



**Embassy of India
The Hague**

REQUEST FOR PROPOSAL (RFP) DOCUMENT FOR
PROVIDING CLEANING SERVICES IN THE PREMISES OF
EMBASSY OF INDIA CHANCERY BUILDING IN THE
HAGUE

Date of issue: 31.10.2022

Last date of submission: 25.11.2022

REQUEST FOR PROPOSAL (RFP)

The objective of this RFP is to select an appropriately qualified and adequately experienced reputed company or consortium of not more than two entities, to provide cleaning services in the premises of **Embassy of India, The Hague, Chancery building** for a period of 1 year, extendable on mutual consent.

No: HAG/861/01/2022

Dated: 31.10.2022

DATA SHEET- Important dates	
Published date and time	31/10/2022 at 1700 hrs (CET)
Bid document download start date	31/10/2022 at 1715 hrs (CET)
Bid submission start date	31/10/2022 at 1800 hrs (CET)
Clarification (only by email) start date	31/10/2022 at 1730 hrs (CET)
Onsite Pre-Bid meeting	11/11/2022 at 1100 hrs (CET)
Clarification end date	21/11/2022 at 1730 hrs (CET)
Bid submission end date	25/11/2022 at 1700 hrs (CET)
Date of Bid opening	28/11/2022 at 1200 hrs (CET)

1. Request for proposal (RFP):

Embassy of India, The Hague, (hereinafter referred as “Embassy”) requests proposals in sealed envelopes for selection of a company to provide cleaning services in the premises of **Embassy of India, The Hague, Chancery building** for a period of 1 year, extendable on mutual consent.

The proposal duly completed in prescribed format as per para 5 of RFP document must reach to:

The Head of Chancery
Embassy of India
Buitenrustweg 2
2517 KD
The Hague, Netherlands
Phone: +31703457747
Email: hoc.thehague@mea.gov.in

on or before 1700 Hrs on 25.11.2022.

The proposal duly completed in prescribed format as per para 5 of RFP document can also be sent by email as **Password protected files** at hoc.thehague@mea.gov.in

The detailed RFP document along with its annexure may be downloaded from Central Procurement Portal <https://eprocure.gov.in/cppp/> and also the official website of the Embassy of India, The Hague at <https://www.indianembassynetherlands.gov.in/>

2. Introduction:

2.1 **Project Details:** Providing cleaning services in the premises of **Embassy of India, The Hague, Chancery building** on daily basis (except weekends and holidays)

2.2 **Basic eligibility criteria:**

(i) Should be registered in The Netherlands to provide cleaning services under relevant Dutch law.

(ii) Should have an experience of at least 3 years in providing the cleaning services in the Netherlands.

(iii) Should have satisfactorily rendered cleaning services to Government/Semi-Government/reputed Corporate Clients in the last 3 years.

(iv) Should not have been barred or blacklisted by any organization in the Netherlands.

3. General Terms and Conditions:

3.1 This Request for Proposal, hereafter referred to as 'RFP', is meant for only those applicants who may be eligible as per the basic eligibility criteria contained in this document. The purpose of this RFP document is to provide information to the eligible applicants for preparation of their proposals for the selection process.

3.2 Applicants are required to submit their proposals strictly according to the terms and conditions and in the form and manner specified.

3.3 Embassy reserves the right to terminate the selection process or postpone the same at any stage without assigning any reasons thereof.

3.4 The proposal must remain valid for a period of 90 days from the date of opening of the financial bid which may be extended to a period mutually agreed upon, if required.

3.5 The cleaning services should be started with in 10 days of award of work.

3.6 The interested bidders can inspect/ survey the property on the date of pre-bid onsite meeting before submission of Technical and Financial Bids. Embassy can also arrange it separately on request from the bidders and convey the date and time of inspection accordingly. The request can be sent to hoc.thehague@mea.gov.in

3.7 The selected company shall ensure the compliance of all statutory local laws/ rules.

3.8 The cleaning material, equipment etc. shall be arranged by the cleaning company. Embassy shall only pay the monthly charges quoted by the company (with VAT) and shall not provide or pay separately for such items.

3.9 The Embassy reserves the right to accept or reject any or all the bids without assigning any reason thereof. The decision of the Embassy will be final. Bids submitted other than specifications mentioned in the tender may be rejected.

3.10 All disputes relating to this process shall be referred to sole arbitrator to be appointed by the Embassy, whose decision will be binding on both the parties.

4. Scope of Work:

4.1 The scope of work includes the following:

- i) Cleaning and vacuuming of all the rooms including rooms in basement and attic, stairs, floors, lobbies, balconies, common areas, toilets, garages on daily basis within the premises of the Chancery building of the Embassy.
- ii) Cleaning of furniture, office equipment, carpets, framed photos, artifacts within the premises of the Chancery building of the Embassy.
- iii) Shampooing of carpets once in 2 months.

5. Preparation and submission of proposal:

5.1 The company should submit a brief profile of their company along with the Technical and Financial bids as per Formats given in Annexure-I and Annexure-II respectively.

5.2 The Technical and Financial bids, duly filled in and signed by the competent authority, as per Formats given in Annexure-I and Annexure-II respectively, should be submitted in separate sealed covers clearly mentioning “**Technical Bid**” and “**Financial Bid**” on the cover addressed to:

The Head of Chancery
Embassy of India
Buitenrustweg 2
2517 KD
The Hague, Netherlands
Phone: +31703457747
hoc.thehague@mea.gov.in

5.3 The bids can also be sent by email at hoc.thehague@mea.gov.in . The Financial bid sent by email should be password protected. The password should not be shared at the time of sending the bids by email. The password should only be shared on 28.11.2022 between 1000 hrs. to 1145 hrs.

5.4 The financial bid/ quote in Annexure-II should be all inclusive. No extra charges/ payment will be entertained by the Embassy over and above the quoted price.

6. Payment Terms:

6.1 Payment to the company shall be made on monthly basis within 7 working days of receipt of invoice.

7. Evaluation of Bids:

7.1 A duly constituted bid evaluation committee will open and evaluate the bids in accordance with the stipulated terms and conditions and scope of work.

7.2 Financial bids of only those bidders will be opened who meet the basic eligibility criteria.

7.3 The bidder which has quoted the lowest will be awarded the contract subject to fulfilling of all terms and conditions of the tender.

7.4 The Committee may seek clarification/additional information from the firm/agency in case it is so required to evaluate the bids and help in decision-making for the purpose of selection of successful bidder.

7.5 Incomplete and conditional bids will not be accepted and summarily rejected.

8. Clarification and Amendment:

8.1 In case any prospective bidder requires any clarification with regard to the terms and conditions, a written clarification may be sought by email addressed to hoc.thehague@mea.gov.in at any time prior to 25.11.2022 at 1730 hrs (CET). The Embassy may, for any reasons, whether on its own initiative or suitability of its own requirement or in response to a clarification requested by a prospective bidder, modify the terms and conditions by making necessary amendment(s). The amendment(s) will be notified on Embassy's website and will be binding. The deadline for submission of bids may also be extended at the sole discretion of the Embassy.

9. Onsite Pre-Bid meeting:

9.1 All prospective bidders may attend the pre-bid meeting on the site on 11.11.2022 at 1100 hrs (CET) to fully understand the scope of work/ specification and seek clarification, if any. Interested bidders may confirm their participation by email at hoc.thehague@mea.gov.in.

10. Time period:

10.1 The Company who is awarded the work shall start it within 7 days from the date of award of work.

10.2 The contract will initially be for one year, extendable with mutual consent.

11. Penalty Clause:

11.1 The company which has been awarded the work shall strictly carry out the work defined in the scope of work. Any delay, omission, diversion from the scope of work shall result in penalty with reduction of 0.2% per occasion in the monthly charges subject to a maximum of 10% of the total annual charges.

12. Bid Validity:

12.1 The bids will be valid for an initial period of 90 days from the date of bid opening and if required can be extended for a period mutually agreed upon by Embassy and the respective bidder.

13. Force Majeure:

13.1 The Embassy may consider relaxing the penalty and delivery requirements as specified in the tender document, if and to the extent the delay in performance or failure to perform its obligations under the contract is the result of Force Majeure.

13.2 Force majeure as used herein means any unforeseeable and irresistible act of nature, any act of war (whether declared or not), invasion, revolution, insurrection, terrorism, or any other acts of a similar nature or force, provided that such acts arise from causes beyond the control and without the fault or negligence of the Contractor.

13.3 In the event of and as soon as possible after the occurrence of any cause constituting force majeure, the affected Party shall give notice and full particulars in writing to the other Party, of such occurrence or cause if the affected Party is thereby rendered unable, wholly or in part, to perform its obligations and meet its responsibilities under the contract.

13.4 The affected Party shall also notify the other party of any other changes in conditions or the occurrence of any event which interferes or threatens to interfere with its performance of the Contract. On receipt of the notice or notices required hereunder, the Party not affected by the occurrence of any cause constituting force majeure shall take such action as it reasonably considers being appropriate or necessary in the circumstances, including granting the affected Party of a reasonable extension of time in which to perform any obligations under the Contract.

13.5 If the company is rendered unable, wholly or in part, by reason of force majeure to perform its obligations and meet its responsibilities under the Contract, the Embassy of India, The Hague, Netherlands shall have the right to suspend or terminate the Contract on the same terms and conditions with immediate effect. In any case, the Embassy shall be entitled to consider the cleaning company permanently unable to perform its obligations under the Contract in case the cleaning company is unable to perform its obligations, wholly or in part, by reason of force majeure.

Annexure-I

Technical Bid

S.no.	Particulars	Document/ information need to be submitted
1.	Whether company is registered in Netherlands as per the local laws for the last 5 years	Registration number with date of registration
2.	Whether the company has satisfactorily rendered cleaning services to at least 3 organizations during the last three (3) years.	Name of organizations with duration for which services were rendered
3.	Whether the company been blacklisted/banned from operating in Netherlands by any organization.	Self declaration

Annexure-II

Financial Bid

S.no.	Particulars	In Euros
1.	Monthly charges (all inclusive)	
2.	Taxes	
3.	Total	