Indian Mission to ASEAN  
Jakarta

Tender Notice no. JAK (ASEAN)/ESTT/888/2/2018 dated 1.10.2018

Subject: Tender for providing cleaning services at Chancery Building of Indian Mission to ASEAN situated at Jalan Patra Kuningan XII No.3, Jakarta 12950

The Indian Mission to ASEAN, Jakarta invites sealed tenders from eligible firms for providing cleaning services at Chancery Building of Indian Mission to ASEAN situated at Jalan Patra Kuningan XII No.3, Jakarta 12950.

2. The tender documents can be downloaded free of cost from the following websites:
   (i) http://www.indmissionasean.com
   (ii) https://eprocure.gov.in/eprocure/app

3. The tender should be submitted in a sealed envelope superscripted “Tender for providing cleaning services at Chancery Building, IMA, Jakarta” addressed to the Head of Chancery, Indian Mission to ASEAN, Jalan Patra Kuningan XII No.3, RT.6/RW.4, Kuningan Tim., Kota Jakarta Selatan, Daerah Khusus Ibukota Jakarta 12950 and must reach on or before 22.10.2018 by 1600 hrs. Bids may be hand delivered or send by post at the aforementioned address so as to reach on or before the stipulated date and time. Mission will not be responsible for any postal delay.

4. The important schedule and dates are as under:

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<tr>
<th>Sl. No.</th>
<th>Key event</th>
<th>Dates</th>
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<tbody>
<tr>
<td>1.</td>
<td>Bid submission start date</td>
<td>2 October 2018 (1000 hrs)</td>
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<td>2.</td>
<td>Bid submission end date</td>
<td>22 October 2018 (1600 hrs)</td>
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<td>3.</td>
<td>Date of opening of bids (Participant bidder or their representatives may wish to be present)</td>
<td>23 October 2018 (1000 hrs)</td>
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5. The Indian Mission to ASEAN reserves the right to reject any or all the bids without giving any notice or assigning any reason and the decision of the Mission in this regard shall be final and binding.

6. Queries, if any, may be addressed to the Administration Division of the Mission at email addresses (i) admin.asean@mea.gov.in and (ii) hocasean.jakarta@mea.gov.in

  (Jitendra S Rawat)  
  Head of Chancery
Section 1: Scope of Work

1. Sealed quotations are hereby invited by the Indian Mission to ASEAN in Jakarta from approved and eligible contractors or experienced firms to undertake the Cleaning works at Chancery Building of the Indian Mission to ASEAN, situated at Jalan Patra Kuningan XII No.3, RT.6/RW.4, Kuningan Tim., Kota Jakarta Selatan, Daerah Khusus Ibukota, Jakarta 12950.

2. The company must provide not less than 3 cleaning staff to undertake the cleaning job as per the following schedule for five days a week:

   Timings (Monday to Friday): 0730 hrs – 0930 hrs
   Duration of cleaning: 2 hours per day

   All required equipment and cleaning supplies for undertaking the job, including mechanical equipment and required cleaning liquids (e.g. disinfectant, floor cleaner, glass cleaner etc) must be provided by the service provider. The cleaners should be provided with proper Work Uniforms and identification attire, to be worn while working on the premises of the Mission.

3. The Service provider will be responsible for the cleaning of the all indoor areas of the building comprising rooms, common areas, toilets, and attached balconies and step outs. The Service provider will also clean the attached indoor garage (1 car) and outdoor drive through area at the front entrance.

4. Daily clean tasks to be provided must include:

   (i)  **Floors**: Sweeping/damp mopping of hard floor indoor areas including its rooms, common areas, entrance foyer, entrance lobby, visitor halls, balconies and step out areas.

   (ii) **Carpets**: General vacuuming of carpets.

   (iii) **Toilets**: wet and dry daily cleaning with required cleaning and disinfecting liquids. De-calcification from time to time.

   (iv) **Dusting and sanitization furniture/appliances etc**: Normal dusting display furniture, furniture, appliances etc

   (v) **Garbage**: Empty of wastepaper receptacles in all roops, replacement of liner, transfer of trash to municipal dumpster

   (vi) **Pantry area**: Daily clean & disinfecting of pantry area including kitchen counter, sink, removal of trash/rubbish

   (vii) **Service rooms Ground Floor** (in the backyard) and **First Floor**: wet and dry daily cleaning with required cleaning and disinfecting liquids.
(viii) **Physical replenishments:** Liquid hand soaps and toilet roll replacements

(ix) **Woodwork:** Daily, dusting polishing etc, of all wooden fixed fixtures, twice monthly cleaning with wood polish liquid.

(x) **Glass panes:** Once a week wet cleaning and drying of window panes and door glass panes.

(xi) **Generator exterior:** Weekly cleaning of generator exterior located on the peripheral area of the building.

(xii) **Main Gate:** Weekly cleaning of main gate trelliswork (metal) (2 in number) and polishing of brass notices.

**Section 2: Terms and Conditions**

1. Subject to the acceptance of the tender and any counter offer by the Indian Mission to ASEAN, the successful tenderer shall enter into a contract with the Indian Mission to ASEAN, that will comprise statement of conditions, services to be provided with understandable detailed description, service schedule, and the areas of the building to be cleaned.

2. All bidders for this tender are advised to understand the Building's layout carefully before submitting tender.

3. The Mission is not obliged to accept a tender submitted by a bidder.

4. Bidder must submit the following together with the tender documents:

   (i) Information to show the company's experience in providing cleaning services to reputed organizations (such as company brochure, appointment list & reference letter etc.)

   (ii) Broad financial and other details of the company including organization chart to show the company's management system and back-up support for cleaning operatives in the Building.

   (iii) Service commitment: A detailed statement to show the company's planned efforts in delivering cleaning services to the Building at the highest standard.

   (iv) Quality and environmental certification (if any).

5. The Contract shall be valid for a period of one year (01 year). The contract may be extended annually on year to year basis as per the contract signed, on same terms and conditions and same rates, subject to satisfactory services provided by the provider. Either party can terminate the Contract by giving another party a month written notice.

6. The workers provided should be on the permanent roll of the Company and their antecedents should be pre-verified by the Police authorities.
8. The Contractor shall be paid on a monthly basis for the services rendered in the preceding month. The billing cycle will be the 1st of every month to the last day of the month. The Contractor shall submit correct invoice in terms of quality and commercial aspects within 7 days of the succeeding month and payment shall be released within 10 days of submission of acceptable invoices.

9. In case of any storm or emergency, the Contractor shall provide onsite at least 2 cleaners to carry out any necessary works. Such works may include work to the Building’s surroundings. Payment shall be made in accordance with the unit rates quoted by the Contractor.

10. The Contractor may be required to provide additional cleaner(s) to carry out extra cleaning jobs from time to time for which the additional payments shall be made by the Mission. The Contractor shall quote the charge rate of such additional cleaner(s).

11. The Contractor shall be responsible for the efficient performance of the Contract and for the good conduct of its employees whenever they carry out cleaning works in the Building. The Contractor shall maintain a sufficient number of cleaners at all specific time to properly fulfill its obligations under this contract.

12. The Chancery reserves the right to monitor the clock-in time and clock-out time of the Contractor’s employees as well as to give working instructions directly to the Contractor’s employees if necessary in the opinion of the Chancery.

13. The Contractor shall provide high quality cleaning operatives for the Building all times as follows:

(i) At least 3 cleaners
(ii) Monday to Friday: 0730 hrs. to 0930 hrs

14. The Contractor shall provide all necessary machinery, tools and materials for the proper execution of the work. Such machinery and materials shall be of high standard and suitable for use in the Building.

15. The Chancery shall have power to vary the work reasonably described in the Specifications and Service Schedule and no variation shall void this Contract.

(Jitendra S Rawat)
Head of Chancery