

**BRU/872/1/18
Embassy of India
Brussels**

TENDER No. BRU/872/1/18

**TENDER DOCUMENT FOR PROVIDING CLEANING/HOUSEKEEPING SERVICES AT
CHANCERY BUILDING AT 217, CHAUSSEE DE VLEURGAT - 1050 BRUSSELS**

**LAST DATE FOR SUBMISSION OF BIDS
13 December 2022**

**DATE OF OPENING BIDS
14 December 2022 at 1100 Hrs**

**PLACE OF OPENING OF BIDS
Embassy of India, Brussels, 217, Chaussee de Vleurgat - 1050 Ixelles**

**Notice Inviting Tender for providing Cleaning/Housekeeping services at
Chancery Building of Embassy of India, Brussels**

1. Introduction

1.1 Sealed tenders in 2(two) Bid Envelopes System are invited from eligible Bidders located and based in Belgium as per terms and conditions set forth in the Tender Document for providing Cleaning/Housekeeping services at Chancery premises, Embassy of India, Brussels (Belgium) from vendors involved in this field. The specific details of the tender are mentioned below. Tender document may be downloaded from Embassy's website <https://indianembassybrussels.gov.in/> and <https://eprocure.gov.in/epublish/app>

1.2 This Notice Inviting Tender (NIT) is being issued with no financial commitment and the Embassy reserves the right to change or vary any part thereof of the NIT at any stage. The Embassy also reserves the right to withdraw the NIT, should it become necessary at any stage.

1.3 Embassy's decision on the pre-qualification and selection of the Service Provider shall be firm and final.

Important Dates:

Bid Submission Start date	23.11.2022
Bid Submission End date	13.12.2022
Bid Opening date	14.12.2022

BRU/872/1/18
Embassy of India
Brussels

2. Eligibility (Pre-qualification) The invitation of tender is open to all eligible bidding companies who fulfill conditions as mentioned below:

2.1 Bidders located and based in Belgium

2.2 Bidder should have a minimum of five years of overall experience in providing cleaning/housekeeping services.

2.3 The bidder should have proven expertise in the field of providing cleaning/housekeeping services in Belgium and should have also provided 2 cleaning/housekeeping services to any govt./semi govt./autonomous body/Diplomatic Missions/ Consulate, etc. in Belgium. Proof in respect of services provided to such agencies/ organizations must be provided in the form of copy of contracts, etc.

Note: The Embassy of India, Brussels reserves the right to ask for any additional documents from the bidders to substantiate issues related to financial health of the company, local police clearance/ verification, partnership agreements, etc, in order to establish holistic credentials of the bidding company and its workers.

3. Terms & conditions of contract

3.1 The bidders must have an experience of handling the housekeeping and cleaning work in a reputed organization supported by documentary evidence.

3.2 The bidder should have sufficient employees on its rolls specifically trained for housekeeping work.

3.3 The persons to be deployed by the service provider at the Embassy should be properly trained, have requisite experience and skills for carrying out a wide variety of housekeeping work using appropriate materials and tools/equipment.

3.4 The service provider shall not subcontract the work to some other company.

3.5 The service provider shall not pay wages lower than minimum wages of labour as fixed by the authorities of the Government of Belgium. Payment of other admissible benefits, if any, like bonus, leave, medical etc. to the employees deputed at the Embassy shall solely be the liability of the bidding company and not that of the Embassy.

3.6 The service provider shall engage only such workers, whose antecedents have been thoroughly verified, including character and police verification and other formalities. The service provider shall be fully responsible for conduct of his staff.

3.7 The Bidding Company is to ensure compliance of all mandatory labour laws/regulations laid down by the Government of Belgium and any other relevant Acts and regulations enforceable from time to time without any liability on the Embassy of India, Brussels or without any responsibility for statutory compliance of any kind by the Embassy.

3.8 The bidding companies/firms/agencies are required to submit the copies of the following documents, failing which their bids shall be summarily/out-rightly rejected and will not be considered any further:

- a) Duly filled in Technical Bid Proforma at Annexure-A
- b) Company's Registration certificate

BRU/872/1/18
Embassy of India
Brussels

- c) List of workers
- d) List of cleaning products and other related items (An indicative list is attached at Annexure - C)
- e) Experience certificate

3.9 The bidders shall not be at liberty to offer his/her terms and conditions with regard to the tendered work i.e. the bidder cannot deviate from the terms and conditions given herein. Otherwise, the tender is liable to be summarily rejected.

3.10 The competent authority in the Embassy of India, Brussels reserves the right to reject any/all quotations or incomplete quotations without assigning any reason.

4. Commencement & Validity of contract:

4.1 Initial contract period would be for one year subject to the approval of Ministry of External Affairs, Govt of India and may be renewed on year to year basis for 2 more years on satisfactory performances. Payments in respect of the cleaning/housekeeping services provided by the service provider will be made on a monthly basis, in the form of an invoice. All the rates quoted by the bidder shall remain unchanged during the period of contract.

5. Termination of Contract:

5.1 Embassy reserves the right to terminate the contract at any time by giving one month's advance notice. However, the Embassy shall also have the right to terminate the Contract by giving a lesser period of Notice under special circumstances, such as unsatisfactory services, security considerations, violation of privacy laws etc.

5.2 The Service Provider may terminate the contract by giving three months advance notice with justification for termination of services. The Embassy reserves the right to impose a financial penalty of amount equivalent to the service charges of one month, in case the latter terminates the contract without providing three months termination notice.

6. Scope of work, terms and conditions:

6.1 The work involves sweeping / mopping / vacuum / cleaning / dusting / spraying room fresheners of all the rooms, common areas on daily basis (excluding Saturday and Sunday) in the Chancery Premises consisting of all the rooms and open spaces in the ground floor, first floor and second floor, as well as the basement, all open/parking areas, corridor, staircases, terrace, balcony, toilets, kitchen, fixtures and fittings any other place as directed by the competent authorities of the Embassy. The front side of the Chancery outside the main gate is also required to be cleaned once a week. The priority of work will be determined by the competent authorities of the Embassy.

6.2 Daily removal of garbage and its disposal to a place as directed by the competent authorities of the Embassy and/or municipal authorities.

6.3 Cleaning of the external wall of the Chancery Building as well as the boundary (with the high pressure water gun) twice a year.

BRU/872/1/18
Embassy of India
Brussels

6.4 The service provider shall employ 2 cleaning workers from 0900 hours to 1700 hours to carry out the job to the satisfaction of the Embassy.

6.5 The service provider will be responsible for procurement and utilization of proper cleaning materials at its cost. The service provider will also provide vacuum cleaners, mopping machines, hard and soft broom, mops, wipers, dusters, cob-web removers, road brooms, toilet brushes, carpet brushes, tissue papers, napkin papers, room fresheners, hand wash etc. required for cleaning as well as garbage disposal bags for collecting garbage from the rooms and garbage disposal bags in dustbins and other areas e.g. toilets etc.

6.6 The service provider hereby accepts to use the standard, good quality cleaning materials/products for the cleaning/housekeeping work at Chancery premises. The service provider is also required to submit a list of cleaning & other items (which the service provider will provide on a monthly basis) while submitting the bid.

6.7 The service provider will be responsible for its workers in terms of its service conditions, payment of salaries, compensation, social security contributions, health and life insurance, etc. and the Embassy will not be responsible for any dues other than the agreed contract amount for cleaning services. It is explicitly understood by both the parties to the contract that the workers deployed by the service provider are employees of the service provider and as such will not have any claim whatsoever on the Embassy for the services they render on the Chancery premises on behalf of the service provider.

6.8 Apart from Saturday and Sunday every week, the holidays for the Chancery in each month of the contract period during which cleaning work may not be required, will be decided by the Embassy. Any holidays declared by the Government of Belgium, except in case of force majeure, will not be applicable to the working days of the cleaning workers deployed by the service provider in the Chancery of the Embassy.

6.9 The service provider will employ only security-checked workers on the Chancery premises for cleaning. Such a security clearance obtained from competent authorities of the Government of Belgium must be submitted to the Embassy before the workers are deployed on the Chancery premises. The details of such employees who may be deployed by the service provider on the Chancery premises for duty will be given to the Embassy in advance.

6.10 The service provider will provide recognizable, clean uniforms and Embassy approved badges to the workers who are to be deployed on the Chancery premises. The workers, while on duty, must always wear this uniform and display this badge.

6.11 The behavior of the service provider's workers during the duty hours on Chancery premises will be in a manner that does not affect the working or dignity of the Embassy as a diplomatic mission.

6.12 If the behavior/cleaning work carried out by one or more of its cleaning workers is not to the satisfaction of the competent authorities of the Embassy and when the same is communicated by them to the service provider, the service provider will take immediate action to rectify the behavior/service of its workers or should replace them.

BRU/872/1/18
Embassy of India
Brussels

6.13 The Embassy will maintain an Attendance Register with its Security Guard / badge system at the front gate. The approved workers of the service provider will sign the register / scan their badge daily at their working hours.

6.14 If any cleaning worker is absent on a given day, the service provider will provide a substitute for him/her; otherwise, proportionate deductions will be made from the monthly payment.

6.15 The service provider will be responsible for all acts of omission or negligence, dishonesty or misconduct of its cleaning workers while on duty at the Chancery. The service provider shall indemnify the Embassy of India in Brussels against cleaning workers due to accident or otherwise, which may arise out of and during the course of cleaning workers duties. The Embassy of India in Brussels will not be liable to pay any damages or compensation to such cleaning workers or to any third party.

7. Tendering Process

7.1 Tender is invited in two parts i.e. (i) Technical Bid and (ii) Financial Bid.

7.2 Bids are to be submitted at Embassy of India, Brussels, 217, Chaussee de Vleurgat - 1050 Ixelles, in sealed envelopes. Both the technical bid and financial bid envelopes should be sealed separately and clearly marked as "Envelope no. 1 - Technical Bid" and "Envelope no. 2 - Financial Bid". Both the sealed envelopes should be placed in a third larger envelope clearly mentioning "Tender for Cleaning/Housekeeping Services for Embassy of India" and addressed to "Head of Chancery" Embassy of India, Brussels, Belgium latest by Tuesday, 13 December, 2022 upto 1700 hrs. The bids will be opened at 1100 hrs on 14 December, 2022 in the O/o Head of Chancery, Embassy of India, Brussels.

7.3 The Embassy will not be responsible for any delay in receipt of bids or missing of bids while in transit/post. Bids received by email/ fax will be rejected out-rightly.

7.4 The validity of the bids must be for four months with effect from the date of opening of the Technical bids.

7.5 All bids should be in English language only.

7.6 The proforma for technical and financial bids is placed at Annexure A and Annexure B respectively.

7.7 Late Applications: Any application received after the last date and time for submission for the same, shall not be accepted. Applications received after the last date shall be summarily rejected and returned to addressee unopened.

8. Technical Bid Evaluation.

8.1 The Technical Bids will be examined and evaluated by the Embassy subsequently on the basis of responses to the NIT. Bidding companies which do not qualify in the technical evaluation will not be considered for qualification to the Financial Bid stage and their financial bids will be returned unopened.

BRU/872/1/18
Embassy of India
Brussels

9. Financial bids


9.1 After opening of the financial bids, L1 will be announced based on the lowest financial quote. The final decision of the Embassy on award of contract will be communicated in due course. The notification of award and submission of Performance Security by successful bidder will constitute the formation of contract. Upon the successful bidder's furnishing of performance security, the Embassy will notify each unsuccessful bidder.

10. The Embassy reserves the right to accept or reject any or all the tenders without assigning any reasons thereof.

11. Penalties: In case the service provider fails to provide the desired services or breaches the contract and for loss or damage, if any, to property, life and limbs of Embassy's Staff etc due to negligence of the cleaning workers or substandard cleaning services, service provider will be fully responsible and appropriate penalty will be imposed on the service provider as per existing local rules.

12. Force Majeure. Notwithstanding the provisions of the contract, the service provider shall not be liable for forfeiture of its performance security if and to the extent that its delay in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure. For the purpose of this clause, "Force Majeure" shall mean an event beyond the control of the service provider and not involving the service provider's fault or negligence. If a Force Majeure situation arises, the service provider shall promptly notify the Embassy in writing of such conditions and the cause thereof. Unless otherwise directed by the Embassy in writing, the service provider shall continue to perform its obligations under the contract as far as is reasonably practical.

13. For any tender-related enquiry/ query/ clarification please contact the undersigned.


(Dr. Sivaguru M)
Head of Chancery
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**BRU/872/1/18
Embassy of India
Brussels**

ANNEXURE-A

TECHNICAL BID

1	Name of the firm	
2	Address of the firm	
3	Mobile phone No. / Telephone No.	
4	E-mail id	
5	Name of the Contact person to whom all reference shall be made regarding this tender	
6	Experience in providing house-keeping/cleaning services (in years)	
7	Attach list of workers (viz. name, age, ID card no. etc.)	
8	Attach list of cleaning products & other items (to be provided by the company on monthly basis)	
9	Any other information which you consider necessary to furnish	

UNDERTAKING

- a) I, the undersigned, certify that I have gone through the terms and conditions mentioned in the tender document and undertake to comply with them.
- b) The rates quoted by me are valid and binding upon me for the entire period contract.
- c) I hereby had undertaken to render the service as per direction given in the tender document.

Date:
Place:

Signature:
Company:

**BRU/872/1/18
Embassy of India
Brussels**

ANNEXURE-B

FINANCIAL BID

S.No.	Item Description	Rates
1	Charges for providing cleaning/housekeeping services (per month) This should include cost of providing two cleaning staff from 0900 to 1700 hours, five days a week as well as products and equipments that would required for the job of cleaning the Embassy	
2	Taxes (If applicable)	

Date:
Place:

Signature:
Company:

**BRU/872/1/18
Embassy of India
Brussels**

Annexure – C

An indicative list of cleaning products

- 1) Room freshners
- 2) Liquid bleach
- 3) Hand soap (Liquid)
- 4) Cleaning wipes
- 5) Dusters
- 6) Paper Napkin
- 7) Toilet paper
- 8) Floor cleaning liquid
- 9) Dustbin plastic bags (different sizes)
- 10) Mops
- 11) Wiper
- 12) Dishwasher liquid
- 13) Scrubbing pad
- 14) Detergent powder
- 15) Siphon cloth

Note: It is an indicative list only. The Embassy will inform the company as and when the new products are required (with quantity).