFFICE ROOMS</p> <ol style="list-style-type: none">a. Cleaning of the working desks, shelves, tables, door handles, light sockets & cupboards, Brass plates.b. Dusting of IT equipment and other office equipmentc. Vacuum cleaning of the carpeted areas & removing stains when necessary. Vacuum cleaning of sofas & armchairsd. Damp wiping of stairways, windows.e. Garbage removal, cleaning of ashtrays & garbage baskets.f. Cleaning the stairsg. Cleaning of foyerh. Cleaning of metal doors/framesi. Sweeping of all the pathways <p style="text-align: center;">TOILETS</p> <ol style="list-style-type: none">a. Cleaning of wash basin & commodes, taps and toilet paper holders, mirror and tilesb. Washing of floorc. Refilling soap, toilet paper, hand towels (if any) etc.d. Garbage removal |

| | |
|---|---|
| | <p style="text-align: center;">Sub-building</p> <ol style="list-style-type: none"> a. Cleaning of the furniture, windows, marble floor b. Dusting of IT equipment and other office equipment c. Polishing floor by high pressure marble polishing machine (three times in a year) d. Damp wiping of stairways, windows. e. Garbage removal, cleaning of ashtrays & garbage baskets. f. Cleaning the stairs g. Cleaning of foyer h. Arrangement of seating, etc. before any events/meeting <p style="text-align: center;">KITCHENS</p> <ol style="list-style-type: none"> a. Cleaning of wash basin and working platforms b. Wiping of floor c. Cleaning of Fridge, Microwave & cupboards. d. Garbage removal e. Cleaning of cutlery, glassware and kitchen utensils <p style="text-align: center;">TOILETS</p> <ol style="list-style-type: none"> 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 |
| Outside Area | Terraces, Parking areas, Pathways, Security Guards Room, open space for event. |
| Roofs | The roofs of all the buildings at SVCC, Hanoi (including the roof-top of parking shed) to be cleaned. Company should make arrangements for arranging of ladders along with cleaning and safety equipment for its employees to clean the roofs. |
| 2.1.1 Additional notes/infor- ma- tion | <ol style="list-style-type: none"> a. The cleaners should be provided with proper working Uniforms to be worn during the entire working time. b. 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. c. All cleaning work has to be completed every morning before 10:00 a.m. After completing the initial cleaning works from Monday to Friday. 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. d. Toilets to be cleaned once in the morning and then after every two hours in the day. e. The roofs of all the buildings at SVCC, Hanoi premises to be cleaned at least once every month. |
| 2.1.2 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. |
| 2.1.3 Garbage Collection & Dispose up | <ol style="list-style-type: none"> a. The service provider shall collect garbage from each building at least twice a day. b. No burning of waste materials shall be permitted in the premises. |

| | |
|--|---|
| 2.1.4 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 SVCC, 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-3

3.1 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 01/01/2024 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) **Financial Status:** The Bidder should have an annual turnover of VND 5,000,000,000/- during each of the three financial years ending 31st March 2024, i.e., for 2021-22 & 2022- 23, 2023-24.

(5) 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.**

(6) **Bid Security Declaration:** Prospective bidders are required to submit a signed Bid Security Declaration (Annexure-III) along with their bids to the effect and stating that if they withdraw or modify their bids during the period of validity, or if they are awarded the contract and they fail to sign the contract, or to submit a performance security before the deadline defined in the tender documents, they will be suspended for the period of one year from the date of committing such breach for bidding/award of all future contract(s) of Embassy of India, Hanoi.

(7) **Performance Security:** The successful bidder will have to furnish the performance security equivalent to 5% of the monthly charge at the time of entering into contract with Embassy. In case the successful bidder fails to accept and undertake the contract and does not deliver services according to the terms and conditions of the tender, the performance security will be forfeited.

3.2 Documents supporting the Minimum Eligibility Criteria:

(1) In proof of having fully adhered to the minimum eligibility Criteria at Sl. Nos. 1&2 of 3.1 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 3.1 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) The following documents may also be attached with technical bid:

- i. Company's Profile
- ii. Signed Bid Document

SECTION-4

4.1 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.

4.2 COMMERCIAL TERMS & INSTRUCTIONS

4.3 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-5

5.1 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.**

5.2 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.

5.3 Validity of the Proposal

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

5.4 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.

5.5 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.

5.6 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.

5.7 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-6

6.1 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.

6.2 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.

6.3 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.

6.4 STATUTORY COMPLIANCE

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

SECTION-7
(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. | Name of the Bidding Firm | |
|--------|---|--|
| 1. | Name of the Authorized Signatory | |
| 2. | E Mail ID | |
| 3. | Telephone No. | |
| 4. | FAX No. | |
| 5. | Year of Incorporation | |
| 6. | Registration No. (Certified copy of Registration) | |
| 7. | Registered Office & Address | |
| 8. | Branch offices if any | |
| 9. | Total Staff strength | |
| 10. | Working Experience with International Organizations and Embassies | |

Signature of the Authorised
Signatory of the Bidder with
Seal of the firm/company

Name: _____

Mob. No. _____

Date: _____

SECTION-8
ANNEXURE-II
Format of Financial Bid

1. Name of the firm:
2. Address of the Registered office:
3. Correspondence Address:
4. Contact details:
 - (a) Telephone:
 - (b) Fax:
 - (c) E-mail:

| S. No. | Item | Charges (VND) |
|--------|---|---------------|
| 1. | Monthly Wages for each worker (including basic wages, insurance, uniform charges, bonus etc.) | |
| 2. | Total Number of Workers (Two) | |
| 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: _____

Mob. No. _____

Date: _____

**SECTION-9
ANNEXURE-III**

**FORMAT OF BID SECURITY DECLARATION FROM BIDDERS IN LIEW OF EMD
(On Bidders Letter head)**

I/We, the authorized signatory of M/s. _____, participating in the subject tender No. _____ for the item/job of _____, do hereby declare:

(i) That I/we have availed the benefit of waiver of EMD while submitting our offer against the subject Tender and no EMD being deposited for the said tender.

(ii) That in the event I/we withdraw/modify our bid during the period of validity Or I/we fail to execute formal contract agreement within the given timeline OR I/we fail to submit a Performance Security within the given timeline Or I/we commit any breach of Tender Conditions/Contract, I/we will be suspended from being eligible for bidding/award of all future contract(s) of Embassy of India, Hanoi for a period one year from the date of committing such breach.

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

