



**Tender for Annual Maintenance Contract for
Housekeeping/Cleaning services at Embassy of India, Dili**

TENDER NO. DIL/ADMN/867/1/2025

Dated: 22.12.2025

Last date for submission of bid: 11.01.2026

Address:
Embassy of India
Rua Travessa Tomato Laran,
Fomento-II, Delta, Dom Aleixo,
Dili, Timor Leste

File No. DIL/ADMN/867/1/2025
Embassy of India, Dili
NOTICE INVITING TENDER

Embassy of India, Dili invites Tender under two bid system from registered and authorized firms/agencies for providing Housekeeping/Cleaning services at Rua Travessa Tomato Laran, Fomento-II, Delta, Dom Aleixo, Dili, Timor Leste.

2. The interested firms/service agencies should submit the bids in two separate sealedcovers, superscribed as “Technical Bid” and “Financial Bid”. Both sealed covers should be put in a separate single envelope superscribed as “Tender No. DIL/ADMN/867/1/2025 for AMC for Housekeeping/Cleaning services at Embassy of India, Dili” and addressed to “Rua Travessa Tomato Laran, Fomento-II, Delta, Dom Aleixo, Dili, Timor Leste.”. Please note that tender document will not be accepted after the expiry of stipulated date and time for the purpose (11.01.2026) under any circumstances.

3. The Earnest Money Deposit (EMD) of USD 650 in the form of Account Payee Demand Draft/Pay Order drawn in favour of “Embassy of India, Dili” is required to be submitted along with tender bids.

4. The Technical Bids will be opened on 12.01.2026 by a committee authorized by the Competent Authority of the Embassy of India, Dili. The financial bids of only those bidders, whose Technical Bids are found responsive, shall be opened by the Committee authorized for thepurpose. The pre-bid site visit may be conducted on 24.12.2025 and 26.12.2025 on prior appointment basis to assess the job requirement / quantum of work involved. For any queries, please write to hoc.dili@mea.gov.in.

5. If a firm quotes NIL charges / consideration, the bid shall be treated as unresponsive and will not be considered.

6. The Competent Authority reserves the right to reject any or all the bids or cancel the tender, without assigning any reason and the decision of the competent authority of the Embassy shall be final and binding.

LETTER OF BID

Dated: _____

To,
The Head of Chancery
Embassy of India, Dili
Rua Travessa Tomato Laran,
Fomento-II, Delta, Dom Aleixo,
Dili, Timor Leste.

Ref: Invitation for Bid No. DIL/ADMN/867/1/2025 dated 22.12.2025.

We, the undersigned, declare that:

We have examined and have no reservations to the Bidding Documents, including Addenda issued in accordance with Instructions to Bidders,

We offer to execute in conformity with the Bidding Documents for AMC for Housekeeping/Cleaning services at Rua Travessa Tomato Laran, Fomento-II, Delta, Dom Aleixo, Dili, Timor Leste.

2. Our bid shall be valid for a period of 180 days from the date fixed for the bid submission deadline in accordance with the Bidding Documents and shall remain binding upon us and maybe accepted at any time before the expiry of the period.

3. If our bid is accepted, we commit to submit a Performance Security Deposit in accordance with the Bidding Documents.

4. We also declare that the Government of India or any other Government body has not declared us ineligible or blacklisted us on charges of engaging in corrupt, fraudulent, collusive or coercive practices or any failure/lapses of serious nature.

5. We also accept all the terms and conditions of this bidding document and undertake to abide by them, including the condition that you are not bound to accept highest ranked bid / lowest bid or any other bid that you may receive.

Yours sincerely,
Authorized Signatory

(Authorized person shall attach a copy of Authorization for signing on behalf of Bidding Company)

Full Name and Designation
(To be printed on Bidder's letterhead)

Tender for Housekeeping/Cleaning services

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DATES TO REMEMBER

<u>Events</u>	<u>Date</u>
Notice Inviting Tender	22.12.2025
Starting date of Tender submission	22.12.2025
Site visit	24.12.2025 and 26.12.2025
Pre-bid meeting	NA
Last date of Tender Submission	11.01.2026
Opening of Technical Bids	12.01.2026
Opening of Financial Bids (of only those who qualify in the minimum eligibility criteria)	12.01.2026

1. GENERAL INSTRUCTIONS

- 1.1 For the Bidding / Tender Document Purposes, the Embassy of India, Dili shall be referred to as 'Client' and the Bidder/Successful Bidder shall be referred to 'Contractor and / or Bidder or interchangeably.
- 1.2 The tender document can be downloaded from the websites of <http://www.eprocure.gov.in>, <https://www.indembassydili.gov.in> from 22.12.2025 onwards. The last date of submission of bids is 11.01.2026.
- 1.3 While all efforts have been made to avoid errors in the drafting of the tender documents, the Bidder is advised to check the same carefully. No claim on account of any errors detected in the tender documents shall be entertained.
- 1.4 The bidder shall submit the copy of the authorization letter / Power of Attorney as the proof of authorization for signing on behalf of the Bidder.
- 1.5 All Bidders are hereby explicitly informed that conditional offers or offers with deviations from the conditions of Contract, the bids not meeting the minimum eligibility criteria, Technical Bids not accompanied by EMD of requisite amount/format, or any other requirements, stipulated in the tender documents are liable to be rejected.

- 1.6 The Parties to the Contract/Agreement shall be the successful bidder (to whom the work has been awarded) and the Client.
- 1.7 For all purposes of the contract including arbitration thereunder, the address of the bidder mentioned in the bid shall be final unless the bidder notifies any change of address by a separate letter handed over personally/courier or by email to the Client. The bidder shall be solely responsible for the consequences of any omission or error to notify any change of address in the aforesaid manner.
- 1.8 The bidders are required to visit the site to assess the quantum of work involved before submitting the tender. Once the tender is submitted, it will be presumed that the bidder has seen and understood the complete work involved.

2. Scope of Work:

- 2.1 General every day cleaning
 - a. Outer compound
 1. Cleaning of outer areas every day.
 2. Washing of outer area once a week.
 3. Collecting, removing, and disposing off garbage and waste materials from all rooms on daily basis.
 - b. Security cabin
 1. Cleaning and mopping of the floor two times a day.
 2. Dusting of the furniture, equipments, cabinets and artefacts every day.
 3. Dusting of doors and windows every day.
 - c. Reception area
 1. Cleaning and mopping of the floor two times a day.
 2. Dusting of the reception furniture, equipments, cabinets and artefacts every day.
 3. Dusting of doors and windows every day.
 4. Collecting, removing, and disposing off garbage and waste materials from all rooms on daily basis.
 - d. Corridors and Library
 1. Cleaning and mopping of the floor everyday.
 2. Dusting of doors and windows every day.
 3. Dusting of the furniture, equipments, almirah/cabinet every day.
 4. Collecting, removing, and disposing off garbage and waste materials from all rooms on daily basis.
 - e. Staircase
 1. Cleaning and mopping of the stairs everyday.
 2. Dusting of balustrade every day

- f. Office rooms
 - 1. Cleaning and mopping the floor everyday.
 - 2. Dusting of the furniture, equipments, cabinets/almirah and artefacts every day.
 - 3. Dusting of doors and windows every day.
 - 4. Collecting, removing, and disposing off garbage and waste materials from all rooms on daily basis.
 - 5. Cleaning and mopping of attached balconies
- g. Toilets
 - 1. Cleaning of all toilets thrice a day.
 - 2. Cleaning and mopping of toilet floor using a disinfectant.
 - 3. Hygiene services:
 - a. Collecting, removing, and disposing off sanitary waste from toilets on daily basis.
 - b. Sanitizing all toilets including toilet bins and sanitary bins on daily basis.
 - 4. Cleaning of mirrors
- h. Garage
 - 1. Cleaning and mopping of garage everyday.

2.2 Cleaning of all glass doors and window glasses from inside & outside once in three months.

2.3 Any other cleaning work assigned by competent authority by the Embassy of India, Dili during the duty period.

2.4 The service provider shall provide monthly supply of consumables and other cleaning materials like hand paper towels, toilet rolls, brooms, mops, wipers, dusters, brushes, cleaning agents, garbage bags, detergents, room fresheners, floor cleaners, refillable anti-bacterial liquid soaps for hand washing etc. List of consumables may be supplied to the Embassy at the end of the month.

2.5 The service provider shall also provide list of cleaning equipments such as hand paper towel bins, bins for toilet rolls, sanitary disposal bins, soap dispensers, air dryers, vacuum cleaners, scrubbing machines, garbage trolleys, garbage bins etc.

2.6 The Embassy of India, Dili may request additional manpower for daily basis if appropriate manpower is not provided by the service provider for routine work. Service provider will have to provide additional manpower as per the Embassy's request without any additional charge.

3. MINIMUM ELIGIBILITY CRITERIA

The bidding will be held in two rounds. The first round will be technical bidding round and second round will be financial bidding round. The bidders who qualify the technical bidding round will be allowed to participate in the financial bidding round. The eligibility criteria for technical and financial bidding round is detailed below.

3.1 Technical Eligibility Criteria

The Bidders should mandatory fulfill all the following technical criteria to become eligible for next stage of financial bidding:

- a. The company should have valid registration number from a competent local government authority. Supporting document must be submitted.
- b. A detailed company profile. Document to be submitted.
- c. References of clients should be submitted to whom the company is providing the similar services of cleaning and hygiene.
- d. The company should be in operation for more than five (5) years. Undertaking for the same should be attached along with Annexure 1.
- e. Estimated list of monthly supply of consumables and other cleaning materials must be submitted with the bid.
- f. List of cleaning equipment to be used must be submitted with the bid.
- g. All the technical quotations should be submitted in the prescribed format (Annexure 1) along with all the relevant documents/attachments. The bidder will be disqualified if technical quotation is not submitted in the prescribed format.

3.2 Financial Eligibility Criteria

The Bidders who will successfully fulfil all the criteria mentioned in the technical bidding round will qualify to bid in the Financial Bidding round. The criteria to successfully bid in financial bidding round are as follows:

- a. The rates will be fixed during the contract period. There will be no change in rates and no escalation in rates will be acceptable during the contract period. The service provider must submit a declaration regarding acceptance of fixed rate during the contract period as per Annexure 2.
- b. All the final quotes mentioned in the quotation should be excluding VAT. VAT (if any) should be mentioned separately.
- c. The validity period of quotation should be minimum of 180 days.
- d. The financial quotes submitted should be based on the all parameters mentioned in the scope of work of the tender document. The bidder must submit undertaking that financial quote is covering all the parameters mentioned in the scope of work.
- e. The successful bidder has to deposit Performance Security which will be a sum equivalent to 5% of the accepted contract value in favour of the Embassy of India, Dili in form of Bank Guarantee/Fixed Deposit Receipt (FDR), within two weeks from the date of award of contract.
 - i) Performance Security should remain valid for a period of sixty days beyond the date of completion of all contractual obligations of the service provider. In case, the contract is further extended beyond the initial period, the Performance Security will have to be renewed accordingly. No interest shall be paid on Performance Security.
 - ii) The Performance Security will be forfeited by order of the Competent Authority in the Embassy in the event of any breach or negligence or non-observance of any terms & conditions of the contract or for unsatisfactory performance. On expiry of the contract, portion of the Performance Security, as may deemed fit by the Embassy sufficient to cover any incorrect or excess payments made on the bills to the firm, shall be retained.
 - iii) On due performance and completion of the contract in all respects, the Performance Security will be returned to the Service Provider without any interest on presentation of an absolute 'No Demand Certificate' from the Service Provider.

f. All the financial quotations should be submitted in the prescribed format (Annexure 2). The bidder will be disqualified if financial quotation is not submitted in the prescribed format.

3.3 Firm/agency should be paying minimum wages to its staff.

3.4 Firm/agency should have its office in Dili.

4. EARNEST MONEY DEPOSIT

4.1 The Earnest Money Deposit of USD 650 in the form of account Payee Demand Draft/Pay Order issued by any reputed Bank drawn in favour of “Embassy of India, Dili” has to be submitted along with the bid. The validity of the Demand Draft/Pay Order must be up to 6 (six) months from the last date for submission of bids.

4.2 No request for transfer of any previous deposit of Earnest Money Deposit or Performance Security Deposit or adjustment against any pending bill held by the Client in respect of any previous work shall be entertained.

4.3 Bidders shall not be permitted to withdraw their offer or modify the terms and conditions thereof. In case the bidder fails to observe and comply with the stipulations made herein or backs out after quoting the rates, the aforesaid bid security shall be forfeited to the Client or will render the bidder ineligible to submit bids for contracts with the Client.

4.4 The bids without Earnest Money Deposit will be summarily rejected.

4.5 No claim shall lie against the Client in respect of erosion in the value or interest on the amount of earnest money deposit or security deposit i.e. no interest will be payable on EMD.

4.6 The bid security may be forfeited:

- (i) If the bidder withdraws his bid during the period of validity of the bids specified by the bidder in the bid form; or
- (ii) In case of successful bidder, if the bidder:
 - (a) fails to sign the contract in accordance with the terms of the tender document;
 - (b) fails to furnish required Performance Security Deposit in accordance with the terms of Tender Documents within the time frame specified by the client; or
 - (c) Fails or refuses to honour his own quoted prices for the services or part thereof.

5. VALIDITY OF BIDS

- 5.1 Bids shall remain valid and open for acceptance for a period of 180 days from the last date of submission of Bids.
- 5.2 In case, client calls the bidder for negotiation then this shall not amount to cancellation or withdrawal of original offer which shall be binding on the bidder.
- 5.3 The client may request for extension for another period of 60 days, without any modifications and without giving any reasons thereof.
- 5.4 PRE-BID MEETING/SITE VISIT: Interested firms/service agencies may visit the site for visualization and better understanding of the quantum of work on 24.12.2025 and 26.12.2025 after fixing a prior appointment. The site address is Embassy of India, Rua Travessa Tomato Laran, Fomento-II, Delta, Dom Aleixo, Dili, Timor Leste. The bidders may also submit their queries by email on the aforementioned email IDs.

6 PREPARATION OF BIDS

- 6.1 **Language:** Bids and all accompanying documents shall be in **English** only. The technical as well as the financial bids should be submitted in two sets – one original and one copy.
- 6.2 **Technical Bid:** Technical Bid should be prepared as per the instructions given in the Tender Documents along with all required information, documents in support of the minimum eligibility criteria. **All the documents comprising the Technical Bid shall be put in a separate sealed envelope superscribed as “Envelope A – Technical Bid”.** Documents comprising the Bid:
 - a. Technical Bid Submission Form duly signed and printed on Company's letterhead.
 - b. Contact Details Form, duly filled and signed & stamped.
 - c. All attested supporting documents in proof of having fully adhered to minimum eligibility criteria as referred in Section-3 above.
- 6.3 **Earnest Money Deposit:** Earnest Money Deposit of USD 650 in the form of account payee Demand Draft or Pay Order to be submitted separately in a sealed envelope superscribed as **“Envelope B – Earnest Money Deposit”**.
- 6.4 **Financial Bid:** Bidder shall prepare the Financial Bid in the Price Schedule as provided in the Tender Document. Financial Bid shall be put in a separate sealed envelope superscribed as **“Envelope C- Financial Bid”**.

7. SUBMISSION OF BIDS

- 7.1 The Bidding firms have to submit the tenders in two bid system {i.e (i) Technical Bid and (ii) Financial Bid} in the prescribed proforma. Tenders are to be submitted to Rua Travessa Tomato Laran, Fomento-II, Delta, Dom Aleixo, Dili, Timor Leste.. All the documents in support of eligibility criteria etc. and other required documents are to be submitted along

with the Tender Documents. No Tender Documents will be accepted after the expiry of stipulated date and time for the purpose under any circumstances whatsoever.

The tender shall be submitted in sealed envelopes as described below:

ENVELOPE 'A'	Technical bid
ENVELOPE 'B'	EMD (Demand Draft / Pay Order)
ENVELOPE 'C'	Financial Bid

7.2 No Bid shall be accepted after the specified date and time. However, the Competent Authority in the Embassy of India, Dili reserves the right to extend the date / time for submission of bids, before opening of the Technical Bids.

8. BID OPENING PROCEDURE

8.1 The Technical Bids (Envelope A) shall be opened at in the presence of bidders or their representatives and the Tender Evaluation Committee constituted by the Competent Authority of the Embassy of India, Dili. After evaluation of Technical Bids, a list of qualified bidders will be prepared by the Embassy of India, Dili. The Financial bids (Envelope 'C') will be opened on same date, which will be intimated to the shortlisted bidders, by mail/phone.

8.2 Bids shall be declared as valid or Invalid based on the preliminary scrutiny, i.e. on site verification of documents submitted by the bidders by the Tender Evaluation Committee. The financial bids will be opened on result of such scrutiny. However, in case any thing found false or forged in contrary to the documents submitted by the bidder, its bid will be rejected and suitable legal action may be taken.

8.3 The Financial Bids of only those bidders, who qualify at Technical Bid stage, shall be opened by the Committee authorized for the purpose. Those bidders who qualify in the technical bid stage, will be intimated through mail/phone about the date for opening of the Financial Bids.

8.4 The date fixed for opening of bids, if subsequently declared as holiday by the Government, the revised date of schedule will be notified. However, in absence of such notification, the bids will be opened on next working date, the time remaining unaltered.

8.5 A letter of authorization shall be submitted by the Bidder's representatives before opening of the Bids.

8.6 Absence of bidder or their representative shall not impair the legality of the opening procedures.

8.7 After opening of the Technical Bids and verifying the EMD amount, the technical bids shall be evaluated to ensure that the bidder meets the minimum eligibility criteria as specified in the Tender Document.

9. CLARIFICATION ON TECHNICAL BID EVALUATION.

- 9.1 The Technical Bids shall be evaluated based on the available documents submitted by the bidder. To assist in the examination, evaluation, and comparison of the bids, and qualification of the bidders, the client may, at its discretion, ask any bidder for a clarification of its bid. Any clarification submitted by a bidder that is not in response to a request by the client shall not be considered. The client's request for clarification and the response shall be in writing.
- 9.2 If a bidder does not provide clarifications of its bid by the date and time set in the client's request for clarification, its bid may be rejected.
- 9.3 Client also reserves the right to seek confirmation/clarification from the issuer agency, on the supporting documents submitted by the bidder.

10. PERFORMANCE SECURITY (PS):

- 10.1 **The successful bidder has to deposit Performance Security which will be {amount to be decided according to GFR provisions}** in favour of 'Embassy of India,Dili' in form of Demand Draft / Pay Order/Bank Guarantee within fifteen days of the acceptance of the **Letter of Award (LoA)**. Performance Security should remain valid for a period of sixty (60) days beyond the date of completion of all contractual obligations of the **service provider (SP)**. In case, the contract is further extended beyond the initial period, the Performance Security will have to be renewed accordingly by the SP. No interest shall be paid on Performance Security.
- 10.2 The Performance Security will be forfeited by order of the Competent Authority in Embassy of India, Dili in the event of any breach or negligence or non-observance of any terms & conditions of the contract or for unsatisfactory performance or for non-acceptance of the work order. On expiry of the contract, portion of the Performance Security, as may be deemed fit by the Client sufficient to cover any incorrect or excess payments made on the bills to the firm, shall be retained until the final audit report on the account of Contractor's billhas been received and examined.
- 10.3 If the Contractor fails to provide the Performance Security within fifteen days of the acceptance of LoA, such failure shall constitute a breach of the contract and the Client shall be free to make other arrangements at the risk, cost and expense of the Contractor.
- 10.4 On due performance and completion of the contract in all respects, the Performance Security will be returned to the SP without any interest on presentation of an absolute 'No Demand Certificate' from the SP and upon return in good condition of any specifications, samples or other property belonging to the client, which may have been issued to the SP, for carrying out work stipulated in the contract.

11. VALIDITY OF CONTRACT

The contract, if awarded, shall be valid for a period of ONE YEAR (01 year). The contract may be extended annually on year to year basis, for further 02 years [maximum tenure 03 years from the date of start of work initially] as per the contract signed on same terms and conditions and same rates, subject to satisfactory services provided by the vendor. In case of breach of contract or in the event of not fulfilling the minimum requirements / statutory requirements, the client shall have the right at any time to terminate the contract forthwith in addition to forfeiting the performance security amount deposited by the Contractor and initiating administrative actions for blacklisting etc. solely at the discretion of the competent authority in Embassy of India, Dili.

12. PAYMENTS

- 12.1 After award of work, a price schedule shall be annexed to the Articles of Agreement according to which all payments shall be made to the SP towards the AMC.
- 12.2 The prices in the Price Schedule shall be inclusive of all applicable taxes as may be levied by the Government from time to time.
- 12.3 All payments shall be made in US Dollars by means of crossed cheques/ bank transfer.
- 12.4 The Client shall be entitled to deduct in accordance with applicable law, Income Tax or withholding tax or other deductions (as the case may be), from any payments made to the Contractor, and the amount so deducted shall be deemed to be a payment made to the Contractor.
- 12.5 The payment to the workers in accordance to minimum wages prescribed by the local Government along with other payments is sole responsibility of the Contractor. In case of revision in minimum wages by the local Government, the same would be absorbed by the service provider. Claim for any escalation shall not be entertained by the Client.
- 12.6 No request for revision/ increase of approved rates during the currency of the contract will be entertained.
- 12.7 No payment shall be made in advance nor will any loan from any bank or financial institution be recommended on the basis of the order of award of work.

13. Other Conditions, Force Majeure & Penalty Clause

- 13.1 The workers so provided should be on the permanent roll of the Service Provider. The Service Provider must obtain prior approval of the Client before replacing the staff.
- 13.2 The bidder must have satisfactory arrangements for training of its workers. Confirmation in this regard is to be given.

- 13.3 The staff shall perform their duties in smart uniforms and their overall appearance shall be neat and clean.
- 13.4 The service provider should not pay wages lower than minimum wages of labour, along with other statutory payments, as fixed by the Timor Leste Government.
- 13.5 The bidder should submit precise profile of its key clients alongwith details of services provided.
- 13.6 If any cleaner is absent on a given day, the company will provide a substitute for him otherwise proportionate deductions will be made from the monthly payment.
- 13.7 In case the Service Provider fails in adhering to the daily cleaning requirements at Client's premises, and Client has to make alternative arrangements for daily cleaning, then Service Provider would reimburse the cost of such arrangements.
- 13.8 Contractor would be fully responsible for all acts of omission or negligence, dishonesty or misconduct of its employees for work at Client's premises. Contractor would indemnify Client against any compensation/claim and damages etc. due to accident or injury to its employees or death due to accident or otherwise, which may arise out of and during the course of their duties. Client would not be liable to pay any damages or compensation to such cleaners or to any third party.
- 13.9 In case of any complaint, either as regards the nature of service or as regards the behaviors of cleaners on duty or otherwise, Contractor would be intimated and would be required to take corrective measures promptly.
- 13.10 Client reserves the right to amend/withdraw any of the terms and conditions in the tender documents or to reject any or all tenders without giving any notice or assigning any reason. The decision of the Client in this regard shall be final and binding on all.
- 13.11 Client reserves its right to revoke the contract at any time, if the services rendered are not found satisfactory during the period of the contract.
- 13.12 Client may, by written notice sent to Housekeeping agency, terminate the contract, with a notice period of at least one month, in whole or in part at any time for its convenience. The notice of termination shall specify that termination is for the Client's convenience, the extent to which performance of work under the contract is terminated and the date upon which such termination becomes effective.
- 13.13 The bidder must have modern equipment(s), latest technical expertise for management of buildings and related facilities, as has been defined in brief scope of work. Machinery, equipment, implements, material and consumables proposed to be used should be clearly indicated. List of equipment owned by the company may also be furnished with the bid.
- 13.14 Any wrong or misleading information will lead to disqualification.

- 13.15 The bidder shall maintain at all times machinery / equipment and other resources required for upkeep and cleanliness of the premises of the Client. The SP will arrange at his own cost additional machinery/ equipment and resources if required by the Client for the purpose.
- 13.16 The service provider is obliged to replace, without unreasonable delay and at no cost to the Embassy of India, Dili, any personnel whom this Embassy considers lacking necessary competence.
- 13.17 The bidder would be responsible for all mandatory compliance for social, safety and environmental issues related to the performance of the service provider in the Client's premises as stated in the eligibility criteria.
- 13.18 The Embassy will pay only for the monthly fee as quoted in financial bid document after receiving monthly invoice. No other charges will be paid to the service provider.
- 13.19 The working hours will be 0800 hours to 1700 hours from Monday and Friday. Saturday and Sunday and any other days as notified by the Embassy of India, Dili as scheduled holidays will be holidays.
- 13.20 The service provider shall be responsible for dropping and picking up to the cleaning staff to/from the Embassy of India, Dili, Rua Travessa Tomato Laran, Fomento-II, Delta, Dom Aleixo, Dili, Timor Leste.
- 13.21 An attendance register will be maintained by the agency/staff on duty and it will be the responsibility of the staff on duty to get it verified from competent authority in the Embassy of India, Dili.
- 13.22 Decision of the Embassy of India, Dili shall be final and binding on all the bidders. However, any dispute can be referred to an Arbitrator and will be settled according to the Government of India's rules and regulations and not according to the local laws of Timor Leste.

Annexure -1

Format for Submitting the Technical Bid

(To be submitted in a separate sealed cover superscribed as “Envelope A –Technical Bid”)

BID No. DIL/ADMN/867/1/2025

Date:.....

To,

Embassy of India

Rua Travessa Tomato Laran

Fomento-II, Delta, Dom Aleixo,

Dili, Timor Leste

TECHNICAL BID

S.NO.	Criterias	Details
1	Registration Number	Attach documents
2	Detailed company profile	Attach documents
3	Client details	Attach documents
4	Company in operation for more than 5 years	Attach documents
5	Company experience	Attach documents
6	List of cleaning materials to be used in one month	Attach documents
7	List of cleaning equipment to be used in one month	Attach documents
8	Bank Guarantee	Attach documents

Annexure -2

Format for Submitting the Financial Bid

(To be submitted in a separate sealed cover superscribed as “Envelope C – Financial Bid”)

BID No. DIL/ADMIN/867/1/2025

Date:.....

To,
Embassy of India, Dili
Rua Travessa Tomato Laran,
Fomento-II, Delta, Dom Aleixo,
Dili, Timor Leste.

FINANCIAL BID

Proforma to be filled up and submitted by the bidder (in English)

1.	Name of the Bidding Agency/ Company	
2.	Address of the Bidding Agency/ Company	
3.	Contact details of the Bidding Agency/ Company	

Break-up of the total cost:

No. of cleaners	3 (full time)
Wages of cleaners (monthly)	
Total Wages	
Cleaning material charges (if applicable)	
Taxes (if applicable)	
{Any further break-up of monthly charges, if available}	
Total Amount (monthly) (inclusive/ exclusive of taxes)	

Total monthly charges for cleaning services: _____ (incl./ excl. taxes)

Yours faithfully,

(Signature of Authorized Signatory)

Name:

Designation:

Company seal:

Tender for Housekeeping/Cleaning services

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Annexure-2

Letter of Award

No.

Date:

To:

[Name of Contractor]

This is to notify you that your bid dated *[insert date]* for the execution of the Works for *[name of project/Contract]* for the Contract Price of *[amount in figures and in words]*, as corrected and modified in accordance with the Instructions to Tenderers is hereby accepted by *[name of Employer]*.

You are requested to proceed with the execution of the Works on the basis that this Letter of Award shall constitute the formation of a Contract, which shall become binding upon you signing the Contract Agreement within seven (7) days and furnishing a Performance Security within fifteen (15) days.

We attach the Contract Agreement for your perusal and signature.

Signed

Duly authorised to sign for and on behalf of
[name of Procuring Entity]

Date:

Annexure-3
Contract Agreement

CONTRACT/AGREEMENT NO DATED.....

THIS AGREEMENT is made onbetween Embassy of India, Dili (hereinafter referred to as "Client" which expression unless excluded or repugnant to the context be deemed to include his successors and assigns), and whose principal place of office is at Rua Travessa Tomato Laran, Fomento-II, Delta, Dom Aleixo, Dili, Timor Leste,

AND

M/s having its registered office at..... (Hereinafter referred to as "the Contractor") which expression shall unless excluded by or repugnant to the context be deemed to include his successors, heirs, executors, administrators, representatives and assigns) of the other part for providing manpower services to Client

NOW THIS AGREEMENT WITNESSTH as follows:

WHEREAS the Client invited bids through open tender, vide Notice Inviting Tender dated ____/____/____ for "providing cleaning and hygiene services at Embassy of India, Dili under Tender No. DIL/ADMN/867/1/2025 dated ____/____/____.

AND WHEREAS the Contractor submitted his bid in accordance with the procedure mentioned along with the bid documents and represented therein that it fulfills all the requirements and has resources and competence to provide the requisite services to the Client

AND WHEREAS the Client has selected M/s as the successful bidder ("the Contractor") pursuant to the bidding process and negotiation of contract prices, awarded the Letter of Award (LoA) No, to the Contractor on.....for a total sum of.....[..... Only] for providing cleaning services required at Rua Travessa Tomato Laran, Fomento-II, Delta, Dom Aleixo, Dili, Timor Leste.

AND WHEREAS the Client desires that the cleaning services (as defined in the Bidding Document) be provided, performed, executed and completed by the Contractor, and wishes to appoint the Contractor for carrying out such services at the monthly charges of ____ for an initial period of one year from____to____, extendable for further two years on yearly basis at the same rates and terms & conditions, subject to satisfactory performance by the Contractor

AND WHEREAS the Contractor acknowledges that the Client shall enter into contracts with other contractors / parties for the cleaning and hygiene services of its premises in case the Contractor falls into breach of the terms and conditions as stipulated in the Tender Document and shall waive its claim whatsoever in this regard,

AND WHEREAS the terms and conditions of this Contract have been fully negotiated between the Client and the Contractor as parties of competent capacity and equal standing.

AND WHEREAS the Contractor has fully read, understood and shall abide by all the terms and conditions as stipulated in the Tender Documents for providing housekeeping services in the Client's premises, failing which the Contract is liable to be terminated at any time, without assigning any reasons by the Client.

AND WHEREAS the Contractor shall be responsible for payment of Service Tax with Central Excise and Taxation Department. The documentary proof of the same must be submitted within one month of payment of particular bill for the amount of Service Tax Charged in the said bill

AND WHEREAS the Client and the Contractor agree as follows:

In this Agreement (including the recitals) capitalized words and expressions shall have the same meanings as are respectively assigned to them in the Contract documents referred to.

The following documents shall be deemed to form and be read and construed as part of this Agreement. (This Agreement shall prevail over all other Contract documents) :-

The Letter of Award (LoA) issued by the Client;
Letter of Acceptance by the Contractor;
The complete Bid, as submitted by the Contractor;
The Tender Document No. DIL/ADMN/867/1/2025 dated _____;
The Addenda, if any, issued by the Client;
Any other documents forming part of this Contract Agreement till date;
(Performance Bank Guarantee, Bank Guarantee);
Charges - Schedule annexed to this Article of Agreement;
Supplementary Agreements executed from time to time;
Scope of work.

There will be no mid-term escalation in the contract rate during the entire contract period. Claim for any escalation on account of minimum wages and any other statutory obligations, or otherwise also, during the entire period of the contract, shall not be entertained by the Mission/ Post. The payment to the workers in accordance to minimum wages prescribed by the < (Local) > Government, along with other statutory payments, is the sole responsibility of the Contractor.

Any changes/modifications/amendments required to be incorporated in the Contract Agreement at a later stage shall be discussed and mutually agreed by both the parties and such supplementary agreements shall be binding on both the parties and shall form the part of this contract agreement.

This Contract shall be governed by and construed in accordance with the laws of India. Each Party hereby submits to the jurisdiction as set out in the Dispute Resolution Procedure in the Conditions of Contract.

IN WITNESS WHEREOF the parties hereto have caused this Agreement to be executed in accordance with the laws of India on the day, month and year indicated above.

Signed on behalf of the Contractor
(Authorized Signatory)

Signed on Behalf of {Mission/Post}
(Authorized Signatory)

Annexure-4

PROFORMA OF BANK GUARANTEE
(on non-judicial paper of appropriate value)

To,
Embassy of India, Dili

BANK GUARANTEES NO:

DATE:

Dear Sir(S)

This has reference to the Work Order No. _____ Dated _____ having been placed by Embassy of India with M/s (Name & Address of Contractor) for _____.

The conditions of this order provide that the Contractor shall,

- a. Arrange to carry out the services listed in the said order by the Client, as per details given in said order, and
- b. Arrange for the service support and provide the items to the Client on site as per the work order and bid documents.

M/s (Name of Contractor) has accepted the said work order with the terms and conditions stipulated therein and have agreed to issue the performance bank guarantee on their part, towards promises and assurance of their contractual obligations vide the work order No. _____.
M/s. (name of Contractor) holds a current account with us and has approached us and at their request and in consideration of the promises, we hereby furnish such guarantees as mentioned hereinafter.

The Client shall be at liberty without reference to the Bank and without affecting the full liability of the Bank hereunder to take any other undertaking of security in respect of the Contractor's obligations and /or liabilities under or in connection with the said contract or to vary the terms vis-a-vis the Contractor or the said contract or to grant time and or indulgence to the Contractor or to reduce or to increase or otherwise vary the prices or the total contract value or to forebear from enforcement of all or any of the obligations of the Contractor under the said contract and/or the remedies of the Client under any security(ies) now, or hereafter held by the Client and no such dealing(s) with the Contractor or release or forbearance whatsoever shall have the effect of releasing the bank from its full liability of the Client hereunder or of prejudicing right of the Client against the bank.

This undertaking guarantee shall be a continuing undertaking guarantee and shall remain valid and irrevocable for all claims of the Client and liabilities of the Contractor arising upto and until date.....

Your right to recover the said sum of _____
_____ only) from us in manner aforesaid will not be affected/or suspended
by reason of the fact that any dispute or disputes have been raised the said M/s _____
and/or that any dispute or disputes are pending before any officer, tribunal or court or Arbitrator.

Our liability under this guarantee is restricted to _____
(_____
Only) Our guarantee shall remain in force until unless a suit action
to enforce a claim under guarantee is filed against us within six months from (which is date of
expiry of guarantee) all your rights under the said guarantee shall be forfeited and we shall be
relieved and discharged from all liabilities there under.

We have power to issue this guarantee in your favour under Memorandum and Articles of
Association of our Bank and the undersigned has full power to do under the power of Attorney
dated _____.

Notwithstanding anything contained herein:

- 1 Our liability under this guarantee shall not exceed (in words)
- 2 This bank guarantee shall be valid up to.....& unless a suit for action to enforce a claim under
guarantee is filed against us within six months from the date of expiry of guarantee. All your
rights under the said guarantee shall be forfeited and we shall be relieved and discharged from
all liabilities there after i.e. after six months from the date of expiry of this Bank guarantee.
- 3 We are liable to pay the guaranteed amount or any parts thereof under this bank guarantee only
and only if you serve upon us a written claim or demand on or before
- 4 The Bank guarantee will expire on

Granted by the Bank

Yours faithfully,

For (Name of Bank)

SEAL OF THE BANK
Authorized Signatory

Annexure-5

CONTACT DETAILS FORM

Bidder's description format summary

Name of the Bidding Firm	
Name of Partner(s) & Nationality	
Name of the Authorized Signatory	
Nationality	
Passport No.	
E Mail ID	
Telephone No.	
Fax No.	
Year of Incorporation	
Registration No.	
Service tax no.	
Registered Office & Address	
Branch offices (with address and Contact details) if any	
Average Annual turnover in the <i>last five</i> financial years	
Total Staff Strength with Nationality of Employees	
Total Technical staff percentage	
Nationality of Staff working in Company and to be deputed for work (National of India or friendly country)	

DETAILS ABOUT KEY PERSONNEL OF THE BIDDING COMPANY

(With ID proof/supporting documents)

- 1.
- 2.
- 3.
- 4.