



Embassy of India
Rabat
(Morocco)

TENDER No. RAB/872/01/2020

**TENDER DOCUMENT FOR PROVIDING CLEANING/HOUSEKEEPING SERVICES AT
NEW CHANCERY AT 88, RUE OULED TIDRARINE, SOUISSI, RABAT**

**LAST DATE FOR SUBMISSION OF BIDS
29 January 2020**

**DATE OF OPENING BIDS
30 January 2020 AT 1100 Hrs**

**PLACE OF OPENING OF BIDS
Embassy of India, Rabat
88, Rue Ouled Tidrarine, Souissi, Rabat
<https://indianembassy rabat.gov.in/>**

No. RAB/872/01/2020
Embassy of India
Rabat
(Morocco)

Notice Inviting Tender for providing Cleaning/Housekeeping services at new Chancery premises of Embassy of India, Rabat

1. Introduction

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

S.No.	Events	Date
1.	Tender Publish Date	09.01.2020
2.	Document Download Start Date	09.01.2020
3.	Bid Submission end date	29.01.2020
4.	Opening of Technical bids	30.01.2020 (at 11 hrs)
5.	Opening of Financial bids	Date to be intimated later

2. Eligibility (Pre-qualification)

The invitation of tender is open to all eligible bidding companies who fulfill conditions as mentioned below: -

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

2.2 The bidder should have proven expertise in the field of providing cleaning/housekeeping services in the Morocco and should have also provided cleaning/housekeeping services to any govt./semi govt./autonomous body/Diplomatic

Missions/ Consulate, etc. in Morocco. 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, Rabat 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 reputed organization supported by documentary evidence.

3.2 The bidder should have sufficient employees on its rolls specifically trained for housekeeping work. Document in support of TVA, CNSS deductions and details of the health and safety measures that the company takes for his workers should also be attached with the technical bid.

3.3 The persons to be deployed by the service provider 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 pay wages lower than minimum wages of labour as fixed by the local authorities. 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.

3.5 The service provider shall be responsible for dropping and picking up the security staff to/from the Chancery building of the Embassy.

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

3.7 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 Annexure-A
- b) Company's Registration certificate
- c) List of workers
- d) List of cleaning products and other related items
- e) Experience certificate

3.8 The service provider must employ adult and skilled labour only. Employment of child labour will lead to the termination of the contract.

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 Embassy of India, Rabat reserves the right to reject any/all quotations or incomplete quotations without assigning any reason.

3.11 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.

4. Commencement & Validity of contract:

4.1 The Services of the L1 will be availed by the Embassy with effect from date of approval of Ministry of External Affairs, Govt of India. Initial contract period would be for one year subject to the approval of Ministry of External Affairs, Govt of India. Payments in respect of the cleaning/housekeeping services provided by the service provider will be made on monthly basis, in the form of a cheque. 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, 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. 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/cleaning/vacuum cleaning/dusting of all the rooms, common areas on daily basis (excluding Saturday and Sunday) in the morning hours (before the working hours of the Chancery commence) in the Chancery Complex consisting of all the rooms and open spaces in the ground floor, first floor and the basement, all open/parking areas, lobbies, verandahs, staircases, compound wall, terrace, balcony, toilets, kitchen, fixtures and fittings, doors and windows and any other place as directed by the competent authorities of the Embassy. Glass panes of the premises are to be cleaned once a week and vacuum cleaning of the entire building is to be done once a week. The work also involves washing of parking area (outside the Embassy) twice a week. Besides the common areas, the front side of the Chancery outside the main gate is also required to be cleaned. The priority of work will be determined by the competent authorities of the Embassy.

6.2 Twice a month, preferably on the every second Saturday of every month, a major cleaning ("grand nettoyage") of the entire New Chancery premises has to be carried out.

6.3 Further, once a month a major cleaning ("grand nettoyage") of the entire Old Chancery at 13, Avenue Michlifén, Agdal, Rabat premises has to be carried out.

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

6.5 Spraying room fresheners in all rooms on daily basis.

6.6 The service provider shall employ sufficient number of cleaning workers (as mentioned below) daily/as proposed in its quotation to carry out the job to the satisfaction of the Embassy.

- Two cleaning workers from 0700 hours to 1100 hours
- One cleaning worker from 1100 hours to 1700 hours

6.7 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.

6.8 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 monthly basis) while submitting the bid.

6.9 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 of India 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. Claims and Chancery premises during duty hours will be solely and completely with the service provider and the Embassy will not be liable for any such claims.

6.10 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 Morocco, 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.

6.11 The service provider will employ only security-checked workers on the Chancery premises for cleaning. Such a security clearance obtained from competent authorities 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.

6.12 The service provider will provide recognizable, clean uniforms and Embassy approved Identity Cards 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 identity card.

6.13 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.

6.14 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.

6.15 The Embassy will maintain an Attendance Register with its Security Guard. The approved workers of the service provider will sign the register daily at their working hours.

6.16 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.

6.17 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 Rabat against cleaning workers due to accident or otherwise, which may arise out of and during the course of cleaning worker's duties. The Embassy of India in Rabat will not be liable to pay any damages or compensation to such cleaning workers or to any third party.

6.18 During the official functions, events in the Embassy or at Embassy Residence (India House), the service provider will provide additional cleaning workers who are expected to clean up the premises till the end and after the event.

7. Tendering Process

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

7.2. Bids are to be deposited to Embassy of India, Rabat at 88, Rue Ouled Tidrarine, Souissi, Rabat, 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 "**Technical and Financial Bid for Security Guards for Embassy of India**" and addressed to "Head of Chancery" Embassy of India, Rabat, Morocco, **latest by Wednesday, 29 January, 2020 upto 1730 hrs**. The bids will be opened at **1100 hrs on 30 January, 2020** in the O/o Head of Chancery, Embassy of India, Rabat.

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 bids. All bids should be in English language only.

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

7.6 **Bid Security Deposit.** Bid Security Deposit of Dh. 2000/- (**Moroccan Dirhams Two thousand only**), with a validity of **four months** should be submitted vide a demand draft / Bank Guarantee in favour of Embassy of India. **Tenders submitted without Bid Security Deposit will not be considered for evaluation and will be rejected out-rightly.** The actual bid security deposit demand draft / bank guarantee should be submitted in the form of a sealed envelope clearly super-scribed **“TENDER FOR PROVIDING CLEANING/HOUSEKEEPING SERVICES AT EMBASSY OF INDIA, RABAT”**

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 In the first stage, only the envelopes, containing the Technical Bid and Bid Security Deposit will be opened on the appointed date and time, in presence of the bidding companies (one representative each) and shown as a token of receipt of the documents in time. The sealed envelope containing the Financial Bid will be shown to the members present, but will not be opened at this stage.

8.2 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.

9. Financial bids

9.1 Bidding companies, which have qualified in the Technical Bid stage, will be informed by email or by telephonically to be present on the date and time fixed by the Embassy and the financial bids will be opened in their presence.

9.2 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 will constitute the formation of contract. Upon the successful bidder's furnishing of performance security, Embassy will notify each unsuccessful bidder and will discharge their Bid Security Deposit. **No interest shall be paid on the Bid Security Deposit.**

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 Mission 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. If the service provider did not provide cleaning worker on any day without any prior information to the Embassy then an amount @ Dh. 200/- per day per person will be deducted from the bill amount of that month.

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. Settlement of Disputes and Arbitration. All disputes, differences and questions arising out of or in any way touching or concerning this contract or subject matter thereof or the representative rights, duties or liability of the parties shall be referred to the sole arbitration of any person nominated by the Embassy of India, Rabat.

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

(Niravkumar B. Sutariya)

Head of Chancery

Embassy of India

88, Rue Ouled Tidrarine, Souissi

Rabat, Morocco

Tel. No. +212-537 63 58 01/+212-537 63 58 02

TECHNICAL BID

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

UNDERTAKING

- a) I, the undersigned certify that I have gone through the terms and condition 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 and seal of the
company

FINANCIAL BID

Sl. No.	Item description	Rates
1.	Charges for providing cleaning/housekeeping services (per month)	
2.	Taxes (if any)	
	Total	

Date:

Place:

Signature and seal of the
company