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Embassy of India
Caracas

The eligibility criteria, scope of work and terms and conditions for AMC for cleaning of Chancery Premises will be as follows:-

A. Eligibility Criteria: The bidder should furnish the following along with the documents:

- (i) Numbers of places where working at present and number of cleaners working with the agency;
- (ii) The housekeeping Agency should have been in existence for not less than three years;
- (iii) The agency should not have been blacklisted since inception;
- (iv) Cleaning experience of not less than five years will be preferred;
- (v) Cleaning agency should have proper registration with the concerned Government authorities; and
- (vi) The agency should provide two cleaning staff to work in the Chancery - Monday to Friday from 0730 AM to 0330 PM per day with half-an-hour lunch break.

B. Scope of Work:

- (i) Cleaning services at the Chancery premises at the above address consisting of an area of around 1/2 of an acre which include 15 office rooms, Reception, 2 halls, hallway/corridors, 5 toilets and lavatories both gents and ladies located in office building at Embassy of India, Caracas;
- (ii) The scope will also include proper collection/disposal of the garbage/waste/dirt material in the 5 working days as per the procedures of the local authority;
- (iii) Cleaning of window panel once a month. Sweeping of office garage and open space within the office boundary. Vacuum cleaning of carpeted area in offices twice in a week /cleaning of common area, two entrance gates including area having signboard of Chancery and any other place within the premises. And, cleaning of drainage of Chancery twice in a week;
- (iv) The agency needs to use its own cleaning materials required for the purpose and to supply tissues and hand wash liquids in the bath rooms in enough quantity; and
- (v) Cleaning should be done in weekends/holidays, too, if required.

C. Specific Terms and Conditions:

- (i) The agency should provide at least two experienced cleaning staffs having proper identity documents issued by government authorities;
- (ii) The cleaning staff should be provided proper working uniforms to be worn during working hours;
- (iii) In case any cleaner is absent, the company may provide substitute for him otherwise proportionate deductions will be made from the monthly payment;
- (iv) The consulate will not be responsible for any dues other than agreed contract amount for cleaning services. The staffs would not have any claim for regularization of their services or enhancement of wages with the Chancery;

- (v) The contract amount, once agreed to by the firm agency would not be increased during the period of contract;
- (vi) The Chancery reserves the right to terminate the contract with one month's notice in case the services rendered are not satisfactory;
- (vii) The agency would be fully responsible for all acts of omission or negligence, dishonesty or misconduct of its staffs during working at Chancery;
- (viii) No advance payment will be made. Payment will be made in the beginning of next month upon satisfactory completion of the work; and
- (ix) The agency would be responsible to discharge all the statutory requirements under the Labour Act or any other Acts enforceable from time to time by the Government of Venezuela without any liability on Embassy of India, Caracas.

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Tenders are invited for hiring a reputed and well established cleaning agency for regular cleaning of Chancery premises at Embassy of India, Caracas for the period from 01.04.2021 to 31.03.2024 (3 years). The bids should be in two parts and include the points indicated under each category of the bids:

PART-I

PART-II

First - Technical Bid	Second - Financial Bid
Name of the agency proposed to be deployed.	The breakup of costs for providing AMC for cleaning services for one year from date of commencement extendable for two more years on yearly basis (total period not exceeding three years) subject to condition of providing satisfactory service.
Embassy working hours are Monday to Friday from 0800 hrs. to 1630 hrs. The number of man hours are required two for cleaning to keep the entire office spick and span and hygienic accordingly.	Rate per month may be mentioned in US\$ only.
Work experience certificate with a recent photograph of the proposed cleaning agency to be deployed.	EMD / Bid Security Amount – Not applicable
A list of cleaning materials to be supplied by the Agency.	Payments Mode – whether by cheque or bank transfer at the end of the month on submission of invoice.
Validity of the offer should be clearly indicated in the bid.	Bid should be excluding VAT/Tax
Social security, bonus and other allowances etc. admissible to the cleaning staffs as per local laws should be borne by the cleaning agency and included in the quoted price. Embassy of India, Caracas will not be responsible for any such payments in any circumstance.	---

The performance Guarantee would remain valid for entire duration of the contract.

Declaration by the Tenderer:

This is to certify that I/we before signing this tender have read and fully understood all the terms and conditions contained herein and undertake myself/ourselves to abide by them.

(Signature of the authorizes signatory of the Tenderer
with seal of the agency)

Name: _____

Address: _____

Phone & Mobile No: _____

Date: _____