



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

TENDER NO. ASU/ADM/551/04/2025

Dated: 28 November, 2025

Last date for submission of bid:

Dated: 19 December, 2025

**Embassy of India,
Avenida General Bernardino Caballero 249,
Bernardino Caballero,
District of San Roque,
Asuncion, Paraguay**

ASU/ADM/551/04/2025

Embassy of India

Asuncion

NOTICE INVITING TENDER

Embassy of India, Asuncion invites Tender under two bid system from registered and authorized firms/agencies for providing Housekeeping/Cleaning services at Embassy of India, Avenida General Bernardino Caballero 249, Bernardino Caballero, District of San Roque, Asuncion, Paraguay as per details given in the tender documents.

2. The interested firms/service agencies should submit the bids in two separate sealed covers, superscribed as "Technical Bid" and "Financial Bid". Both sealed covers should be put in a separate single envelope superscribed as "Tender No. ASU/ADM/551/04/2025 for AMC for Housekeeping / Cleaning services and addressed to Embassy of India, Avenida General Bernardino Caballero 249, Bernardino Caballero, District of San Roque, Asuncion, Paraguay. Please note that tender document will not be accepted after the expiry of stipulated date and time for the purpose under any circumstances.

3. The Technical Bids will be opened on 22 December, 2025 by a Committee authorized by the Competent Authority of the Embassy of India, Asuncion. The financial bids of only those bidders, whose Technical Bids are found responsive, shall be opened by the Committee authorized for the purpose. The pre-bid site visit may be conducted between 08-12 December, 2025 on prior appointment basis to assess the job requirement / quantum of work involved. For any queries, please write to Head of Chancery, Embassy of India, Asuncion at hoc.asuncion@mea.gov.in.

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

5. 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 Mission/ Post shall be final and binding.

6. The dates to be remembered regarding the tender are as under:

DATES TO REMEMBER

Event	Date
Notice Inviting Tender	28 November, 2025
Starting date of Tender submission	29 November, 2025
Site visit	08-12 December, 2025
Pre-bid meeting	15 December, 2025
Last date of Tender Submission	19 December, 2025
Opening of Technical Bids	22 December, 2025 at 1100 hrs
Opening of Financial Bids (of only those who qualify in the minimum eligibility criteria)	23 December, 2025

7. The index of the tender is as follows:

- Section-1 : Letter of Bid
- Section-2 : General Instructions
- Section-3 : Scope of Work
- Section-4 : Draft Contract
- Annexure-I : Technical Bid Proforma
- Annexure-II : Financial Bid Proforma

Sd/-
(Dr. Piyush Singh)
Ambassador/HOC

LETTER OF BID

Dated: November 28, 2025

To,
The Head of Chancery
Embassy of India,
Avenida General Bernardino Caballero 249,
Bernardino Caballero, District of San Roque,
Asuncion, Paraguay

Ref: Invitation for Bid No. No.ASU/ADM/551/04/2025, dated 28.11.2025

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,

2. We offer to execute in conformity with the Bidding Documents for AMC for Housekeeping/Cleaning services at Embassy of India, Avenida General Bernardino Caballero 249, Bernardino Caballero, District of San Roque, Asuncion, Paraguay.
3. 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 accepted at any time before the expiry of the period.
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

1. **GENERAL INSTRUCTIONS**

- 1.1 For the Bidding / Tender Document Purposes, the Embassy of India, Asuncion 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>, www.eoiasuncion.gov.in from 29 November, 2025 onwards. The last date of submission of bids is 19 December, 2025.
- 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, 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, Embassy of India, Asuncion
- 1.7 For all purpose 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 Embassy of India, Asuncion. 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. **MINIMUM ELIGIBILITY CRITERIA:** Cleaner age should not be more than 50 years. Cleaner must be healthy and mentally/physically fit .

3. **VALIDITY OF BIDS**

- 3.1 Bids shall remain valid and open for acceptance for a period of 180 days from the last date of submission of Bids.
- 3.2 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.

- 3.3 The client may request for extension for another period of 60 days, without any modifications and without giving any reasons thereof.

PRE-BID MEETING/SITE VISIT: Interested firms/service agencies may visit the site for visualization and better understanding of the quantum of work during 08-12 December, 2025 after fixing a prior appointment. A pre-bid meeting will take place on 15 December, 2025. The site address is Embassy of India, Avenida General Bernardino Caballero 249, Bernardino Caballero, District of San Roque, Asuncion, Paraguay. The bidders may also submit their queries by email on the aforementioned email IDs which will also be discussed in the pre-bid meeting.

4. **PREPARATION OF BIDS**

- 4.1 **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.
- 4.2 **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.
- 4.3 **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 B- Financial Bid”**.

5. **SUBMISSION OF BIDS**

- 5.1 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 **Embassy of India, Avenida General Bernardino Caballero 249, Bernardino Caballero, District of San Roque, Asuncion, Paraguay**. 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'	Financial Bid

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

6. BID OPENING PROCEDURE

- 6.1 The Technical Bids (Envelope A) shall be opened at Embassy of India, Asuncion, Paraguay at 1100 hrs on 22 December, 2025 in the presence of bidders or their representatives and the Tender Evaluation Committee constituted by the Competent Authority of the Embassy of India, Asuncion. After evaluation of Technical Bids, a list of qualified bidders will be prepared by the Embassy of India, Asuncion. The Financial bids (Envelope 'B') will be opened on a subsequent date, which will be intimated to the shortlisted bidders, by mail/phone.
- 6.2 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 is 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.
- 6.3 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.
- 6.4 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.
- 6.5 A letter of authorization shall be submitted by the Bidder's representatives before opening of the Bids.
- 6.6 Absence of bidder or their representative shall not impair the legality of the opening procedures.
- 6.7 After opening of the Technical Bids, the technical bids shall be evaluated to ensure that the bidder meets the minimum eligibility criteria as specified in the Tender Document.

7. CLARIFICATION ON TECHNICAL BID EVALUATION.

- 7.1 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.

- 7.2 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.
- 7.3 Client also reserves the right to seek confirmation/clarification from the issuer agency, on the supporting documents submitted by the bidder.

8. 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 from the initial period] 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 Mission/ Post.

9. PAYMENTS

- 9.1 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.
- 9.2 The prices in the Price Schedule shall be inclusive of all applicable taxes as may be levied by the Government from time to time.
- 9.3 All payments shall be made in P Y G by means of crossed cheques/ bank transfer.
- 9.4 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.
- 9.5 The payment to the workers in accordance to minimum wages prescribed by the local Government along with the statutory compliance Bonus 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.
- 9.6 No request for revision/ increase of approved rates during the currency of the contract will be entertained.

- 9.7 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.

10. Other Conditions, Force Measures & Penalty Clause

- 10.1 The workers so provided should be on the pay roll of the Company.
- 10.2 The bidder must have satisfactory arrangements for training of its workers. Confirmation in this regard is to be given.
- 10.3 The bidder should submit precise profile of its key clients along with details of services provided.
- 10.4 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.
- 10.5 In case the Service Provider fails in adhering to the daily cleaning requirements at Mission's/ Post's premises, and Client has to make alternative arrangements for daily cleaning, then Service Provider would reimburse the cost of such arrangements.
- 10.6 Contractor would be fully responsible for all acts of omission or negligence, dishonesty or misconduct of its employees for work at Mission's/ Post'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.
- 10.7 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.
- 10.8 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.
- 10.9 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.
- 10.10 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.
- 10.11 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.

- 10.12 Any wrong or misleading information will lead to disqualification.
- 10.13 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.
- 10.14 Client reserves the right to remove any person found unfit.
- 10.15 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 Mission's/Post's premises as stated in the eligibility criteria.

Scope of Work:

Sl. No.	Nature of work	Particulars
1	Scope of work	<p>1.Cleaning and sweeping of Chancery premises and its adjacent areas</p> <p>2.Ceaning is to be done during 0900 to 1730 hrs on all working days (five days a week) and on other days/timing (holiday/weekends), if required by the Embassy</p> <p>3.Two cleaners will be on duty on all working days at Chancery premises from 0900 hrs to 1730 hrs</p> <p>4.Preparation and submission of various checklists/inspection reports as schedules in the approved formats</p> <p>5. Equipment and Cleaning Material to be provided by company</p> <p>Service trolley, vacuum cleaner, all cleaning material including brooms, dusters, garbage bags, tissues, soap for cleaning and handwash, parquet cleaner, room freshener etc. Provision of cleaning materials and supplies of at least 250 USD per month to ensure adequate and uninterrupted supply of cleaning material.</p>
2	Specification of work	<p>1 Daily cleaning and sweeping /mopping /dusting /vacuum / spot/ wipe cleaning of common areas, balconies, office-rooms, toilets, lobbies, staircases, window panes, office furniture / equipment, terrace, ground floor, entrance directed by the competent authorities from time to time including removal of waste material and discarded furniture.</p> <p>2 Clean and clear waste receptacles and daily disposal of waste materials, cleaning of kitchen working platforms and washbasin, tanks, drains, checking / cleaning to avoid choking</p> <p>3 Office rooms to be cleaned including vacuum cleaning and dusting of furniture to be done daily in the morning.</p> <p>4 Daily removal of garbage / waste paper/ packing material.</p> <p>5 Lobbies/ reception area / Consular area to be cleaned twice a day. Toilets to be cleaned twice a day.</p> <p>6 Removal of discarded furniture.</p> <p>7 Cleaning and arranging of furniture/things in chancery as and when required</p>

Draft Contract

CONTRACT/AGREEMENT NO ASU/ADM/551/04/2025,

DATED 01 January, 2026

THIS AGREEMENT is made on 01 January, 2026 between Embassy of India, Asuncion, Paraguay (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 Embassy of India, Avenida General Bernardino Caballero 249, Bernardino Caballero, District of San Roque, Asuncion, Paraguay

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 01/12/2025 "providing Housekeeping services at Embassy of India, Asuncion under TenderNo. ASU/ADM/551/04/2025 dated 28/11/2025.

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 **Embassy of India, Avenida General Bernardino Caballero 249, Bernardino Caballero, District of San Roque, Asuncion, Paraguay.**

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 Gs. _____ for an initial period of one year from January 2026 to December 2026 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 housekeeping 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. ASU/ADM/551/04/2025, dated 28 November, 2025;
- Addenda, if any, issued by the Client;
- Any other documents forming part of this Contract Agreement till date;
- 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 Paraguayan 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 EOI, Asuncion
(Authorized Signatory)

Technical Bid Proforma

Part A

1. Name of the Firm: _____
2. Address of the Registered Office: _____
3. Correspondence Address: _____
4. Contact Details: _____
5. Telephone/Fax: _____
6. Email: _____

S. No.	Requirements	Information in response to previous column	Remarks, if any
1.	a. Brief introduction of the company		
	b. Previous experience in the field (minimum of three years)		
	c. Total number of regular employees with the firm		
	d. Turnover of the firm for the last two years		
	e. Registration certificate & license for the services		
2.	Detailed work plan and methodology for undertaking the job		
3.	Qualification and experience of the staff [including supervisory/managerial staff and cleaning staff] proposed to be deployed for the job		
4.	a. Copies of current contracts of cleaning services being undertaken by the firm		
	b. Copies of past contracts of cleaning services undertaken by the firm		
	c. Testimonials [Clients' letters/certificates etc.]		

Part B**To be submitted as part of Technical Bid****QUALITY PARAMETERS* FOR CLEANERS TO BE PROVIDED AT CHANCERY**

The bidder is required to write 'Yes' or 'No' in the column REMARKS. In case of partial fulfilment, the bidder requires to mention which conditions cannot be fulfilled

S. No.	Item/Description	REMARKS
1	Cleaners should not be more than the age of 50	
2	Cleaners should be physically and mentally fit. Service provider will provide medical fitness certificate if required by Embassy	
3	Cleaners should have passed at least Grade 10 or equivalent	
4	Cleaners should be proficient in local languages and possess minimum English language skills to communicate with the Mission's officials	
5	Cleaners should perform duties in smart uniform and their overall appearance should be neat and clean	
6	Cleaners should be thoroughly proficient and trained in handling of cleaning work	

*These parameters are Embassy's critical minimum requirement and any inability to meet any or all of these would make the service provider liable for rejection at the technical bid stage only.

Declaration

I hereby certify that the information furnished above is full and correct to the best of my knowledge.

(Signature of the authorized signatory)

Date:

Name and address of the Agency/Company:

Seal of the firm:

Financial Bid Proforma

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

To,

Embassy of India,
Avenida General Bernardino Caballero 249,
Bernardino Caballero,
District of San Roque,
Asuncion, Paraguay.

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	
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: