



**EMBASSY OF INDIA, ANKARA**

**INVITES QUOTATIONS  
FOR ANNUAL MAINTENANCE CONTRACT  
FOR BUILDING MAINTENANCE OF CHANCERY, RESIDENTIAL COMPLEX &  
EMBASSY RESIDENCE  
FOR ONE YEAR 2024-2025**

**TENDER NO. ANK/885/01/2023**

**PRE-BID MEETING**

**30.01.2024 at 1500 HRS (LOCAL TIME)**

**LAST DATE FOR SUBMISSION OF BIDS**

**23.02.2024 UP TO 1700 HRS (LOCAL TIME)**

**DATE OF OPENING OF BIDS**

**26.02.2024 AT 1000 HRS (LOCAL TIME)**

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**EMBASSY OF INDIA, ANKARA, CINNAH CADDESI NO 77 CANKAYA ANKARA**

**TEL-0090-312-4382195**

## Invitation for Bids

Embassy of India, Ankara invites Bids / Quotations from reputed Property Management companies/ agencies based in Türkiye with specialization in maintenance of Office & Residential properties.

### **1. Eligibility criteria for bidders:**

- The company/ agency should have valid permit / registration from a competent local authority for Property Management Services.
- The company should be in operation for more than 5(five) years and should have an annual turn over of at least US\$ 21,000/- for the past three years. The proof of the turn over in the form of audit balance sheet for the past three years has to be submitted along with the bid.
- The company should have experience in building maintenance and performing similar works in Embassies or International Agencies in Türkiye. Work order and completion certificates of the relevant works are to be submitted as a proof of the works done.
- The company should have at least 20 property management professionals and full-time management and technical personnel of engineering, management, economy and other related specialties in their payroll. Company should also give the staff strength of their organization including breakup at executive, supervisory and technician level along with the technical bid.
- The applicant should submit a list of employees proposed to be employed in the Embassy with names and other details including their certificates stating clearly their individual roles for the proposed work. Company should also give details of the nature of engagement of the proposed personnel to be employed in the Embassy by the company and also copies of employment contract signed with the individual personnel and other relevant certifications including their proof of training, registration certificate (as technician), educational qualification certificate along with the technical bid.
- Proof of English knowledge in respect of the proposed Manager (Recommendation letter/self declaration is acceptable)

2. **Scope of Work:**

S.N	Description of Work	Chancery	Residence ICO mpl ex	Embassy Residence	Per Month	Quantity (Months)
1.	<p><b>Preventive Maintenance of Electrical &amp; Mechanical Installations</b></p> <p><b>a.</b> Preventive maintenance (by high-grade technician/electrician) of all electrical installations of the Embassy. This should include all work as quoted at Annexure A as per the routine prescribed.</p> <p><b>b.</b> Preventive Maintenance of the motors at all the Gates of the Embassy. Embassy has four major gates which are operated in a motorized manner. The maintenance should include filing of their iron track, oiling and servicing of motor, rack and chain components on fortnightly basis. The company has to provide all the necessary material including lubricants and grease for servicing.</p> <p><b>c. Preventive maintenance of all electrical/mechanical/equipment/accessories/installations fittings to be taken up by specialized technicians (plumbing/ electrician) who have adequate experience with such items.</b></p>	Y   Y   Y	Y   Y   Y	Y   Y   Y	Each Job   Each Job	06 (Once in two Months)  24 (Once in two Weeks)
2.	<p>Provide dedicated <b>Manager-cum-Operating Engineer</b> (on-Call basis) with the following requirements:-</p> <p><b>a.</b> Minimum 5 years' experience with <b>technical building maintenance</b>.</p> <p><b>b.</b> Bilingual (Turkish / English).</p> <p><b>c.</b> Graduate/Diploma holder in technical maintenance who is reachable via cellphone for all types of emergencies.</p> <p><b>d.</b> The Manager must be computer literate and have</p>	Y	Y	Y	Each Job	12

	<p>working knowledge in English.</p> <p>e. The Manager will be in charge for the overall management of the team.</p> <p>f. Is responsible for submission of regular reports and work plans, planning and support (Project Management) of larger technical projects (<b>3rd party suppliers management</b>) and will be the point of contact for the client.</p> <p>g. Must be a skilled draftsman.</p> <p>h. He/She will also contact with various Municipal agencies viz. water supply, Electricity and Gas agencies.</p> <p>The Manager-cum-Operating Engineer should be in charge of all types of electrical works including regular maintenance of heating system in Chancery and Embassy Residence as well as all other Electrical equipment, DG Set, Air Conditioners and Heating panels. The electrical engineer should be supported by other electricians as per requirement for different types of preventive and breakdown maintenance work.</p> <p>He/She should also take up any additional minor electrical installation which may be required to be set up during the period of contract. By any additional minor electrical installation work, it is meant erection of an additional electrical point, rewiring small parts where total wire used is less than 50 metres, ducting/ cabling of wire from one room to another (distances less than 10 metres).The company should be able to provide any material. Any additional cost will be provided by the Embassy on case by case basis. In case of Operating Engineer going on leave, company has to provide additional Supervisor in her/his place. In no circumstances, the work of the Embassy should be affected.</p>					
3.	Provide dedicated (on-Call basis) experienced and certified Handymen (with masonry & plumbing, carpentry and electro-mechanical certification) who can carry works related to building repairs, plumbing including repairing water leakage, water meters; and carpentry works such as fixing wooden	Y	Y	Y	Each Job	12

	<p>furniture, fixing scratches; repair/replacement parts of Gas stoves, Heating Radiators, pedestal/table fans etc. and all other maintenance related work including moving support as appointed. The Handymen will work under directions of the Property Manager for undertaking regular maintenance work. They should be made in charge of any minor breakdown maintenance and most of the regular preventive maintenance work.</p> <p><b>In case of Handymen going on leave, company has to provide additional Handymen in her/his place. In no circumstances, the work of the embassy should be affected.</b></p>					
4.	<p><b>Create an annual maintenance plan including monthly planning for the routine maintenance as well as maintenance for all technical equipment installations at the Embassy of India building and residences.</b> The company must submit a monthly property management report (in English) covering all activities and maintenance works carried out during the month.</p> <p><b>The Annual maintenance plan has to be presented on the date of signing of the contract. A short summary of the annual maintenance plan should be submitted.</b></p>	Y	Y	Y	Each Job	12
5.	<p>Upkeep and Maintenance of civil structures to include grass cutting etc. above the apartment roofs.</p> <p>This should be part of the Annual Maintenance Plan and has to be done in a phased manner that the occupants can stay inside while the work is progressing.</p>	N	Y	Y		
6.	Support Embassy of India with arrangement and management of 3rd party government inspections, if any.	Y	Y	Y		
7.	All the above scope covers the 6 Apartments in the Chancery complex.	Y	Y	Y		
8.	Arrange third party inspection and provide	Y	Y	Y	Each	

	specialized inspection report in case of any major civil structural or masonry issue in case of any building inside the Complex free of charge. Embassy has the right to engage the company or any other party in completion of the project.				h Job	
9.	<p>Breakdown Maintenance of Electrical &amp; Mechanical Installations</p> <p>Restoration of basic services in the event of any breakdown is an immediate priority. The Company shall use its available pool of resources for resolving such situations. In case there is any problem beyond the scope of their expertise and is of specialized nature or related to electronic circuitry, they have to assist embassy in finding at least two third parties who can do that. Embassy has the right to engage any third party.</p> <p>In case the breakdown maintenance involves any issue which can be resolved by the technicians of the company, Embassy will take up the additional cost for spare parts/materials.</p>	Y	Y	Y	Eac h Job	
10.	<p>In all cases where there is a maintenance contract/warranty between OEM of the equipment and Embassy, the overall supervision shall lie with the technical maintenance vendor.</p> <p>Effective coordination/technical assistance with all AMC contractors.</p> <p>The bidder shall provide sound, lights &amp; technical support during events organized by the Embassy.</p>	Y	Y	Y	Eac h Job	
11.	<p>a. Weekly reports of all the complaints, handled generated and resolved to be submitted before the end of the week.</p> <p>b. Maintenance/repair of radiators, air conditioners and minor equipment in the stock of Mission</p>	Y	Y	Y	Eac h Job	
12.	The company has to ensure that there is no disruption of services during Turkish National Holiday period.	Y	Y	Y	Eac h Job	

3. **Submission of bids:** Bidders shall submit their bid in a large sealed envelope superscribed with '**Request for Proposal for Annual Maintenance Contract for Building – New Chancery-cum-Residential Complex for one year 2022-23**' for Embassy of India, Ankara which shall have following three sealed envelopes inside:

**Envelope A:** Should contain 'Bids Securing Declaration (BSD)'. The format for BSD is at Annexure-I.

**Envelope B:** Should contain the duly filled form to be submitted along with Technical Bid (Annexure II) complete in all respects along with all the supporting the documents. This envelope should be super-scripted "Technical Bid for Annual Maintenance Contract for Building – Chancery, Residential Complex and Embassy Residence for one year 2024-25 at the Embassy of India, Ankara'

**Envelope C:** Should contain duly filled form to be submitted along with Financial Bid (Annexure III). This envelope should be superscripted "Financial Bid for Annual Maintenance Contract for Building – Chancery, Residential Complex and Embassy Residence for one year 2024-25 at the Embassy of India, Ankara'

**All the envelopes should be superscripted at the bottom left corner with the Full name, Postal address, Fax, E-mail, Telephone number of the Agency/ Company.**

Firstly, the envelope containing the BSD would be opened. No bid will be accepted without BSD and will be rejected at once. Technical Bids of only those bidders will be opened who have submitted BSD. Then, Financial Bids of only the technically qualified bidders would be opened.

- i. The sealed bid shall be submitted to the Head of Chancery, Embassy of India Ankara, Cinnah Caddesi No 77 Cankaya, Ankara;
- ii. The bids must be submitted in both English and Turkish. English translations of all Turkish documents must be submitted.
- iii. Contact person Mr. Manvendra Singh, ASO(Property), Phone No.0090-5055840908, Email: [property.ankara@mea.gov.in](mailto:property.ankara@mea.gov.in). The Turkish Contact person Mr. Alper Bahceci, Translator, Phone No.0090-5369792926, Email: [adm1.ankara@mea.gov.in](mailto:adm1.ankara@mea.gov.in).
- iv. The bid may be submitted by Hand in person or by courier. The bids by "Fax / E-mail" shall not be accepted;
- v. Bid received after the closing date and time as prescribed in the tender notice, shall NOT be accepted under any circumstances;
- vi. Bid shall be opened on the date and time as given in the tender notice at Embassy of India Ankara, Cinnah Caddesi No 77 Cankaya, Ankara, in the presence of the authorized representatives of the companies, who may wish

to attend. Only the technical bid shall be opened on 26.02.2024 Financial Bid will be opened for all those parties who have qualified technically.

vii. The bid has to be submitted as per the format specified at 'Annexure I & II' respectively;

viii. The Bidder can arrange for a pre-bidding tour by contacting Mr. Alper Bahceci, Translator, Phone No.0090-5369792926 and see the premises. The Bidders are free to bring technician for studying the scope of work for the civil, electrical and masonry work. The pre-bid site visit can be arranged on request at email admn1.ankara@mea.gov.in latest by 30.01.2024.

#### **4. Mode of Payment:**

a. Payment against bill/invoice shall be released on quarterly basis at the end of each quarter.

b. An amount equivalent to 5% of the service fee due each quarter shall be retained by Party A as security deposit for a period of 12 months and shall be returned along with the last payment due.

#### **Performance Guarantee & Penalty**

1. The bidder must submit Performance Guarantee amounting to 5% of the Annual Service Fee (including VAT) upon signing of the Contract which shall be in the form of Guarantee bond issued by Scheduled Bank based in Ankara valid for a period of 6 months beyond the contract.

2. For violation in the scope of work, a penalty of 0.5% of the contract fee will be levied for each violation subject to the penalty not exceeding 5% of the payment due on the quarterly basis.

3. Embassy reserves the right for canceling the tender at any stage and without specifying any reason for cancellation.

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

5. The contract will be signed for an initial period of one year extendable for further period of two more years on yearly basis (i.e., total tenure of 3 years) on same rate and same terms and conditions subject to satisfactory services provided by the company.

6. Dispute Settlement Clause: In case of any dispute Embassy of India reserves a right for arbitration in accordance with the Indian Arbitration & Conciliation Act, 1976



7. Successful bidder shall comply with all the laws and regulation, including applicable labour laws while executing the work under the present tender.

**PROFORMA TO BE FILLED UP AND SUBMITTED IN THE TECHNICAL  
BID**

1.	Name of the Bidder Agency/Company.	
2.	Address of the Bidder Agency/Company.	
3.	Contact details of the Bidding Agency/Company.	
4.	Name of the Proprietor/Partners/Directors of the Agency/Company.	
5.	Registration and incorporation particulars of the Agency/Company.	
6.	Experience in BUILDING MAINTENANCE work (No. of years).	
7.	No. of workers in the company – Manager, Supervisor, technical staff, handymen	
8.	Any other information.	
9.	Whether details of all five persons to be employed under this tender has been provided	

**Bids Securing Declaration**

I/we accept that if I/we withdraw or modify Bids during the period of validity or if I/we are awarded the contract and I/we fail to sign the contract, or to submit a performance security before the deadline defined in the request for bids document, I/we will be suspended for the period of time specified in the request for bids document (2 years if not specified) from being eligible to submit Bids for contracts with the entity that invited the Bids.

**Date:**\_\_\_\_\_

**Signature:**\_\_\_\_\_

**Name of the Company:**\_\_\_\_\_

**Scope of Work**

**Construction Works:**

1. Facade Repair: Examination of the exterior facade of the building and, if necessary, repair or painting.
2. Roof Maintenance: Inspection of the roof and, if necessary, roof repair.
3. Windows and Doors: Repair of old or damaged windows and doors. Replacement of those that cannot be repaired.
4. Floor Renovation: Repair of floor coverings in interior spaces. Replacement of those that cannot be repaired.
5. Garden Landscaping: Arrangement of the garden area, landscaping work, and plant care (pruning, fertilizing, and pest control). Renewal of flowers around the embassy and residence twice a year.
6. Security Systems: Examination of security measures such as security cameras and access control systems to enhance the security of the building. Repair or replacement of faulty systems and cameras.
7. Partition Walls: Division or removal of desired rooms with drywall partitions.

**Electrical Works:**

1. Inspection of Electrical Installations: Assessment of the condition of the existing electrical installations and identification of areas that require updates and necessary actions.
2. Rewiring: Replacement of old or damaged cables with new ones complying with energy efficiency standards.
3. Lighting System: Examination of new and energy-efficient lighting systems and repair of faulty sections.
4. Fuse Panels and Switches: Review and, if necessary, update of fuse panels and switches.
5. Fire Detection and Alarm System: Inspection of the fire detection and alarm system and necessary improvements.

### **Mechanical Works:**

1. Heating, Ventilation, and Air Conditioning (HVAC) System: Inspecting the existing HVAC system and performing appropriate maintenance or upgrades.
2. Plumbing: Plumbing inspection, repair of leaks, and updating of faucets and toilets.
3. Hot Water System: Maintenance of the hot water system.
4. Elevators: Maintenance and safety checks for elevators if present in the building.
5. Fire Extinguishing Systems: Inspection and maintenance of fire extinguishing systems. Periodic inspection and maintenance of fire extinguishers.

**List of documents to be submitted along with the technical bid**

S.No.	Description of documents
1.	Staff strength of the organization including breakup at executive, supervisory and technician level.
2.	List of all persons to be deployed in the Embassy along with details of how they would be involved in the work.
3.	Certificates of the handymen to be deployed.
4.	Certificate from a recognized institution in respect of Operating Engineer.
5.	A short summary of the Annual Maintenance Plan for the Embassy.
6.	Reference/recommendation letter.

**Declaration**

**I hereby certify that the information furnished above is full and correct to the best of my knowledge.**

**(Signature of the authorized signatory)**

**Dated** \_\_\_\_\_

**PROFORMA TO BE FILLED UP AND SUBMITTED IN THE FINANCIAL BID**

The financial bid can be done item wise, describing the cost as per each item of the scope of work.

Description	Amount incl. VAT (in US\$)
Annual Charges for building maintenance of Chancery, Residential Complex and Embassy Residence as per scope of Work.	
<b>Total</b>	

**Other issues related to Financial Bid**

1	Period of Bid Validity	(Please mention the last date of Validity)

**DECLARATION**

I hereby certify that the information furnished above is full and correct to the best of my knowledge.

(Signature of authorized signatory)

Dated \_\_\_\_\_

Name & Address of the Agency/Company \_\_\_\_\_

**Note: If a company quotes NIL charges/consideration, the bid shall be treated as unresponsive and will not be considered.**