

No. Vient/Admn/872/01/2024  
Embassy of India  
Vientiane  
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**NOTICE INVITING TENDER**

Embassy of India, Vientiane invites tender under two bid system from reputed experienced firms/agencies registered with the government of Lao PDR for providing Cleaning/Housekeeping services at Chancery premises at No. 704, Unit 29, Saphantohong Neua, Sisattanak District, Vientiane for a period of 2 years as per terms and conditions mentioned in the tender documents.

2. The tender document can be downloaded from our websites <https://www.indianembassy Laos.gov.in> and <http://www.eprocure.gov.in>. **No fee for Tender Document will be charged.**

3. The interested firms/agencies have to submit their tenders in two bid system {i. e. (i) Technical Bid and (ii) Financial Bid}. Tenders are to be submitted to the Head of Chancery, Embassy of India, No. 704, Unit 29, Ban Saphanthong Neua, Sisattanak District, P.O. Box No. 225, Vientiane, Lao PDR. All the necessary documents including those in support of eligibility criteria etc. (except the Financial Bid) are to be submitted along with the Technical Bid in a sealed envelope. The Financial Bid must be submitted in a separate sealed envelope. No bid (s) will be accepted after the expiry of stipulated date and time for the purpose under any circumstances.

4. The Bidder is obliged to submit "Bid Securing Declaration" in the format prescribed in the Tender document.

5. Bids can be submitted on any working day from 18.05.2024 to 10.06.2024 (from 0900 hrs to 1700 hrs).

6. The Technical Bids will be opened on 11.06.2024 at 1100 hrs by the Committee authorized by the Competent Authority of this Embassy. The financial bids of only those bidders whose Technical Bids are accepted, shall be opened by the Committee authorized for the purpose. The date for opening of Financial Bids would be intimated to the respective bidders in due course.

7. The Embassy of India, Vientiane reserves the right to reject any or all the bids without assigning any reason and the decision of the Embassy shall be final and binding.

-Sd-  
(Rohit Babbar)  
Head of Chancery  
17 May, 2024

**TENDER NOTICE**

TENDER REFERENCE NUMBER : VIENT/ADMN/872/01/20224

**SUB.: TENDER FOR CLEANING/HOUSEKEEPING SERVICES CHANCERY PREMISES AT NO. 704, UNIT 29, SAPHANTOHONG NEUA, SISATTANAK DISTRICT, VIENTIANE) OF EMBASSY OF INDIA, VIENTIANE**

## Invitation for Bids

Embassy of India, Vientiane invites sealed bids from reputed experienced firms/agencies based in Laos with background in providing cleaning/housekeeping services at Chancery premises of Embassy of India at **(No. 704, Unit 29, Saphantohong Neua, Sisattanak District, Vientiane)** for a period of two (2) years (extendable upto one year on same rate and same terms and conditions upon satisfactory rendering of services):

**2. Contact information:**

Mr. Rohit Babbar  
Head of Chancery  
Embassy of India  
Vientiane, Lao PDR  
Email: hoc.vientianne@mea.gov.in  
Phone No: +856-21-352301, 352302, 352303

**3. Eligibility criteria for bidders:**

- (i) The bidder should have valid License issued by relevant authorities of Government of Lao PDR as per the extant regulations of the Government of Laos PDR.
- (ii) The bidder should have experience of at least 2 years in providing cleaning/housekeeping services in Laos and shall submit documentary evidence in respect of technical capabilities. The bidder should preferably have provided cleaning/housekeeping services to any govt./semi govt./autonomous body/Diplomatic Missions/ Consulate, etc. in Lao PDR. Proof in respect of services provided to such agencies/organizations should be provided in the form of copy of contracts, etc.
- (iii) The bidder should have sufficient employees on its rolls specifically trained for housekeeping work.
- (iv) The persons to be deployed by the bidder at the Embassy are to be properly trained, have requisite experience and skills for carrying out a wide variety of cleaning/housekeeping work using appropriate materials and tools/equipment.

**Note:** The Embassy of India, Vientiane 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.

#### 4. **Scope of Work:**

The service provider shall provide 2 (two) cleaning workers from 0800 hours to 1600 hours from Monday to Friday (excluding holidays announced by Embassy of India from time to time) for cleaning/housekeeping services in Chancery, which will generally entail the following:

(i) Sweeping / mopping / vacuum / cleaning / dusting / spraying room fresheners of all the rooms, common areas on daily basis (excluding Saturday, Sunday and holidays announced by Embassy of India from time to time) in the Chancery Premises consisting of all the rooms and open spaces on the ground floor, first floor, as well as the basement, ground and first floors of annex building, library, all open/parking areas, corridor, staircases, terrace, balcony, toilets, kitchen, fixtures and fittings any other place as directed by the competent authorities of the Embassy. The front side of the Chancery outside the main gate is also required to be cleaned once a week. The priority of work will be determined by the competent authorities of the Embassy.

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

(iii) Cleaning of the external wall of the Chancery Building as well as the boundary (with the high pressure water gun) twice a year.

(iv) 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 brooms, 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.

(v) 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 a monthly basis) while submitting the bid.

#### 5. **Bid system:**

This is two-part bid system, wherein the financial bid of only technically qualified bidders will be opened. The bidder must submit his offer as explained below:

##### **Envelope No. 1: "Technical Bid" shall contain:**

The bidding 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 Technical Bid Proforma at Annexure-I
- b) Company's Registration certificate/Self attested copies of valid License, as applicable.
- c) List of workers
- d) list of cleaning equipment/products and other related items (An Indicative list is attached at Annexure-II)
- e) Experience certificate
- f) "Bid Securing Declaration" in the format at Annexure-III prescribed in the Tender document.
- g) Other supporting documents

All bid documents/supporting documents shall be submitted both in English and Lao. In case of any discrepancies between the English and Lao, the English version will prevail. The bid may be submitted by Hand in person or by courier. Bids by "Fax/E-mail" shall not be accepted;

All the above mentioned document shall be submitted in the sealed envelope labeled "TECHNICAL BID".

**Envelope No. 2: "FINANCIAL BID" shall contain:**

The Financial Bid (to be valid for at least 180 days) has to be submitted as per the format specified at **Annexure-IV** (FINANCIAL BID) with proper seal and signature of authorized person.

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 "Tender for cleaning/housekeeping services at Chancery premises of Embassy of India, Vientiane" and addressed to "Head of Chancery, Embassy of India, No.704, Unit 29, Ban Saphanthong Neua, Sisattanak District, P.O. Box No. 225, Vientiane, Lao PDR.

**Note 1: Please write tender number on each envelope and seal all the envelopes.**

**Note 2: Please do not put "Financial Bid" (prices quoted) in the technical bid envelope. If the price quoted is submitted with technical bid, the tender will be rejected.**

**6. Crucial dates and time:**

Date of publication	17.05.2024
Pre-bid survey of premises	Any time with prior appointment before 31.05.2024
Last date for submission of bid	10.06.2024
Technical bid opening	11.06.2024 (TBC)
Financial bid opening	To be intimated later

7. **Opening of Technical bids:**

Technical bid will be opened on 11.06.2024 (TBC) at the following Venue:  
Embassy of India, No. 704, Unit 29, Ban Saphanthong Neua, Sisattanak District,  
P.O. Box No. 225, Vientiane, Lao PDR

8. **Opening of Financial bids:**

a. Technically accepted competitive bids ONLY will be considered for the opening of Financial Bids.

b. The date and time for opening of Financial Bids will be intimated to the respective bidders in due course.

c. Financial bids of the short listed bidders only will be opened, in the presence of the bidders or their authorized representative, who choose to attend.

d. The authorized representative of bidders, present at the time of opening of the bids shall be required to sign an attendance sheet as a proof of having attended the financial bid opening.

e. The bidder's name, bid prices, discounts and such other details considered as appropriate by the Embassy of India, Vientiane will be announced at the time of the opening of the bids.

## **SECTION II: INSTRUCTIONS TO BIDDERS (ITB)**

### **1. Amendment of Bidding Documents**

At any time prior to the deadline for submission of bids, The Embassy of India, Vientiane may, for any reason, whether on its own initiative or in response to the clarification request by a prospective bidder, modify the bid document. Embassy of India also reserves the right to seek clarification on the bids and to request for additional documents during any stage of the tender.

### **2. Bid Securing Declaration (BSD):**

a. The Bidder is obliged to submit "Bid Securing Declaration" in the format at Annexure-III prescribed in the Tender document. If the bidder withdraw or modify the bid during the period of validity or fail to sign the contract before the deadline after awarding the contract, they will be suspended for the period of one year from being eligible to submit bids for contracts with Government of India.

b. The successful bidder, on award of contract/order, must send the contract/order acceptance in writing, within 05 days of award of contract/order, failing which the order will be placed to the next successful bidder.

### **3. Period of validity of bids:**

a. Bids shall be valid for a minimum 180 days from the date of submission of bids. A bid valid for a shorter period shall stand rejected.

b. The Embassy of India, Vientiane may ask for the bidder's consent to extend the period of validity. Such request and the response shall be made in writing only. The bidder is free not to accept such request. A bidder agreeing to the request for extension will not be permitted to modify his bid.

### **4. Submission of Bids:**

The Bid shall be neatly arranged, plain and intelligible. Each page of the bid should be signed. They should not contain any terms and conditions, printed or otherwise, which are not applicable to the Bid. The conditional bid will be summarily rejected. Insertions, postscripts, additions and alterations shall not be recognized, unless confirmed by bidder's signature.

### **5. Deadline for Submission of Bids:**

a. Bids must be submitted before the due date and time at the address specified in the tender document. In the event of the specified date for the submission of bids being declared a holiday for the Embassy of India, Vientiane, the bid closing deadline will stand extended to the next working day up to the same time.

b. The Embassy of India, Vientiane may extend this deadline for submission of bids by amending the bid documents and the same shall be suitably notified on the website of the Embassy of India, Vientiane.

6. **Late Bids:**

Any bid inadvertently received after the deadline for submission of bids, will not be accepted and returned unopened to the bidder.

7. **Criteria for Award of Contract/Order:**

The Embassy of India, Vientiane shall award the contract to the eligible bidder whose technical bid has been accepted and determined as the lowest evaluated financial bid.

8. **Interpretation of the clauses in the Tender Document:**

In case of any ambiguity/ dispute in the interpretation of any of the clauses in this Tender Document, Embassy of India's interpretation of the clauses shall be final and binding on all parties.

### **SECTION III: SPECIAL CONDITIONS OF CONTRACT (SCC)**

**1. Period of contract:**

The period of validity of the contract would be of 2 years w.e.f. signing the contract. The rates quoted shall be valid for the period of contract. No request for revision of rates shall be entertained during this period.

**2. Extension of contract:**

After expiry of the contract, it may be extended for a further period upto one year on same rate and same terms and conditions upon satisfactory rendering the service.

**3. Terms and Conditions:**

(i) The transportation, food, medical and other statutory requirements in respect of each worker of the service provider shall be the responsibility of the service provider.

(ii) The service provider's workers shall not divulge or disclose to any person, any details of office, operational process, technical know-how, security arrangements and administrative/ organisational matters as all are of confidential nature.

(iii) The service provider is to provide workers who have been vetted by the local Government in terms of past record, character and antecedents. Background details and proof of vetting should be provided to the Embassy.

(iv) The service provider should agree and be able to provide a choice of persons three times our requirement, to interview and choose from.

(v) The service provider's workers should be polite, cordial, positive and efficient, while handling the assigned work. The service provider shall be responsible for any act of indiscipline on the part of persons deployed by them. The service provider shall be bound to prohibit and prevent any of their employees from being intoxicated while on duty, trespassing or acting in any manner detrimental or prejudicial to the interest of the Embassy. The decision of the Embassy upon any matter arising under this clause shall be final and binding on the service provider.

(vi) The functional control over the personnel deployed by the service provider will rest with the Embassy and the disciplinary administrative/technical control will be with the service provider.

(vii) The Embassy may require the service provider to dismiss or remove from the site of work, any person or persons, employed by the service provider, who may be incompetent or for his/her/their misconduct and the service provider shall

forthwith comply with such requirements. The service provider shall replace immediately any of its personnel, if they are unacceptable to the Embassy because of security risk, incompetence, conflict of interest and breach of confidentiality or improper conduct upon receiving written notice from office.

(viii) The service provider has to provide Photo Identity Cards to the persons employed by him/her for carrying out the work. These cards are to be constantly displayed & their loss reported immediately. The following details of the workers will be provided:-

- (a) Name.
- (b) Age.
- (c) ID card No.
- (d) Address.

(ix) The Embassy will maintain an attendance register in respect of the staff deployed by the service provider. The service charges will be paid to the agency only after the end of each month of service provided upon presentation of invoice by the service provider. The invoice is required to be supported by all legal documentation required under the law.

(x) The service provider will provide the required personnel for a shorter period also, in case of any exigencies as per the requirement of the Embassy.

(xi) The service provider shall provide a substitute well in advance if there is any possibility of the person leaving the job due to his/her own personal reasons. The payment in respect of the overlapping period of the substitute shall be the responsibility of the service provider.

(xii) The service provider shall be contactable at all times and messages sent by phone/e-mail/fax/special messenger from the Embassy shall be acknowledged immediately on receipt on the same day. The service provider shall strictly observe the instructions issued by the Embassy in fulfillment of the contract from time to time.

(xiii) The Embassy shall not be liable for any loss, damage, theft, burglary or robbery of any personal belongings, equipment or vehicles of the personnel of the service provider.

(xiv) The service provider on its part and through its own resources shall ensure that the goods, material and equipment etc. are not damaged in the process of carrying out the services undertaken by it and shall be responsible for acts of commission and omission on the part of its staff and its employees. If the Embassy suffers any loss or damage on account of negligence, default or theft on the part of the employees/agents of the service provider, then the service provider shall be liable to reimburse to the Embassy for the same. The service provider shall keep the Embassy fully indemnified against any such loss or

damage. The responsibility and liability that will arise of any accident or casualty, occurring during the course of working to any staff engaged by the service provider, will remain with the service provider. The Embassy will no way be responsible for this or any other clause mentioned above.

(xv) The service provider shall be responsible for providing necessary medical facility/insurances to the workers who will be deployed with the Embassy. The service provider shall ensure that the personnel adhere to all safety requirements. There will be no additional financial or legal liability on the Embassy of India in the event of injury or death of personnel due to any accidents during the time of duty or otherwise.

(xvi) The service provider shall not subcontract the work to some other company.

(xvii) The service provider shall not pay wages lower than minimum wages of labour as fixed by the authorities of the Government of Lao PDR, to the cleaning staff. 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.

(xviii) The service provider is to ensure compliance of all mandatory labour laws/regulations laid down by the Government of Lao PDR and any other relevant Acts and regulations enforceable from time to time without any liability on the Embassy of India, Vientiane or without any responsibility for statutory compliance of any kind by the Embassy.

#### 4. **Penalty:**

Penalty as indicated below will be imposed by Embassy of India for shortcomings in services in respect of cleaning staff:

<b>S. No.</b>	<b>Shortcoming</b>	<b>Penalty for each incidence</b>
1.	Unauthorized absence	LAK 2,00,000/- (Another cleaning staff will be provided in an hour's time by the service provider at its own cost)
2.	Consumption of alcohol or any other narcotic substances while on duty	LAK 5,00,000/-
3.	Inappropriate or unbecoming behavior with Embassy's staff or visitors	LAK 2,00,000/-
4.	Failure to discharge duty properly	LAK 2,00,000/-

5. **Payments:**

Payments will be made on monthly basis upon production of correct invoice and after satisfactory services rendered during the month and after deducting the penalty, if any imposed during the month.

6. **Exit clause:**

The contract can be terminated at any time by giving 30 days' written notice by the Embassy without assigning any reasons and the decision of the Embassy shall be binding on the latter. No claim for compensation/loss/revenues due to such decision shall be entertained.

The services of the service provider shall be liable to be terminated immediately without any notice at point of time during the currency of the contract, if it fails to comply with any of the conditions stipulated in the agreement. Incorrect claims and misrepresentation of facts shall render the service provider to be disqualified. The decision of the Embassy, as to whether terms and conditions were violated, shall be final.

The Embassy may at any time terminate the agreement by giving written notice to the service provider, without any compensation, if the service provider becomes bankrupt or otherwise insolvent as declared by the competent court provided that such termination will not prejudice or effect any right of action or remedy which has accrued thereafter to the Embassy.

7. **Legal Jurisdiction**

If a dispute arises out of or in connection with the contract, or in respect of any defined legal relationship associated therewith or derived there from, the parties agree to resolve the same amicably between the parties. If the dispute is not resolved through mutual consultations, the Courts in Delhi shall have exclusive jurisdiction. The agreement shall be governed and interpreted in accordance with the laws of India.

8. **Confidentiality**

The service provider or its staff must not disclose to any third party, either during or after the period of this contract, any secret or confidential information in connection to his/her services for the Embassy.

9. The service provider agrees that the terms and conditions as outlined in the Tender Document shall be deemed to form and be read and construed as part of the Agreement.

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**Annexure-I**

**TECHNICAL BID**

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

**UNDERTAKING**

- a) I, the undersigned, certify that I have gone through the terms and conditions 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 of contract.
- c) I hereby undertaken to render the service as per direction given in the tender document.

Signature of the Authorised signatory of the Bidder with seal of the firm/company

Full Name & Designation: \_\_\_\_\_

Mobile No.: \_\_\_\_\_

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

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**Annexure-II**

**An indicative list of cleaning equipment/products**

- 1) Vacuum Cleaner
- 2) Mopping machines
- 3) Hard and soft brooms
- 4) Mops
- 5) Wipers
- 6) Cob-web removers
- 7) Road brooms
- 8) Toilet brushes
- 9) Carpet brushes
- 10) Dusters
- 11) Room fresheners
- 12) Liquid bleach
- 13) Hand soap (Liquid)
- 14) Cleaning wipes
- 15) Paper napkins
- 16) Toilet paper
- 17) Floor cleaning liquid
- 18) Dustbin plastic bags (different sizes)
- 19) Dishwasher liquid
- 20) Scrubbing pad
- 21) Detergent powder
- 22) Siphon cloth

Note: This is an indicative list only. The Embassy will inform the company as and when the new products are required (with quantity).

Signature of the Authorised signatory of the Bidder with seal of the firm/company

Full Name & Designation: \_\_\_\_\_

Mobile No.: \_\_\_\_\_

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

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**Bid Securing Declaration**

I/We accept that if I/we withdraw or modify Bid during the period of validity or if I/we are awarded the contract and I/we fail to sign the contract 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 bid document from being eligible to submit Bids for contracts with the Government of India.

Signature of the Authorised signatory of the Bidder with seal of the firm/company

Full Name & Designation: \_\_\_\_\_

Mobile No.: \_\_\_\_\_

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

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**Annexure-IV**

**FINANCIAL BID**

1. Name of the Bidder:
2. Address & Contact No. of the bidder:

<b>S. No.</b>	<b>Description</b>	<b>Rates, including applicable taxes, if any (in Lao Kip)</b>
1.	Charges for providing cleaning/housekeeping services (per month)  This shall include cost of providing two cleaning staff from 0800 hrs to 1600 hrs, five days per week (excluding holidays as announced by Embassy from time to time) as well as products and equipments that would be required for the job of cleaning the Chancery premises.	

Signature of the Authorised signatory of the Bidder with seal of the firm/company

Full Name & Designation: \_\_\_\_\_

Mobile No.: \_\_\_\_\_

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