



Embassy of India
Rabat
(Morocco)

Notice Inviting Tender

Cleaning services at Embassy of India, Rabat

Online bids are invited under two - bid system for award of a Contract for providing cleaning services at New Chancery, 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 www.indianembassy rabat.com and <https://eprocure.gov.in/epublish/app>.

• **Terms & conditions of contract**

- i. 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.
- ii. The tenderers must have an experience of handling the housekeeping and cleaning work in reputed organization supported by documentary evidence.
- iii. The tenderer 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, the tenderer takes for his workers should also be attached with the technical bid.
- iv. The competent authority reserves the right to reject any/all quotations or incomplete quotations without assigning any reason.
- v. The tendering 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. Company's Registration certificate
 - b. List of workers
 - c. Experience certificate
- vi. **The contract shall initially be valid for a period of One year and may be extended ~~to~~ further based on satisfactory performance and with mutual consent, as per the same rates, terms and conditions.**
- vii. Embassy of India reserves the right to terminate the contract by serving one month's notice, in writing if the services of the contractor

are not found satisfactory. The contractor may also ask for the same by giving one month's notice but he has to provide the house keeping facility till the next agency is engaged.

- viii. The persons to be deployed by the contractor should be properly trained, have requisite experience and skills for carrying out a wide variety of housekeeping work using appropriate materials and tools/equipments.
- ix. The contractor must employ adult and skilled labour only. Employment of child labour will lead to the termination of the contract.
- x. The contractor shall engage only such workers, whose antecedents have been thoroughly verified, including character and police verifications and other formalities. The contractor shall be fully responsible for conduct of his staff.
- xi. All the rates quoted by the bidder shall remain unchanged during the period of contract.

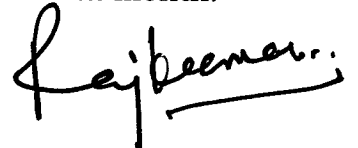
- Scope of work, terms and conditions:

- i. 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.
 - 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.
 - Further, once a month a major cleaning ("grand nettoyage") of the entire Old Chancery premises has to be carried out.
- 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. Spraying room fresheners in all rooms on daily basis.
- iv. The agency 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 1000 hours to 1700 hours

- v. The Agency will be responsible for procurement and utilization of proper cleaning at its cost. The Agency 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. The Agency hereby accepts to use the standard, good quality cleaning materials in the cleaning work of its workers on Chancery premises. The Agency is also required to submit a list of cleaning & other items (which the agency will provide on monthly basis) while submitting the bid.
- vi. The Agency will strictly abide by various labour regulations/laws in force in Morocco. The Embassy of India will not be liable for any lapse on the part of the Agency and the resulting penalties/claims due to non-adherence of any labour laws/regulations in force in Morocco from time to time.
- vii. The Agency 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 Agency are employees of the Agency 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 Agency. Claims and Chancery premises during duty hours will be solely and completely with the Agency and the Embassy will not be liable for any such claims.
- viii. 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 Agency in the Chancery of the Embassy.
- ix. The Agency 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 Agency on the Chancery premises for duty will be given to the Embassy in advance.
- x. The Agency 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.

- xi. The behavior of the Agency'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.
- xii. 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 Agency, the Agency will take immediate action to rectify the behavior/service of its workers or should replace them.
- xiii. The Embassy will maintain an Attendance Register with its Security Guard. The approved workers of the Agency will sign the register daily at their working hours.
- xiv. If any cleaning worker is absent on a given day, the Agency will provide a substitute for him/her; otherwise, proportionate deductions will be made from the monthly payment.
- xv. The Agency will be responsible for all acts of omission or negligence, dishonesty or misconduct of its cleaning workers while on duty at the Chancery. The Agency 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.
- xvi. During the functions, events in the Embassy, the Agency will provide additional cleaning workers.

- **Penalty clause:** If the cleaning worker remains absent from his duties without any prior information to the Embassy then an amount of Dh. 50/- per person will be deducted from the bill amount of that month.



(Raj Kumar)

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Embassy of India

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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 & other items (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:

Signature and seal of the

Place:

company

FINANCIAL BID

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

Date:

Signature and seal of the

Place:

company