

No. SOF/PROP/867/01/2024

Embassy of India

Sofia

Sofia, Dated 29th January 2024

TENDER NOTICE

Subject: Invitation for competitive tender for providing Cleaning Services at Embassy of India, Sofia, Bulgaria (Address: 4 Alfred Nobel Street, Geo Milev, Sofia, Bulgaria).

1. Sealed tenders are invited from professional Bulgarian companies / firms for providing cleaning services at the Embassy of India at Sofia, Republic of Bulgaria (hereafter called "Embassy") for a period of 2 years. The company/firm must have minimum experience of three years in providing commercial cleaning services and should have provided such services to Embassies/ Star hotels/ Convention Centre/ Corporate Houses for at least two years during the last three years.

2. The scope of the cleaning work, terms and conditions would be as follows:

- i. Gathering and removal of garbage from all trash bins in the Chancery and replacement of plastic bags for the bins; removal and destruction of shredded papers/documents
- ii. Sweeping of hard floors on daily basis: performed with a vacuum cleaner or broom;
- iii. Wet cleaning and mopping of hard floors with professional detergents consistent with the type of each flooring;
- iv. Dusting and cleaning of all office bureaux and furniture, fittings & fixtures and window baseboards, doors at each door;
- v. Cleaning of the foyer and windows of entrance doors;
- vi. Sweeping of the surrounding area around the Embassy building;
- vii. Cleaning and disinfection of the toilets on the premises, including but not limited to, cleaning of washbasins, urinals, toilet seats, removing deposits, rust and organic impurities; replenishing sanitary consumables- toilet paper, paper towels, liquid soap, etc.
- viii. Cleaning of terraces: sweeping and washing twice a week.
- ix. Cleaning of corridors, lobbies, verandahs, staircases, compound walls, storage rooms and technical premises in the basement: twice a month and when instructed.
- x. Basic cleaning of the windows (without special gadgets).

* All detergents and materials necessary for the daily cleaning would be provided by the cleaning company.

** All consumables like toilet paper, paper towels, and liquid soap shall be provided by the Embassy.

3. The firm shall employ at least one professional cleaner dedicated for cleaning work at the Embassy for five days a week from Monday to Friday. In addition, the firm shall have a dedicated supervisor or manager who can be contacted by the Embassy for all queries and requirements in connection with the cleaning work.
4. The firm shall provide all cleaning materials and other items used for the cleaning work at its own cost.
5. Interested parties / firms are required to submit their bids for providing cleaning services. Each bid shall consist of technical and financial bids in separate sealed envelopes. The Embassy will first open the technical bids and evaluate the technical bids on the basis of criteria of Bidder's relevant experience for the Assignment, Quality of work plan and methodology for undertaking the job, qualifications/ experience of the staff proposed and past track record. The financial bids of only those bidders who met the technical criteria given above in this notice would be opened and considered for further evaluation.
6. Interested agencies/parties may visit the site for the assessment of the job and formulate their quotation by taking a prior appointment with the Embassy.
7. The firm shall be required to furnish an undertaking to strictly abide by good management practices, various labor regulations and laws in force in Bulgaria including the payment of minimum wages, social security contributions etc.
8. The firm would be fully responsible for its workers in all respects, including regarding their antecedents and conduct, service performance & behavior as also the payment of salaries, compensation etc. The Embassy would not be responsible for payment of any dues to the firm or the workers other than the agreed contract amount. The workers shall not have any claim for regularization of their services or enhancement of wages with the Embassy of India. Sworn affidavits to these effects from the workers deployed on the Chancery premises by the company will have to be furnished.
9. Bidders would be required to furnish the information and submit documents, as per the attached pro-forma and would quote prices strictly on monthly basis only. Price quoted should be on an all-inclusive basis and shall include the cost of all services, personnel, material, transportation, rentals, taxes etc. Technical information and supporting documents regarding experience etc. should be given in separate envelope.
10. Prices quoted in the financial bids of the tender should remain valid for acceptance for 90 days from date of closing of tender, without any price escalation for whatever reason.
11. The competent authority in the Embassy will inform the successful bidder in writing of the acceptance of the Bid which shall be followed by signing of a contract between the Embassy of India and the successful Bidder. Contract amount, once agreed to by the firm, shall not be increased during the period of the contract which will be for 2 years.
12. The Embassy reserves the right to revoke the contract at any time if the services rendered are not found satisfactory during the period of contract.

13. The Embassy shall have the right to impose such penalty as it deems fit on the firm if the services are found unsatisfactory or partial / defective services are rendered. Continuous default in providing services will also lead, besides termination of contract, to automatic disqualification for tendering or quoting in future for any service for the Embassy. Clauses of this effect would be included in the agreement to be signed.

14. The Embassy of India shall also have the right to impose such penalty as it deems fit on the firm if the Embassy is put to any financial loss directly or indirectly by any act of omission or commission on the part of the firm or the person (s) deployed by it on the premises of the chancery or withholding payment till the rectification of the omission.

15. **Last date for receiving the Bids at the Embassy of India, Sofia is 19th February 2024 by 1700 hrs.**

16. Bid may be submitted physically or by courier / post to:

**Ms. Soni Dahiya,
Head of Chancery
Embassy of India
4 Alfred Nobel Street, Geo Milev,
Sofia 1113, Bulgaria**

For site visit, please contact the undersigned during office hours.



Second Secretary & Head of Chancery

Tel. No. 02-963 5685

Mobile No. 0884205168

E-mail: hoc.sofia@mea.gov.in

Prop.sofia@mea.gov.in

TECHNICAL INFORMATION

1. Name of the firm:

2. Address of the Registered Office:

3. Correspondence address:

4. Contact details:

Telephone:

Fax:

E-mail:

Sl.No.	Requirements	Reply	Remarks, if any
1.	a. Brief introduction of the company		
	b. Previous experience in the field (minimum of three years)		
	c. Total number of regular employees with the firm		
	d. Turnover of the firm for the last two years		
	e. Registration Certificate & license for the services		
2.	Detailed work plan and methodology for undertaking the job		
3.	Qualification and experience of the staff [including supervisory / managerial staff and cleaning staff] proposed to be deployed for the job		
4.	a. Copies of Current contracts of Cleaning services being undertaken by the firm		
	b. Copies of past contracts of Cleaning services undertaken by the firm		
	c. Testimonials [Clients' letters / certificates etc.]		

FINANCIAL BID

1. Name of the firm:
2. Address of the Registered Office:
3. Correspondence address:
4. Contact details:

Telephone:

Fax:

E-mail:

Sl.No.	Items	Charges (in Lev per month including VAT)	Remarks, if any
1	Monthly charges for Cleaning services	<p>Note : Prices should be quoted strictly on monthly basis only. Price quoted should be on an all-inclusive basis and shall include the cost of all services, personnel, material, transportation, rentals taxes, VAT etc.</p>	