



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

TENDER NO. ANK/885/02/2023

Dated: 16.05.2023

Last date for submission of bid: 09.06.2023

**Embassy of India
Cinnah Caddesi No 77 Cankaya, Ankara**

(ANK/885/02/2023)
Embassy of India, Ankara
(Administration Wing)

NOTICE INVITING TENDER

Embassy of India, Ankara invites Tender under two bid system from registered and authorized firms/agencies for providing Housekeeping/Cleaning services at Embassy of India, Cinnah Caddesi No 77 Cankaya, Ankara as per details given in the tender documents.

2. The tender document can be downloaded from the websites <https://www.indembassyankara.gov.in>, <https://eprocure.gov.in/cppp> and <https://www.mea.gov.in> from 16.05.2023 onwards. Please note that any corrigendum/addendum in the above tender document, if required, will be hosted in the website of the Embassy of India, Ankara, as given above.

3. The interested firms/service agencies should submit the bids in two separate sealed covers, superscribed as "Technical Bid" and "Financial Bid". Both sealed covers should be put in a separate single envelope superscribed as "Tender No. ANK/885/02/2023 for AMC for Housekeeping/Cleaning services at Embassy of India, Ankara" and addressed to "Head of Chancery, Embassy of India, Cinnah Caddesi No 77 Cankaya, Ankara". The envelope should then be dropped at the Reception of the Embassy of India, Ankara at the address given above. Please note that tender document will not be accepted after the expiry of stipulated date and time for the purpose (09.06.2023 till 1700 hrs) under any circumstances.

4. The Earnest Money Deposit (EMD) of USD 2250/- (USD Two Thousand Two Hundred Fifty only) in the form of Account Payee Demand Draft/Pay Order drawn in favour of "Embassy of India, Ankara" is required to be submitted along with tender bids.

5. The Technical Bids will be opened on 12.06.2023 at 1600 hrs by a Committee authorized by the Competent Authority of the Embassy. 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 between 1100 hrs and 1600 hrs from 17.05.2023 to 08.06.2023 on prior appointment basis to assess the job requirement / quantum of work involved. For any queries, please write to hoc.ankara@mea.gov.in and property.ankara@mea.gov.in.

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

7. 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 Mission shall be final and binding.

(Uma Kant)
Head of Chancery
Tel No +90 312 438 5371

LETTER OF BID

Dated: 2023

To,
The Head of Chancery
Embassy of India
Cinnah Caddesi No 77
Cankaya, Ankara

Ref: Invitation for Bid No. ANK/885/02/2023 dated 2023.

We, the undersigned, declare that:

We have examined and have no reservations to the Bidding Documents, including Addenda issued in accordance with Instructions to Bidders.

2. We offer to execute in conformity with the Bidding Documents for AMC for Housekeeping/Cleaning services at the Embassy of India, Cinnah Caddesi No 77 Cankaya, Ankara.

3. Our bid shall be valid for a period of 180 days from the date fixed for the bid submission deadline in accordance with the Bidding Documents and shall remain binding upon us and maybe accepted at any time before the expiry of the period.

4. If our bid is accepted, we commit to submit a Performance Security Deposit in accordance with the Bidding Documents.

5. We also declare that the Government of India or any other Government body has not declared us ineligible or blacklisted us on charges of engaging in corrupt, fraudulent, collusive or coercive practices or any failure/lapses of serious nature.

6. We also accept all the terms and conditions of this bidding document and undertake to abide by them, including the condition that you are not bound to accept highest ranked bid / lowest bid or any other bid that you may receive.

Yours sincerely,
Authorized Signatory

(Authorized person shall attach a copy of Authorization for signing on behalf of Bidding Company)

Full Name and Designation

(To be printed on Bidder's letterhead)

DATES TO REMEMBER

<u>Events</u>	<u>Date</u>
Notice inviting Tender	16.05.2023
Starting date of Tender submission	16.05.2023 to 09.06.2023 (1000 – 1600 hrs on all working days-Monday to Friday)
Site Visit	17.05.2023 – 08.06.2023 (1000 – 1600 hrs on all working days-Monday to Friday)
Pre-bid meeting	17.05.2023 – 1530 hrs
Last date of Tender Submission	09.06.2023 – 1700 hrs
Opening of Technical Bids	12.06.2023 – 1600 hrs
Opening of Financial Bids (of only those who qualify in the minimum eligibility criteria)	Date to be intimated later

1. GENERAL INSTRUCTIONS

1.1 For the Bidding / Tender Document Purposes, the Embassy of India, Ankara 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 <https://www.indembassyankara.gov.in>, <https://eprocure.gov.in/cppp> and <https://www.mea.gov.in> from 16.05.2023 onwards. The last day for submission of bids is 09.06.2023 till 1700 hrs.

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, Technical Bids not accompanied by EMD of requisite amount/format, or any other requirements, stipulated in the tender documents are liable to be rejected.

1.6 The Parties to the Contract/Agreement shall be the successful bidder (to whom the work has been awarded) and the Client, Embassy of India, Ankara.

1.7 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 Embassy of India, Ankara. The bidder shall be solely responsible for the consequences of any omission or error to notify any change of address in the aforesaid manner.

1.8 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.

2. Scope of Work:

2.1 Sweeping/mopping/dusting/vacuum cleaning of common areas, balconies, office-rooms, toilets, lobbies, staircases, lifts, window panes, office furniture/equipment, terrace, ground floor, entrance and exit areas, drive ways, parking areas and any other place within the premises as directed by the competent authorities from time to time including removal of waste material. This will include the following:

i. Daily sweeping/mopping/dusting/vacuum cleaning of common areas, office rooms, toilets, lobbies, staircases, window panes, office furniture/equipment, ground floor, first floor, entrance and exit areas, drive ways, parking areas, and any other places as directed by the competent authorities from time to time including removal of waste material and discarded furniture.

ii. The cleaners should be provided with proper Working Uniform to be worn during the entire working time.

iii. Office rooms to be cleaned and dusting of furniture to be done daily in the morning.

iv. Daily removal of garbage/waste paper/packing material.

v. Deep cleaning including Vacuum cleaning of rooms, windows, doors, Lobbies Glass panes of rooms and staircases Brass polishing of sign boards/brass planters and Washing of parking area once a week.

vi. Corridors to be mopped twice a day. Toilets to be cleaned once in the morning and in the evening everyday.

vii. Garbage Collection: Garbage will be collected from each room at least twice a day. The collected garbage should be periodically disposed off in accordance with the relevant regulation of local government.

viii. No burning of waste material shall be permitted in the premises.

ix. Drainage & Water system: Cleaning of drainage system should be done on regular basis.

x. Cleaning should be done in weekends/holidays too, if required.

xi. Cleaning staff will shift goods from one place to another place as directed by Competent Authority.

xii. Occasionally, cleaning staff may work after the office hours as directed by the Competent Authority.

xiii. Cleaning of windows and window frames at certain intervals.

2.2 The cleaners should be provided with proper working Uniforms which are to be worn compulsorily during the entire working time, 0730 hrs to 1600 hrs.

2.3. Garbage Collection: Garbage will be collected from each room at least twice a day. The collected garbage should be periodically disposed off in accordance with the relevant regulations of Ankara City Corporations (DNCC). No garbage shall be allowed to be accumulated in the complex. No burning of waste material shall be permitted in the premises. Garbage trolley should be provided by the bidder. All dustbins in office should be provided with suitable garbage bags.

2.4. The Bid should be with all the required materials (like brooms hard and soft preferably with long handle, mops, wipers, dusters, cob web remover, Road brooms, toilet brush, carpet brush, supply and cleaning agents like vim, harpic, soap cakes, odonil, 'bio-tabs', glass cleaner and phenyl etc. Company will also provide Vacuum Cleaners and bags for collecting trash from rooms and other areas.) **In Financial Bids two rates should be quoted separately i.e. one rate should include cost of cleaning material and another rate excluding the cost of cleaning materials.** The list of the consumable materials (of standard quality only) to be used by the agency on daily basis is also given below. It may be mentioned that the list is illustrative and not exhaustive.

S.No.	Item
1.	Liquid soap (Dettol/Lifebuoy/Savlon) in toilets/wash rooms.
2.	Napthalene Balls.
3.	Phenyl liquid/Domex/Finit/Lizol.
4.	Toilet cleaner.
5.	Glass cleaning agent.
6.	Tissue papers for C-Fold tissue dispensers.
7.	Odonil or equivalent air fresheners in all the washrooms.
8.	Air freshener spray – to be sprayed at least twice daily.
9.	Duster (Rags).
10.	2-ply toilet paper rolls.
11.	Disposable bags for garbage collection (biodegradable).
12.	Toilet (WC) brushes.
13.	Urinal cubes (odonil).
14.	Cleaning powder (Vim/surf).
15.	Wipers.
16.	Platform brushes of required sizes.
17.	Buckets.
18.	Cotton duster.
19.	Mosquito repellents.
20.	Glass cleaner.
21.	Cockroach repellents in common areas of the Chancery premises.
22.	Fogging/Fumigation material for whole Chancery premises.
23.	Any other material/equipment, not listed above, if required for cleaning is to be provided.

3. MINIMUM ELIGIBILITY CRITERIA

3.1 The following shall be the minimum eligibility criteria for selection of bidders at technical bid stage of the bidding process:-

- a) **Legally Valid Entity:** The Bidder/Bidding Firm shall necessarily be a legally valid entity either in the form of a Limited Company or a Private Limited Company registered under the relevant Act or a firm having trade license granted by City Corporation to do business in Ankara. The proof for supporting the legal validity of the Bidder/Bidding Firm shall be attached with the bid.
- b) **Registration:** The Bidder/Bidding Firm must have VAT registration with the concerned authority. The proof in support of the same shall be attached with the bid documents.
- c) **Experience:** The Bidder shall have a minimum of 5 years of continuous experience in providing maintenance services for the scope of work for Embassies/ Embassy/ Government Ministries /Departments /Public Sector Companies /reputed corporate organizations /multinational companies.
- d) **Company profile/information regarding key personnel:** The bidding company shall also include in its bid, as per proforma at Annexure-3 to this document, details about the company and about its key personnel.
- e) The bidder from a country sharing land border with India to be registered with a competent authority.

3.2 Documents supporting the Minimum Eligibility Criteria:

- (I) As proof of having fully adhered to the minimum eligibility criteria at 3.1 (a), attested copies of certificates issued by the respective authority should be attached with the bid documents.
- (II) As proof of having fully adhered to minimum eligibility criteria at 3.1(b), attested copy of VAT registration certificate should be attached with the bidding document.
- (III) As proof of having fully adhered to minimum eligibility criteria at 3.1(c), attested copies of experience certificates for completed work / ongoing work issued by the Foreign Embassies/Embassy/Government/Ministries/Departments/Public Sector Companies/ reputed corporate organizations/ multinational companies shall be attached with bid document.
- (IV) As proof of having fully adhered to minimum eligibility criteria at 3.1(d), copies of supporting documents for company profile/information about key personnel may be provided along with Annexure-3 to this tender document.

4. EARNEST MONEY DEPOSIT

4.1 The Earnest Money Deposit of USD 2250/- (USD Two Thousand Two Hundred Fifty only) in the form of account Payee Demand Draft/Pay Order issued by any reputed Bank drawn in favour of "Embassy of India, Ankara" has to be submitted along with the bid. The validity of the Demand Draft/Pay Order must be up to 6 (six) months from the last date for submission of bids.

4.2 No request for transfer of any previous deposit of Earnest Money Deposit or Performance Security Deposit or adjustment against any pending bill held by the Mission in respect of any previous work shall be entertained.

4.3 Bidders shall not be permitted to withdraw their offer or modify the terms and conditions thereof. In case the bidder fails to observe and comply with the stipulations made herein or backs out after quoting the rates, the aforesaid bid security shall be forfeited to the government or will render the bidder ineligible to submit bids for contracts with the Embassy of India, Ankara.

4.4 The bids without Earnest Money Deposit will be summarily rejected.

4.5 No claim shall lie against the Mission in respect of erosion in the value or interest on the amount of earnest money deposit or security deposit i.e. no interest will be payable on EMD.

4.6 The bid security may be forfeited:

- (I) If the bidder withdraws his bid during the period of validity of the bids specified by the bidder in the bid form; or
- (II) In case of successful bidder, if the bidder:
 - (a) fails to sign the contract in accordance with the terms of the tender document;
 - (b) fails to furnish required Performance Security Deposit in accordance with the terms of Tender Documents within the time frame specified by the client; or
 - (c) Fails or refuses to honour his own quoted prices for the services or part thereof.

5. VALIDITY OF BIDS

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

5.2 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.

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

5.4 **PRE-BID MEETING/SITE VISIT:** Interested firms/service agencies may visit the site for visualization and better understanding of the quantum of work during 17.05.2023 to 08.06.2023 between 1100 hrs and 1600 hrs after fixing a prior appointment through e-mail on hoc.ankara@mea.gov.in and property.ankara@mea.gov.in. A pre-bid meeting will take place on 17.05.2023 at 1530 hrs. The site address is Embassy of India, Cinnah Caddesi No 77, Cankaya, Ankara. **The bidders may also submit their queries by email on the aforementioned email IDs which will also be discussed in the pre-bid meeting.**

6. PREPARATION OF BIDS

6.1 **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.

6.2 **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.

6.3 **Earnest Money Deposit:** Earnest Money Deposit of USD 2250/- in the form of account payee Demand Draft or Pay Order to be submitted separately in a sealed envelope superscribed as **“Envelope B – Earnest Money Deposit”.**

6.4 **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”.**

7. SUBMISSION OF BIDS

7.1 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 Head of Chancery, Cinnah Caddesi No 77 Cankaya, Ankara. 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 'B'	EMD (Demand Draft / Pay Order)
ENVELOPE 'C'	Financial Bid

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

8. BID OPENING PROCEDURE

8.1 The Technical Bids (Envelope A) shall be opened in the Conference Room of the Head of Chancery, Embassy of India, Ankara on 12.06.2023 at 1600 hrs in the presence of bidders or their representatives and the Tender Evaluation Committee constituted by the Competent Authority of

the Embassy. After evaluation of Technical Bids, a list of qualified bidders will be prepared by the Embassy. The Financial bids (Envelope 'C') will be opened on a subsequent date, which will be intimated to the short-listed bidders, by mail/phone.

8.2 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.

8.3 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.

8.4 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.

8.5 A letter of authorization shall be submitted by the Bidder's representatives before opening of the Bids.

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

8.7 After opening of the Technical Bids and verifying the EMD amount, the technical bids shall be evaluated to ensure that the bidder meets the minimum eligibility criteria as specified in the Tender Document.

9. CLARIFICATION ON TECHNICAL BID EVALUATION

9.1 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.

9.2 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.

9.3 Client also reserves the right to seek confirmation/clarification from the issuer agency, on the supporting documents submitted by the bidder as per clause 3.2.

10. PERFORMANCE SECURITY (PS):

10.1 The successful bidder has to deposit Performance Security which will be a sum equivalent to 3% of the accepted contract value in favour of 'Embassy of India, Ankara', payable at Ankara in form of Demand Draft / Pay Order/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.

10.2 The Performance Security will be forfeited by order of the Competent Authority in Mission 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 Mission 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 SP's bill has been received and examined.

10.3 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 Mission shall be free to make other arrangements at the risk, cost and expense of the Contractor.

10.4 On due performance and completion of the contract in all respects, the Performance Security will be returned to the SP without any interest on presentation of an absolute 'No Demand Certificate' from the SP and upon return in good condition of any specifications, samples or other property belonging to the client, which may have been issued to the SP, for carrying out work stipulated in the contract.

11. **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 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.

12. **PAYMENTS**

12.1 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.

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

12.3 The Contractor shall be paid on a monthly basis for the services rendered in the preceding month. The billing cycle will be the 1st of every month to the last day of the month. The Contractor shall submit correct invoice in terms of quality and commercial aspects within 10 days of the succeeding month and payment shall be released within 30 days of submission of acceptable invoices.

12.4 All payments shall be made in USD by means of crossed cheques/ bank transfer.

12.5 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.

12.6 Claim for any escalation on account of minimum wages and any other statutory obligations or otherwise also, during the complete period of the contract, shall not be entertained by the Mission. There will be no mid-term escalation in the rate during the entire contract period.

12.7 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.

13. Other Conditions, Force Majeure & Penalty Clause

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

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

13.3 The Company should submit precise profile of its key clients along with details of services provided.

13.4 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.

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

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

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

13.8 Embassy of India 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 Embassy in this regard shall be final and binding on all.

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

13.10 The Embassy may, by written notice sent to Housekeeping agency, 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.

13.11 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.

13.12 The employees of the bidder deployed at Mission's premises 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 Govt. of Türkiye. This will include payment of minimum wages and other benefits like bonus, leave, cost of uniform etc to bidder's each employee will solely be the liability of the bidder only.

13.13 Any wrong or misleading information will lead to disqualification.

13.14 The bidder shall propose a minimum number of Manager, Supervisors and cleaners as manpower as per the requirement. In case with the minimum manpower, the SP is not able to maintain the premises the Client has the right to direct the SP to deploy additional manpower.

13.15 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.

13.16 Additional staff required other than specified shall be obtained on pro-rate basis.

13.17 Mission reserves the right to remove any person found unfit.

13.18 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 premises as stated in the eligibility criteria.

13.19 Work shall be carried out in such a manner that the work of other Agencies operating at the site is not hampered due to any action of the Contractor. Proper co-ordination with other Agencies will be Contractor's responsibility. In case of any dispute, the decision of Embassy of India shall be final and binding on the Contractor. No claim whatsoever shall be admissible on this account.

Annexure -1

**Format for Submitting the Financial Bid
(To be submitted in a separate sealed cover superscribed as "Envelope C – Financial Bid")**

BID No. ANK/885/02/2023

Date:.....

To,

Head of Chancery
Embassy of India
Cinnah Caddesi No 77
Cankaya, Ankara

FINANCIAL BID

Sl.No	Particulars	Total price (in USD) per month
1	Number of workers proposed by the bidder	
2	Lump sum cost for manpower, cleaning materials, machinery/equipment etc. as per requirement laid down in the Tender document	
3	Lump sum cost as above excluding the cost of cleaning material	
4	Taxes, if any* (percentage rate to be indicated)	
	Total	

* To be quoted at the Government of Turkiye prevailing rate and Government Notification to be attached.

Annual costing for the above items (Monthly value X 12) =

Yours faithfully,

(Signature of Authorized Signatory)

Name:

Designation:

Company seal:

Note:

1. The cost shall be inclusive of all applicable taxes as per Government Legislation. The amount quoted should constitute the landed cost of hiring an external agency towards Housekeeping Services in 'Embassy of India' for a period of Twelve Months. All rates shall be quoted for the corrected value into clear BDT, failing which the bids may be liable to be rejected. It shall also include cost of training and uniform etc.
2. Payments shall be made by the Client as per the terms and conditions of the Tender Documents.
3. Prices shall be valid for a period of one year.
4. The charges shall be on 26 days a month basis (as per the norms of the Government of Türkiye).

Annexure-2

PROFORMA OF BANK GUARANTEE
(on non-judicial paper of appropriate value)

To,
Head of Chancery
Embassy of India
Cinnah Caddesi No 77
Cankaya, Ankara

BANK GUARANTEES NO:

DATE:

Dear Sir(S)

This has reference to the Work Order No. _____ Dated _____ having been placed by Embassy of India, Ankara with M/s (Name & Address of Contractor) for _____.

The conditions of this order provide that the Contractor shall,

- a. Arrange to carry out the services listed in the said order by the Client, as per details given in said order, and
- b. Arrange for the service support and provide the items to the Client on site as per the work order and bid documents.

M/s (Name of Contractor) has accepted the said work order with the terms and conditions stipulated therein and have agreed to issue the performance bank guarantee on their part, towards promises and assurance of their contractual obligations vide the work order No. _____ M/s. (name of Contractor) holds a current account with us and has approached us and at their request and in consideration of the promises, we hereby furnish such guarantees as mentioned hereinafter.

Embassy of India, Ankara shall be at liberty without reference to the Bank and without affecting the full liability of the Bank hereunder to take any other undertaking of security in respect of the Contractor's obligations and /or liabilities under or in connection with the said contract or to vary the terms vis-a-vis the Contractor or the said contract or to grant time and or indulgence to the Contractor or to reduce or to increase or otherwise vary the prices or the total contract value or to forebear from enforcement of all or any of the obligations of the Contractor under the said contract and/or the remedies of the Embassy of India, Ankara under any security(ies) now, or hereafter held by the Embassy of India, Ankara and no such dealing(s) with the Contractor or release or forbearance whatsoever shall have the effect of releasing the bank from its full liability of the Embassy of India, Ankara hereunder or of prejudicing right of the Embassy of India, Ankara against the bank.

This undertaking guarantee shall be a continuing undertaking guarantee and shall remain valid and irrevocable for all claims of the Embassy of India, Ankara and liabilities of the Contractor arising upto and until date.....

Your right to recover the said sum of USD. _____ USD _____
_____ only) from us in manner aforesaid will not be affected/or suspended
by reason of the fact that any dispute or disputes have been raised the said M/s _____
and/or that any dispute or disputes are pending before any officer, tribunal or court or Arbitrator.

Our liability under this guarantee is restricted to USD _____
(USD _____ Only) Our guarantee shall remain in force until unless a suit action to enforce a claim under guarantee is filed against us within six months from (which is date of expiry of guarantee) all your rights under the said guarantee shall be forfeited and we shall be relieved and discharged from all liabilities there under.

We have power to issue this guarantee in your favour under Memorandum and Articles of Association of our Bank and the undersigned has full power to do under the power of Attorney dated _____.

Notwithstanding anything contained herein:

- 1 Our liability under this guarantee shall not exceed USD.....(in words)
- 2 This bank guarantee shall be valid up to.....& unless a suit for action to enforce a claim under guarantee is filed against us within six months from the date of expiry of guarantee. All your rights under the said guarantee shall be forfeited and we shall be relieved and discharged from all liabilities there after i.e. after six months from the date of expiry of this Bank guarantee.
- 3 We are liable to pay the guaranteed amount or any parts thereof under this bank guarantee only and only if you serve upon us a written claim or demand on or before
- 4 The Bank guarantee will expire on

Granted by the Bank

Yours faithfully,

For (Name of Bank)

SEAL OF THE BANK
Authorized Signatory

**Annexure-3
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 years	
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.
- 5.

Bidder information

(More detailed information on the following aspect may be given in typed form)

Business background

How many years has your firm been in business? How many years under its present business name?

Attach a current organizational chart and include the total number of employees in your firm in Ankara, by various locations.

Claims and Suits (Explain any "Yes" answers)

Has your firm, its subsidiaries or its parent companies, ever filed for bankruptcy?

Has your firm ever failed to complete work awarded to it?

Are there any judgments, claims, arbitration proceedings or suits pending or outstanding against your firm or its officers?

Has your firm filed any lawsuits or requested arbitration with regard to any contract(s) within the last five years?

Financial Information

Please provide copies of your firm's audited financial statements (income statement, balance sheet, cash flow statements) for the last 3 years.

How long has your company been providing the services outlined in this Tender? Please list contact names and phone number for three (3) companies with which you have entered into facilities/property management contracts, and include a brief description of the scope covered under each.

Please list your top five (5) customers and indicate what % of your business they represent.

Who are your bankers?

