

Embassy of India  
Santiago

**TENDER NOTICE**

**File No. Sant/872/3/2014**

**Dated 29<sup>th</sup> April 2024**

**Name of Works:Tender No. Sant/972/3/2014: "Annual Maintenance Contract for repair and maintenance of 02(two) Government of India properties(01 office, 01 residence) in Santiago for 02(two) years"**

The Embassy of India, Santiago on behalf of the President of India, invites lump-sum Fixed price tender for the Annual Maintenance Contract for repair and maintenance of 02 Government of India(GOI)-owned properties in Santiago for 02 (two) years contract period. The broad details of requirements is mentioned in the Scope of Work(Section II).

2. Bid Publication date: 29.04.2024
3. Last Date of Submission of bids: 27.05.2024
4. Date of opening of Technical bids: 28.05.2024

**Tender Documents**

Section I	: Instructions to Bidders
Annexure-A	: List of 02 GOI owned properties
Section II	: Scope of Work
Section III	: Terms and Conditions of contract
Section IV	: Technical Bid-Introduction and Credentials of Bidder (Document about the bidders, experience, etc.)
Section V	: Scope of work to be submitted by bidders with Technical Bid
Section VI	: Financial Bid Letter/Form of Tender
Section VII(A) & VII(B)	: Standard formats for Bid-security/Bid Declaration
Annexure-B	: Civil Mechanical works

**Embassy of India**  
**Santiago**

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**Section I : Instruction to Bidders**

**Subject: Annual Maintenance Contract for repair and maintenance of 02 (Two) Government of India owned-properties in Santiago for 02 (two) years.**

The Embassy of India, Santiago invites sealed Bids / Quotations for Annual Maintenance Contract (AMC) of 02 Government of India (GOI)-owned Properties in Santiago (List at Annexure-A) for a period of two years from the date of signing the AMC.

2. The tenders are invited under **two bid system**, viz. Technical Bid and Financial Bid from reputed and experienced companies in Santiago with specialization in maintenance of office and residential properties.

3. The tender document can be downloaded from the following websites: <https://www.indianembassysantiago.gov.in> and <https://eprocure/gov.in/epublish/app> Tenders by Location Santiago

4. Eligibility criteria for bidders:

a) The company should be in operation for more than 5 (five) years and should have an annual turnover of atleast CLP 50 million in the last year (FY 2023-24). The proof of the annual turn over in the form of audit balance sheet has to be submitted along with the bid.

b) The company should have experience in building maintenance, repair & renovation and should have performed atleast three similar works in properties of other institutions/companies/individuals with an individual cost of CLP 12 million/- or more in the last 5 years.

c) The company should submit a list of employees proposed to be employed for the purpose of repair and maintenance of Embassy's properties as mentioned in Annexure-A and also provide details of the nature of engagement of the proposed personnel to be employed in such properties. Other relevant certifications, including proof of training, registration certificate (as technician), educational qualification certificate, etc. must be submitted along with the bid.

d) Proof of English knowledge in respect of the proposed Property Manager (Recommendation letter/self declaration is acceptable) should be submitted by the company.

5. Bidders are requested to go through the terms and conditions of contract contained in the bid document (Section III).

6. Bidders are required to deposit **Bid Security Declaration** valid for a period of 45 (forty-five) days beyond the final bid validity period. Bids received without Bid security Declaration will not be considered and rejected summarily.

7. The tenders should be submitted in two sealed envelopes as below.

a) The first sealed envelope cover superscripted as "Technical Bid" should contain details of specifications along with terms and conditions ( as per Section-IV and Section V) with all the supporting documents.

b) The second sealed envelope superscripted as "Financial Bid" should contain the Form of Tender/Financial Bid Letter (as per Section VI) and price schedule of quantities.

c) Both sealed covers, along with the Bid Securing Declaration should be placed in the main sealed envelope superscripted "AMC for repair and maintenance of 02 GOI-owned properties in Santiago", addressed to the Head of Chancery, Embassy of India, Alcantara 971, Las Condes, Santiago, and must reach on or before 27.05.2024. Bids may be hand delivered or sent by post at the aforementioned address so as to reach on or before the prescribed date and time. The Embassy will not be responsible for any postal delays. Bids may NOT be sent by e-mail, however, an intimation of bid submission (optional) may be sent by email to [admn.santiago@mea.gov.in](mailto:admn.santiago@mea.gov.in).

8. The Embassy reserves the right to amend any of the terms and conditions contained in the Tender document or reject any or all applications/offers without giving any notice or assigning any reason(s) thereof. The decision of the Embassy in this regard shall be final and binding upon the bidders.

9. Important schedules and dates are given below:

Key Event	Dates
Date of e-publishing on CPP Portal	29.04.2024
Date of receiving of Bids (start)	29.04.2024
Date of clarification (start)	29.04.2024
Date of Clarifications (end)	23.05.2024
Bids Submission closing date	27.05.2024
Technical Bids opening date	28.05.2024
Financial Bids opening date	03.06.2024

10. Bids shall be opened on the date and time as given in the tender notice at Embassy of India, Alcantara 971, Las Condes, Santiago, in the presence of the authorized representatives of the companies, who may wish to attend. Only the technical bid shall be opened on 28.05.2024. Financial Bid will be opened for all those parties who have qualified technically.

11. The Bidder can arrange for a pre-bid site visit by contacting Mr. Naresh Kumar, Second Secretary (Property) over email [admn.santiago@mea.gov.in](mailto:admn.santiago@mea.gov.in) and see the premises. The Bidders are free to bring technician(s) for studying the scope of work for the civil, electrical and masonry work.

12. For any tender related inquiry, clarifications/site-visits, please contact Mr. Naresh Kumar, Second Secretary (Property), email: [admn.santiago@mea.gov.in](mailto:admn.santiago@mea.gov.in) , phone: +56-224357068.

## ANNEXURE-A

List of 02 Official and Residential Properties of Embassy of India Santiago.

SI No	Properties	Area
1	Alcantara 971, Las Condes, Santiago,	18266 Sq.ft. Built up Area: 8596 Sq.ft.
2	Apartment No.204, 699 Holanda, Providencia	1566.47 Sq. ft. ,Covered area1340.42 Sq. ft.

Section II  
Scope of Work

SN	Description of work	Maximum number of jobs to be completed per month
1	<p>Maintenance &amp; Repair of Electrical &amp; Mechanical Installations</p> <p>a. Minor electrical installations which may be required to be set up during the period of contract such as but not limited to erection of an additional electrical point, rewiring small parts where total wire used is less than 50 metres, ducting/ cabling of wire from one room to another (distances less than 10 metres).</p>	3
	<p>b. Works related to building repairs, plumbing including repairing water leakage &amp; sanitary facilities and cleaning of indoor/outdoor water drainage; and carpentry works such as fixing wooden furniture, painting, polishing, fixing scratches; repair/replacement parts of chimneys, Air Conditioners, pedestal/ceiling fans etc. and all other maintenance related work including moving support as required.</p>	3
	<p>c. In case of any emergency breakdown in electric &amp; mechanical installation, restoration to be carried out within 24 hours</p>	
2	<p>Provide spare parts for electrical installations and technical consumables like replacement of bulbs (LED), holders, fixtures, wire, and other electrical fittings.</p>	3
3	<p>Provide technical consumables for civil repair, masonry, plumbing, and carpentry.</p>	3
4	<p>Complete scraping, re-plastering and interior painting/whitewashing of apartments (except property listed at Sl. No. 1)</p>	Once in 2 years
5	<p>Minor paint/whitewash touch ups of wall sections upto 25 sq ft area of wall</p>	2

### Section-III

#### Terms and Conditions of Contract

1. At any time prior to the deadline for submission of bids, Embassy of India, Santiago may, for any reason, whether on its own initiative or in response to the clarification requested by a prospective bidder, modify the tender document.
2. Embassy of India will award the contract to the eligible bidder whose technical tender has been accepted and determined as the lowest evaluated commercial tender. The lowest price criteria shall be applied on the total amount.
3. Interpretation of the clauses in the tender document/contract document. In case of any ambiguity/dispute in the interpretation of any of the clauses in this Tender documents, Embassy of India, Santiago's interpretation of the clauses shall be final and binding on all parties.
4. The successful bidder, on award of contract must send the contract/acceptance in writing within 7 days of award of contract; otherwise the Contract will be awarded to the next successful bidder, i.e. L-2.
5. No request for revision/increase of approved rates during the period of tenure will be entertained. No other charges like transportation fare, cost of purchasing insurance, etc. will be payable for providing the services.
6. Validity of Bid - The bid shall remain valid for a period of 180 days from the date of opening of bid or up to any mutually extended period.
7. The firm would be responsible for its workers in terms of their antecedents and conduct, service performance and behaviour as also the payment of salaries, compensation, etc.
8. The Tenderer shall examine the work and documents and all addenda (if any) before submitting his bid and shall become fully informed as to the extent, quality, type and character of operations involved in the works. The tenderer shall visit and acquaint himself with the site of the works. The tenderer shall take entire responsibility in the interpretation of this report and of the site conditions. No consideration or compensation will be given for any alleged misunderstanding of the nature of work to be executed.
9. Tender and Schedule of quantities: Bidders shall satisfy themselves of the quantities quoted in the schedule of quantities. These quantities shall be taken as guidance to assess the approximate quantum of work involved in the project. The Contractor prior to the submission of the tender, may add to items, quantities to the items in Schedule of quantities, as per the scope of work, and site visit. It shall be the responsibility of the bidder to satisfy himself of the completeness of the documents for the score of work and his own assessment of the work after the site visit and as per the tentative scope of work mentioned in the tender document. No extra cost shall be entertained and payable if any additional information or detail is provided later for carrying out the works as specified in the tender documents.
10. Bidders are required to quote Lump-sum fixed prices on "Form of Tender/Financial Bid Letter". Bidders may prepare schedule of quantities as per the scope of work identifying item description, quantity and rates. The total amount of schedule of quantity prepared by them should be transferred to Form of Tender.
11. The Lump-sum Fixed Price/amount must be quoted both in figures and in words on the Form of Tender, and the currency must be in CLP only. In case of any discrepancy between figures or words, the amount quoted in words shall be taken to be correct for this tender.
12. **Final Tender Price:** Decision on bid will be taken based on the final price quoted on the "Financial Bid Letter/Form of Tender". The lump-sum Fixed Price/Amount as quoted in the "Form of Tender" shall be the basis for deciding the tender quote and the L-1 bidder. In case of any mismatch in the final quoted price on Form of Tender and Total amount worked out on rates in the schedule of Quantities, the final price quoted on "Form of Tender" shall be considered for comparison of bids and decision on the bid.
13. Bidders would be required to furnish the information and submit documents, as per the attached proforma and would quote prices strictly on Lump Sum basis only. Price quoted should be on all-inclusive basis and shall include the cost of all services, personnel, material, transportation, insurance, taxes, etc. Quoted price is final fixed lump-sum price inclusive of all taxes. The quoted price should include lump-sum charges for Labor

& transportation and civil works required if necessary, for complete installation. Nothing extra is payable for such variation.

14. Disqualification of Tender -Tender may be disqualified for any reason including, but not limited to the following:

If tenderer sets forth any conditions which are unacceptable to the Employer.

If any tender is submitted under a name other than the name of the individual firm, partnership or corporation that was issued the Tender Document.

If there is evidence of collusion between Bidders.

If Tender sets forth any offer to conditionally discount, reduce or modify its tender.

15. Employer's right to waive - The Employer reserves the right to waive any deficiency in any tender where such waiver is in the interest of the Employer. Bid Securing Declaration (Section IV(a) and IV(b) any of the preceding statutory documents was not submitted with the tender.

16. All bidders are requested to read and understand the terms and conditions of the contract before submitting their bids. No change of violation of aforementioned terms and conditions is permissible once the quotation is accepted by the Embassy.

17. **Mode of Payment:** After signing of the contract, payments against bill/invoice to the tenderer shall be released at the end of each quarter by cheque.

18. **Retention Money:** An amount equivalent to 3% of the service fee due each quarter shall be retained as security deposit for the period of AMC & shall be returned along with the last payment due.

19. The bidder must submit **Performance Guarantee** amounting to 3% of the Annual Service Fee upon signing of the Contract which shall be in the form of Guarantee bond issued by any Licensed Bank in Santiago.

20. **Late Penalty/ Liquidity damage (LD)** will be levied for every day of delay beyond 30 days in completion of maintenance work from the date of receipt of email from the Embassy directing that the said maintenance work be carried out. The LD amount will be calculated, based on 0.5% per week of delay calculated on daily basis, with the ceiling amount not exceeding 10% of the annual service fee.

21. **Duration of the AMC:** The contract will be signed for an initial period of 01 year extendable for further period of one more year on the same rate and same terms and conditions subject to satisfactory services provided by the company.

22. **Dispute Resolution Clause:** In case of any dispute Embassy of India reserves a right for arbitration in accordance with & be subject to the UNCITRAL (United Nations Commission on International Trade Laws) Arbitration Rules, as amended from time to time and the decision of the arbitrators as mentioned above shall be final & binding on the parties.



Section-IV

**TECHNICAL INFORMATION**

**(PROFORMA TO BE SUBMITTED WITH TECHNICAL BID BY THE BIDDER)**

1.	Name of the Bidder Agency/Company	
2.	Address of the Bidder Agency/Company	
3.	Contact details of the Bidding Agency/Company, along with Correspondence Address:	
4.	Name of the Proprietor/Partner/Directors of the Agency/Company.	
5.	Brief Introduction of the Company	
6.	Date of incorporation of the company? (The company should be in operation for more than 5 (five) years)	
7.	Annual Turnover of last 5 years	
8.	Has the Company incurred any loss in more than 2 years during last 5 years?	
9.	Registration Certificates and incorporation particulars of the Agency/Company	
10.	Experience in BUILDING MAINTENANCE work (No. of years).	
11.	No. of workers in the company - Manager, Supervisor, technical staff, handymen	
12.	Any other information.	

**Declaration**

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

(Signature of the authorized signatory)

Dated\_\_\_\_\_

Name and address of the Agency/Company\_\_\_\_\_

Seal of the firm-----

**Section-V**  
**Scope of Work**  
**(TO BE SUBMITTED WITH TECHNICAL BID BY THE BIDDER)**

SN	Description of Work	Maximum number of Jobs to be completed per month	Comments (please write YES or No, mention deviation if any)
1.	<p><b>Maintenance &amp; Repair of Electrical &amp; Mechanical Installations.</b></p> <p><b>a.</b> Minor electrical installations which may be required to be set up during the period of contract such as but not limited to erection of an additional electrical point, rewiring small parts where total wire used is less than 50 metres, ducting/ cabling of wire from one room to another (distances less than 10 metres). The company should provide all the material.</p>	3	
	<p><b>b.</b> Works related to building repairs, plumbing including repairing water leakage &amp; sanitary facilities and cleaning of indoor/outdoor water drainage; and carpentry works such as fixing wooden furniture, painting, polishing, fixing scratches; repair/replacement parts of chimneys, Air Conditioners, pedestal/ceiling fans etc. and all other maintenance related work including moving support as required.</p>	3	
	<p><b>c.</b> In case of any emergency breakdown in electric &amp; mechanical installation, restoration to be carried out within 24 hours</p>		
2.	Provide spare parts for electrical installations and technical consumables like replacement of bulbs (LED), holders, fixtures, wire, MCBs and other electrical fittings.	3	
3.	Provide technical consumables for civil repair, masonry work, plumbing work and carpentry work.	3	
4.	Complete scraping, re-plastering and interior painting/whitewashing of apartments (except property listed at SL No. 1)	one residential properties in two years	
5.	Paint/whitewash touch ups of wall sections after repairs upto 25 sq ft area of wall	2	

**Declaration**

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

(Signature of the authorised signatory)

Dated-----

Name and address of the Agency/Company-----

Seal of the firm-----

Section-VI

**Form of Tender (Financial Bid Letter)**

(To be submitted by the Bidder in following format)

To : Embassy of India, Santiago.

We declare:

That we are equipped with necessary expertise and facilities required for carrying out the work as per the requirements of the contract. Our tender offer price for the above work order, all complete as per the requirements of the contract, is CLP \_\_\_\_\_ (In words: CLP \_\_\_\_ only). We have carefully read and understood the terms and conditions of the tender and enclose herewith complete Financial Bid as required by you. We do hereby confirm that our bid price is inclusive of all. We offer to execute and complete the Works and remedy any defects therein, in conformity with this tender.

We understand that you are not bound to accept the lowest or any tender you may receive.

**Signature** \_\_\_\_\_

**Address:** .....

**Date:** \_\_\_\_\_

The financial bid should be supported by **price schedule of quantities.**

## Section-VII (A)

### **Bid-Security Declaration**

To safeguard against a bidder's withdrawing or altering its bid during the bid validity period, Bid Security (also known as Earnest Money Deposit) is to be deposited by the bidder. The bidders should furnish bid security along with their bids. The bid security may be in the form of Account Payee Demand Draft, Fixed Deposit Receipt, Banker's Cheque or Bank Guarantee (Proforma attached) from any of the commercial Bank, the Bid Security is to remain valid for a period of 180 days beyond the final bid validity period.

In place of Bid Security, the Bidders has option to sign a Bid securing declaration (Earnest Money declaration) accepting that if they withdraw or modify their Bids during the period of validity, or if they are awarded the contract and they fail to sign the contract or to submit a performance security before the deadline defined in the request for bids document, they will be suspended for 60 months from being eligible to submit Bids for contracts with the Embassy of India.

**Section-VII(B)**  
**Bid Securing Declaration**

I/We accept that if I/we withdraw or modify Bids during the period of validity or if I/we are awarded the contact and I/we fail to sign the contract, or to submit a performance security before the deadline defined in the request for bids document, I/we will be suspended for the period of 12 months from being eligible to submit Bids for contracts with the Government of India.

**Date:**

**Name:**

Place:

Signature:

ANNEXURE-B

**CIVIL MECHANICAL WORKS**

S. No.	Item/ Equipment Description
<b>1</b>	<b>BUILDING MANAGEMENT FACILITIES</b>
1.1	Luminaries Indoor
1.2	The functioning of air conditioners and fans
1.3	Luminaries waterproof outside
1.4	Windows and door, suitable weatherproofing to be done before the onset of winter.
1.5	Ceiling:. walls floor
1.6	Painting/Polishing/Replacement of wooden laminates
1.7	Repair/replacement of knobs, stoppers, handles, locks etc.
1.8	Repair/maintenance of wooden furniture.
<b>2</b>	<b>WATER</b>
2.1	Water supply valves
2.2	water pipes
2.3	Pressure boosting pump
<b>3</b>	<b>DRAINAGE</b>
3.1	Indoor/outdoor water drainage
3.2	Indoor/outdoor sewerage system
3.3	Waste Water Pump maintenance
3.4	Drain water pump
3.5	Roof and rainwater gutter maintenance
<b>4</b>	<b>SANITARY FACILITIES</b>
4.1	Standard toilet wall mounting
4.2	Wash basin facilities
4.3	Bath combination general
<b>5</b>	<b>PLUMBING</b>
5.1	Maintenance of water transfer pump and booster pump;
5.2	Maintenance of cold and hot water system;
5.3	Maintenance of drainage system, periodical checking of manhole, main drainage of all types of gully traps and floor traps;
5.4	Replacement of damaged flexible hose angle valves and fittings;
5.5	Maintenance of pumps and internal pipe work
<b>6</b>	<b>ELECTRICAL</b>
6.1	Checking functions of all MCCBs, MCBs and ELCBs, MDBs and distribution boards;
6.2	Checking, repair/replacement of all switches of light fittings, sockets and cleaning of all electrical equipment and accessories;
6.3	Replacement of damaged tubes bulbs. chokes. etc.