

Tender for Annual Maintenance Contract for Housekeeping/Cleaning services at the  
Embassy of India, Vilnius

TENDER NO. VIL/867/01/2024

Dated: March 6, 2024

Last date for submission of bid: March 27, 2024

Embassy of India

Vilnius

Gedimino pr. 12, Vilnius, Lithuania

VIL/867/01/2024  
Embassy of India  
Vilnius (Lithuania)  
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## NOTICE INVITING TENDER

Embassy of India, Vilnius invites Tender under two bid system from registered and authorized firms/agencies for providing Housekeeping/Cleaning services at Gedimino pr. 12, Vilnius, Lithuania as per details given in the tender documents. Embassy of India's website <https://www.eoivilnius.gov.in> and Central Procurement Portal (CPP) at <https://eprocure.gov.in/cppp/> may also be referred to for complete details, scope of work, and conditions of eligibility.

2. The interested firms/service agencies should submit the bids in two sealed envelopes {Envelope-A "Technical Bid Documents", and Envelope-C "Financial Bid Documents". Two envelopes containing "A", & "C" shall be duly superscripted with above titles and put in another sealed envelope superscripted with the title "Tender No. VIL/867/01/2024" 'Proposal for Cleaning services at Embassy of India, Vilnius located at Gedimino pr. 12, Vilnius, Lithuania'. submit the bids in two separate sealed covers, superscribed as "Technical Bid" and "Financial Bid". Please note that tender document will not be accepted after the expiry of stipulated date and time for the purpose (Cleaning Services) under any circumstances.

3. The Technical Bids will be opened on March 28, 2024 by a Committee authorized by the Competent Authority of the Embassy of India, Vilnius. The financial bids of only those bidders, whose Technical Bids are found responsive, shall be opened by the Committee authorized for the purpose. The pre-bid site visit may be conducted on March 7, 2024 on prior appointment basis to assess the job requirement / quantum of work involved. For any queries, please write to [accts.vilnius@mea.gov.in](mailto:accts.vilnius@mea.gov.in) Last date for receipt of bids is March 27, 2024 at 1600 hours (Local Time).

4. If a firm quotes NIL charges / consideration, the bid shall be treated as unresponsive and will not be considered.

5. The Competent Authority reserves the right to reject any or all the bids or cancel the tender, without assigning any reason and the decision of the competent authority of the Embassy of India shall be final and binding.

sd/-  
(Subrata Maity)  
Head of Chancery  
Email: [hoc.vilnius@mea.gov.in](mailto:hoc.vilnius@mea.gov.in)  
Tel: +370 680 16621

## **DATES TO REMEMBER**

<b>Events</b>	<b>Date</b>
Notice Inviting Tender	Proposal for Cleaning at Embassy of India, Vilnius located at Gedimino pr. 12, Vilnius, Lithuania (4th and 5th floor)
Starting date of Tender submission	March 7, 2024
Site visit	March 7, 2024 Gedimino pr. 12, Vilnius, Lithuania (4th and 5th floor)
Last date of Tender Submission	March 27, 2024
Opening of Technical Bids	March 28, 2024
Opening of Financial Bids (of only those who qualify in the minimum eligibility criteria)	March 28, 2024

## **GENERAL INSTRUCTIONS**

1.1 For the Bidding / Tender Document Purposes, the Embassy of India, Vilnius shall be referred to as 'Client' and the Bidder/Successful Bidder shall be referred to 'Contractor and / or Bidder or interchangeably.

1.2 The tender document can be downloaded from the websites of <http://www.eprocure.gov.in>, <https://www.eoivilnius.gov.in> from March 6, 2024 onwards. The last date of submission of bids is March 27, 2024

1.3 While all efforts have been made to avoid errors in the drafting of the tender documents, the Bidder is advised to check the same carefully. No claim on account of any errors detected in the tender documents shall be entertained.

1.4 The bidder shall submit the copy of the authorization letter / Power of Attorney as the proof of authorization for signing on behalf of the Bidder.

1.5 All Bidders are hereby explicitly informed that conditional offers or offers with deviations from the conditions of Contract, the bids not meeting the minimum eligibility criteria, or any other requirements, stipulated in the tender documents are liable to be rejected.

1.6 For all purposes of the contract including arbitration thereunder, the address of the bidder mentioned in the bid shall be final unless the bidder notifies any change of address by a separate letter handed over personally/courier or by email to the [hoc.vilnius@mea.gov.in](mailto:hoc.vilnius@mea.gov.in). The bidder shall be solely responsible Tender for

Housekeeping/Cleaning services for the consequences of any omission or error to notify any change of address in the aforesaid manner.

1.7 The bidders are required to visit the site to assess the quantum of work involved before submitting the tender. Once the tender is submitted, it will be presumed that the bidder has seen and understood the complete work involved.

1.8 Any other instruction(s) deemed important by Embassy of India, Vilnius.

## **2. Scope of Work:**

A. Entire area of 4th and 5th Floor office of the building, Office room, Dining room, Guest Room and Guest Waiting Room with hallway, toilet area and Store room on both floors:

### **Daily**

Sweep and damp mop all hard floor surfaces. Sweep and mop all interior wood floor surfaces.

a) Spot vacuum all rugs and carpeted areas (including carpeted raised floors). Spot sweep or vacuum all internal stairways as required.

b) Dust and wipe clean with damp cloth all furniture, file cabinets, equipment and windowsills, etc.

c) Dust all chair rails, trim, etc.

d) Empty and clean all general waste receptacles and remove wastepaper and waste materials to designated areas.

e) Empty recycling receptacles and remove to designated areas.

f) Damp dust interiors of all waste disposal and recycle receptacles.

g) If necessary, clean glass furniture tops

h) If necessary, Brush fabric-covered chairs

i) Remove fingerprints, dirt, smudges, graffiti, etc. from the glass door, doorframes, glass partitions, light switches, walls, elevator call buttons, elevator doorjambes and doors.

j) Remove finger marks from all painted or vinyl covered surfaces near light switches, entrance doors, etc.

k) Dust low reach areas (up to 70-inches, but not limited to, structural and built-in furniture ledges, baseboards, windowsills, doors and chairs.

### **Weekly**

- a. Clean and polish glass.
- b. Mop/sweep service stairways and remove all debris.
- c. Clean all marble base and tile floor base.

### **Monthly**

- a. Dust all hard-to-reach areas not reached in daily dusting including but not limited to, all picture frames, charts, graphs, similar wall hangings, walls doors, baseboards, partitions, electrical and light fixtures, vents, louvers, ducts and sprinklers.
- b. Vacuum all upholstered furniture

### **Semi-Annually**

- a. Dust all mini-blinds with treated cloth
  - b. Dust curtains
- B. Ambassador's office, Reception area of 5th floor, entrance area of 5th floor

### **Daily**

- a. Sweep and dust mop or vacuum full floor area
- b. Remove any smudges from glass lobby areas
- c. Empty and clean all general waste receptacles and remove wastepaper and waste materials to designated areas.
- d. Empty recycling receptacles and remove to designated areas.
- e. Spot clean and vacuum all interior and exterior walk-off mats as needed.
- f. Sweep clean and mop floor and other such service areas.
- g. Mops, sponges, or washcloths are to be rinsed thoroughly and stored neatly in racks. Supplies and other cleaning equipment are to be stored neatly in designated areas as directed by the facility manager.
- h. Drains are to be kept clean of mop strings and dirt.
- i. Keep loading dock are in a neat and clean condition at all times. Clean floors, walls, doors, etc. as necessary.
- j. Clean walls, floors and bins in fitness room area.
- k. Clean all walls, tables, floors and windows in guest area.
- l. Keep wastepaper, cardboard, rubbish, etc. stored in approved receptacles or assigned rooms.
- m. Empty exterior trash receptacles.

## **Weekly**

Sweep all stairwells from lowest level to highest landing.

## **Monthly**

- a. Dust all light fixtures.
- b. Dust walls, manual pull stations, door handles, etc.

## **C. Restrooms (toilet, wash basin)**

### **Daily**

- a. Wipe down all dispensers and replenish as necessary; including paper towels, toilet tissue, toilet seat covers and hand soap, as required.
- b. Restock all sanitary napkin and tampon dispensers as required.
- c. Clean all mirrors, dispensers, faucets, flush meters, and bright work with non-scratch disinfectant cleaner. Wipe dry all sinks.
- d. Clean and sanitize all toilets, toilet seats (both sides), urinals and sinks with non-abrasive disinfectant cleaner.
- e. Remove stains and scale from toilets, urinals and sinks as required.
- f. Sweep and wet mop all restroom floors with disinfectant solution. Corners shall be clean.
- g. Empty and sanitize all waste, sanitary napkin and tampon receptacles. If this service is provided by an outside contractor associated costs should be included in the proposal cost.
- h. Remove all restroom trash to designated areas.
- i. Spot clean fingerprints, vinyl and ceramic walls, counter tops, glass, aluminum and light switches.
- j. Clean and remove smudges, fingerprints and scuff marks from both sides of entry doors.

### **Weekly**

Wash down all walls with disinfectant solution.

### **Monthly**

- a. Dust high reach areas including such as structural ledges, mirror tops, partition tops and edges, and lighting fixtures.
- b. Wipe and wash down walls with a disinfectant solution. Monitor floor drains in restrooms and add water if necessary. Treat all drains with owner approved drain cleaner as needed.

## **D. Window Cleaning**

### **Daily**

- a. Clean building entrance doors and glass and keep in a clean condition, inside and outside.
- b. Clean interior glass.
- c. Clean window.

### **Weekly**

- a. Clean tops and entrance doors, and transoms.
- b. Clean all elevator.

## **E. Pantry/Kitchen**

### **Daily/Weekly**

- a. Wipe down all surface areas with a lint free cloth.
- b. Wash out sink and make sure it is clear of any debris.
- c. Wipe appliances (Cooking Range, Refrigerator, Microwave Oven, Dishwasher, Chimney etc.)
- d. Clean walls and floor

## **F. Outdoors Daily**

- a. removes any unwanted material thrown or dumped in front of the buildings and the backyard.
- b. Weekly Clean the front, back and garage of the building

### **Fortnightly**

Clean the doors, windows from outside.

2.2. Cleaning of Wash Rooms, {Mention a detailed list of cleaning materials to be supplied, if Scope of Work is inclusive of supply of cleaning materials by the service provider.}

## **3. MINIMUM ELIGIBILITY CRITERIA**

a) Company should be in this type of business from the last five years. The Tenderer should have valid permit / registration from the competent local authority for providing services in Lithuania, with satisfactory experience of rendering cleaning services.

- b) Company should have clients related to Corporate Companies, Institutions or Embassies.
- c) Company should have sufficient number of staff for deployment.

#### **4. VALIDITY OF BIDS**

4.1 Bids shall remain valid and open for acceptance for a period of 180 days from the last date of submission of Bids.

4.2 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.

4.3 The client may request for extension for another period of 60 days, without any modifications and without giving any reasons thereof.

4.4 **PRE-BID MEETING/SITE VISIT:** Interested firms/service agencies may visit the site for visualization and better understanding of the quantum of work during March 8, 2024 a prior appointment. A pre-bid meeting will take place on March 8, 2024. The site address is Gedimino pr. 12, Vilnius, Lithuania. The bidders may also submit their queries by email on the aforementioned email IDs which will also be discussed in the pre-bid meeting.

#### **5 PREPARATION OF BIDS**

5.1 **Language:** Bids and all accompanying documents shall be in English only. The technical as well as the financial bids should be submitted in two sets – one original and one copy.

5.2 **Technical Bid:** Technical Bid should be prepared as per the instructions given in the Tender Documents along with all required information, documents in support of the minimum eligibility criteria. All the documents comprising the Technical Bid shall be put in a separate sealed envelope superscribed as “Envelope A – Technical Bid”. Documents comprising the Bid:

- a. Technical Bid Submission Form duly signed and printed on Company's letterhead.
- b. Contact Details Form, duly filled and signed & stamped.
- c. All attested supporting documents in proof of having fully adhered to minimum eligibility criteria as referred in Section-3 above.

5.3 **Bid Security Declaration:** Bid Security Declaration to be submitted separately in a sealed envelope superscribed as “Envelope B – Bid Security Declaration”. Please see Annexure 3.



5.4 **Financial Bid:** Bidder shall prepare the Financial Bid in the Price Schedule as provided in the Tender Document. Financial Bid shall be put in a separate sealed envelope superscribed as “Envelope C- Financial Bid”.

## **6. SUBMISSION OF BIDS**

6.1 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 Gedimino pr. 12, Vilnius, Lithuania. 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 whatsoever. The tender shall be submitted in sealed envelopes as described below:

ENVELOPE ‘A’ Technical bid  
ENVELOPE ‘C’ Financial Bid

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

## **7. BID OPENING PROCEDURE**

7.1 The Technical Bids (Envelope A) shall be opened at the Embassy of India, Vilnius in the presence of bidders or their representatives and the Tender Evaluation Committee constituted by the Competent Authority of the Embassy of India, Vilnius. After evaluation of Technical Bids, a list of qualified bidders will be prepared by the Embassy of India of India, Vilnius. The Financial bids (Envelope ‘C’) will be opened on a subsequent date, which will be intimated to the shortlisted bidders, by mail/phone.

7.2 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 Evaluation 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.

7.3 The Financial Bids of only those bidders, who qualify at Technical Bid stage, shall be opened by the Committee authorized for the purpose. Those bidders who qualify in the technical bid stage, will be intimated through mail/phone about the date for opening of the Financial Bids.

7.4 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.

7.5 Absence of bidder or their representative shall not impair the legality of the opening procedures.

7.6 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.

## **8. CLARIFICATION ON TECHNICAL BID EVALUATION.**

8.1 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.

8.2 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.

8.3 Client also reserves the right to seek confirmation/clarification from the issuer agency, on the supporting documents submitted by the bidder.

## **9. PERFORMANCE SECURITY (PS):**

9.1 The successful bidder has to deposit Performance Security which will be Euro 10% of finalized monthly rate in favour of 'Indian Embassy' in form of Bank Guarantee within fifteen days of the acceptance of the Letter of Award (LoA). Performance Security should remain valid for a period of sixty (60) days beyond the date of completion of all contractual obligations of the service provider (SP). In case, the contract is further extended beyond the initial period, the Performance Security will have to be renewed accordingly by the SP. No interest shall be paid on Performance Security.

9.2 The Performance Security will be forfeited by order of the Competent Authority in Mission/ Post in the event of any breach or negligence or non-observance of any terms & conditions of the contract or for unsatisfactory performance or for non-acceptance of the work order. On expiry of the contract, portion of the Performance Security, as may be deemed fit by the Client sufficient to cover any incorrect or excess payments made on the bills to the firm, shall be retained until the final audit report on the account of Contractor's bill has been received and examined.

9.3 If the Contractor fails to provide the Performance Security within fifteen days of the acceptance of LoA, such failure shall constitute a breach of the contract and the Client shall be free to make other arrangements at the risk, cost and expense of the Contractor.

## **10. VALIDITY OF CONTRACT**

The contract, if awarded, shall be valid for a period of ONE YEAR (01 year). The contract may be extended annually on year-to-year basis, for further 02 years [maximum tenure 03 years from the date of start of work initially] as per the contract signed 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, the client shall have the right at any time to terminate the contract forthwith in addition to forfeiting the performance security amount deposited by the Contractor and initiating administrative actions for blacklisting etc. solely at the discretion of the competent authority in Mission/ Post.

## **11. PAYMENTS**

11.1 After award of work, a price schedule shall be annexed to the Articles of Agreement according to which all payments shall be made to the SP towards the AMC

11.2 The prices in the Price Schedule shall be inclusive of all applicable taxes as may be levied by the Government from time to time

11.3 All payments shall be made in check by means of crossed cheques/ bank transfer.

11.4 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 Contractor, and the amount so deducted shall be deemed to be a payment made to the Contractor.

11.5 The payment to the workers in accordance to minimum wages prescribed by the local Government along with the statutory compliance Bonus is sole responsibility of the Contractor. In case of revision in minimum wages by the local Government, the same would be absorbed by the service provider. Claim for any escalation shall not be entertained by the Client.

11.6 No request for revision/ increase of approved rates during the currency of the contract will be entertained.

11.7 No payment shall be made in advance nor will any loan from any bank or financial institution be recommended on the basis of the order of award of work.

## **12. Other Conditions, Force Majeure & Penalty Clause**

12.1 The workers so provided should be on the roll of the Company.

12.2 The bidder must have satisfactory arrangements for training of its workers. Confirmation in this regard is to be given.

12.3 The bidder should submit precise profile of its key clients along with details of services provided.

12.4 If any cleaner is absent on a given day, the company will provide a substitute for him otherwise proportionate deductions will be made from the monthly payment.

12.5 In case the Service Provider fails in adhering to the daily cleaning requirements at Mission's/ Post's premises, and Client has to make alternative arrangements for daily cleaning, then Service Provider would reimburse the cost of such arrangements.

12.6 Contractor would be fully responsible for all acts of omission or negligence, dishonesty or misconduct of its employees for work at Mission's/ Post's premises. Contractor would indemnify Client 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. Client would not be liable to pay any damages or compensation to such cleaners or to any third party.

12.7 In case of any complaint, either as regards the nature of service or as regards the behaviors of cleaners on duty or otherwise, Contractor would be intimated and would be required to take corrective measures promptly.

12.8 Client 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 Client in this regard shall be final and binding on all.

12.9 Client reserves its right to revoke the contract at any time, if the services rendered are not found satisfactory during the period of the contract.

12.10 Client may, by written notice sent to Housekeeping agency, terminate the contract, with a notice period of at least one month, in whole or in part at any time for its convenience. The notice of termination shall specify that termination is for the Client's convenience, the extent to which performance of work under the contract is terminated and the date upon which such termination becomes effective.

12.11 The bidder must have modern equipment(s), latest technical expertise for management of buildings and related facilities, as has been defined in brief scope of work. Machinery, equipment, implements, material and consumables proposed to be

used should be clearly indicated. List of equipment owned by the company may also be furnished with the bid.

12.12 Any wrong or misleading information will lead to disqualification.

12.13 The bidder shall maintain at all times machinery / equipment and other resources required for upkeep and cleanliness of the premises of the Client. The SP will arrange at his own cost additional machinery/ equipment and resources if required by the Client for the purpose.

12.14 Client reserves the right to remove any person found unfit.

12.15 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/Post's premises as stated in the eligibility criteria.

12.16 {Any other terms and conditions deemed important by Mission}

Proforma for TECHNICAL BID

**GENERAL**

- I. Name of Tendering Company/ Firm / Agency/Individual:
- II. Nature of the concern: (i.e., Sole proprietor or partnership firm or a company)
- III. Full Address of Office of the Company/ Firm / Agency/Individual:
  - a. Telephone/Mobile No:
  - b. FAX No (if any):
  - c. E-Mail Address:
- IV. TAX No. of the Company/ Firm / Agency/Individual: (Attach attested copy)
- V. Photocopy of income tax returns for latest year: (Attach attested copy)
- VI. Value Added Tax (VAT) Registration No.: (Attach attested copy).
- VII. Whether each page of tender and its annexure have been signed and stamped:(Yes/No)
- VIII. Bidder" s bank, its address and Bank account no:

I/We hereby declare that the information furnished above is true and correct.

Place :

Signature of Bidder/Authorized Signatory  
with seal of the firm

Date : Name of the Bidder

Annexure -1  
Format for Submitting the Financial Bid  
(To be submitted in a separate sealed cover superscribed as “Envelope C –  
Financial Bid”)  
BID No. Vil/867/01/2024

Date: March ..., 2024

To,  
Head of Chancery  
Embassy of India, Vilnius  
Gedimino pr. 12, Vilnius  
Lithuania

**FINANCIAL BID**

Proforma to be filled up and submitted by the bidder (in English)

1	Name of the Bidding Agency/ Company	
2	Address of the Bidding Agency/ Company	
3	Contact details of the Bidding Agency/ Company	

Break-up of the total cost:

No. of cleaners {to be decided by the Mission/ Post*}	
Wages of cleaners (monthly)	
Total Wages	
Cleaning material charges (if applicable)	
Taxes (if applicable)	
{Any further break-up of monthly charges, if available}	
Total Amount (monthly) (inclusive/ exclusive of taxes)	

Total monthly charges for cleaning services: \_\_\_\_\_ (incl./ excl. taxes)

Yours faithfully,

(Signature of Authorized Signatory)

Name:  
Designation:  
Company seal:

{\* While deciding the required number of cleaners, Mission/ Post should always strive to ensure economy and efficiency. Mission/ Post will have to provide proper justification if it intends to procure increased number of cleaners, compared to earlier-approved contract.}

**Annexure-2**

**CONTACT DETAILS FORM**

**Bidder's description format summary**

Name of the Bidding Firm	
Name of Partner(s) & Nationality	
Name of the Authorized Signatory Nationality	
Passport No.	
E Mail ID	
Telephone No.	
Fax No.	
Year of Incorporation	
Registration No.	
Service tax no.	
Registered Office & Address	
Branch offices (with address and Contact details) if any	
Average Annual turnover in the last five financial year	
Total Staff Strength with Nationality of Employees	
Total Technical staff percentage	
Nationality of Staff working in Company and to be deputed for work (National of India or friendly country)	

DETAILS ABOUT KEY PERSONNEL OF THE BIDDING COMPANY  
(With ID proof/supporting documents)

- 1.
- 2.
- 3.
- 4.



### **Annexure-3**

#### **Bid Security Declaration**

With reference to tender notice no. No. VIL/867/01/2024 dated 4 March 2024 this is to certify that if we withdraw or modify our bid during period of validity or if we are awarded the contract and we fail to sign the contract or fail to submit a performance security before the deadline defined in this document, we are liable to be suspended for a period considered fit by the Embassy from being eligible to submit bids for contracts by the Embassy of India, Vilnius.

[Signature(s) of the Tenderer(s) with  
Name, Designation, Date & Seal]