



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

TENDER NO. HLK/ADM/867/01/2026

Dated: 08/07/2026

Last date for submission of bid: 28/07/2026

Embassy of India
Kulosaarentie 32, 00570,
Helsinki, Finland

HLK/ADM/867/1/2026

Embassy of India

Helsinki

NOTICE INVITING TENDER

Embassy of India, Helsinki invites Tender under two bid system from registered and authorized firms/agencies for providing Cleaning services at Kulosaarentie 32, 00570, Helsinki, Finland 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. HLK/ADM/867/1/2026 for AMC for Cleaning services at Kulosaarentie 32, 00570, Helsinki, Finland and addressed to “Mr. Mayank Goel, First Secretary & Head of Chancery, Embassy of India, Kulosaarentie 32, 00570, Helsinki, Finland”. Please note that tender document will not be accepted after the expiry of stipulated date and time under any circumstances.

3. Interested firms must submit Bid Security Declaration as per Annexure-3 separately.

4. The Technical Bids will be opened on 29.07.2026 by a Committee authorized by the Competent Authority of the Embassy of India, Helsinki. 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 on prior appointment basis to assess the job requirement / quantum of work involved. For any queries/appointment, please write to adm.helsinki@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 Mission shall be final and binding.

DATES TO REMEMBER

<u>Events</u>	<u>Date</u>
Notice Inviting Tender	08/07/2026
Starting date of Tender submission	08/07/2026
Site visit	From 09/07/2026 (9.30 a.m. to 12.30 p.m, with prior appointment)
Last date of Tender Submission	28/07/2026
Opening of Technical Bids	29/07/2026 (1100 a.m.)
Opening of Financial Bids (of only those who qualify in the minimum eligibility criteria)	29/07/2026

1. GENERAL INSTRUCTIONS

- 1.1 For the Bidding / Tender Document Purposes, the Embassy of India, Helsinki 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.indembassy.helsinki.gov.in from 08/07/2026 onwards. The last date of submission of bids is 28/07/2026.
- 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 Bid Security Declaration, 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, Helsinki.

- 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 Embassy of India, Helsinki. 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. Embassy of India, **32, Kulosaarentie, Helsinki (Finland)** invites quotations for hiring the services of a company who could undertake all cleaning jobs at the Embassy compound which is a three-storey building with around 15 rooms, two halls, six toilets, one kitchen, front and backyard lawns, parking area etc. Total plot area is 1162 sq. mtrs. and built up area is 367 sq. mtrs.

The job includes cleaning of all rooms, toilets, kitchen as well as outside area of main entrance, parking area, footpath etc. on all working days as per following scope of work. All equipments – cleaning material etc. is to be provided by the company. The company shall deploy one person for the cleaning job who should be available from 0830 hrs to 1700 hrs with 30 mins of lunch break from 1300-1330 hrs.

2.2. The clean-up schedule will be as follows:

S.No.	Details of work	Frequency
1.	Cleaning / moping corridors on all floors	Daily
2.	Cleaning, moping, vacuum cleaning in all rooms. Cleaning/dusting office tables, furniture, office equipments etc.	Daily
3.	Regular cleaning of all toilets / wash-rooms and kitchen; providing toilet papers, liquid hand wash, garbage bags in all toilets/rooms when needed.	Daily
4	Cleaning window/door glasses	Once in a month (inside and outside)
5.	Cleaning open areas like main entrance, parking area, footpaths etc.	Daily
6.	Disposing garbage/waste papers from rooms.	Daily

3. MINIMUM ELIGIBILITY CRITERIA

The companies/firms must have a minimum experience of three years in providing commercial cleaning services and should have provided such services to Embassies/International bodies/Government offices for at least two years.

4. BID SECURITY DECLARATION

- 4.1 Interested firms must submit Bid Security Declaration as per Annexure-3 in a separate sealed envelope with their bids.
- 4.2 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 government or will render the bidder ineligible to submit bids for contracts with the Government of India.
- 4.3 The bids without the Bid Security Declaration will be summarily rejected.

5. VALIDITY OF BIDS

- 5.1 Bids shall remain valid and open for acceptance for a period of 90 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 SITE VISIT: Interested firms/service agencies may visit the site for visualization and better understanding of the quantum of work during 9.30 a.m. to 12.30 p.m. on 09/07/2026 after fixing a prior appointment. 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 **Bid Security Declaration**: Bid Security Declaration to be submitted separately in a sealed envelope superscribed as “**Envelope B – Bid Security Declaration**”.
- 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 Embassy of India, Kulosaarentie 32, 00570, Helsinki. 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’	Bid Security Declaration
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, Helsinki reserves the right to extend the date / time for submission of bids, before opening of the Technical Bids.

8. CLARIFICATION ON TECHNICAL BID EVALUATION.

- 8.1 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.
- 8.2 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.
- 8.3 Client also reserves the right to seek confirmation/clarification from the issuer agency, on the supporting documents submitted by the bidder.

9. 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 Mission.

10. PAYMENTS

- 10.1 The payment of approved monthly rate will be made on the last working day of each calendar month.
- 10.2 The prices shall be inclusive of all applicable taxes as may be levied by the Government from time to time.
- 10.3 All payments shall be made in Euros by means of bank transfer.
- 10.4 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.
- 10.5 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.
- 10.6 No request for revision/ increase of approved rates during the currency of the contract will be entertained.
- 10.7 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.

11. Other Conditions, Force Majeure & Penalty Clause

- 11.1 The workers so provided should be on the roll of the Company.
- 11.2 The bidder must have satisfactory arrangements for training of its workers. Confirmation in this regard is to be given.

- 11.3 The bidder should submit precise profile of its key clients along-with details of services provided.
- 11.4 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.
- 11.5 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.
- 11.6 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.
- 11.7 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.
- 11.8 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.
- 11.9 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.
- 11.10 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.
- 11.11 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.
- 11.12 Any wrong or misleading information will lead to disqualification.
- 11.13 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.

11.14 Client reserves the right to remove any person found unfit.

11.15 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.

LETTER OF BID

Dated: _____

To,
The HOC
Embassy of India
Kulosaarentie 32, 00570, Helsinki
Finland

Ref: Invitation for Bid No. HLK/ADM/867/01/2026 dated 08.07.2026.

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 Cleaning services at Embassy of India, Kulosaarentie 32, 00570, Helsinki.

2. Our bid shall be valid for a period of 90 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. 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.

4. 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)

Full Name and Designation

Annexure - 1

Format for Submitting the Technical Bid

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

BID No. HLK/ADM/867/01/2026

Date:.....

TECHNICAL INFORMATION

1.	Name of the Bidding Agency/ Company	
2.	Address of the Bidding Agency/ Company	
3.	Contact details of the Bidding Agency/ Company	
4.	Previous experience	
5.	Previous experience with International bodies/government offices	
6.	Total number of regular employees with the company	
7.	Turnover of the firm for the last two years	

Yours faithfully,

(Signature of Authorized Signatory)

Name:

Designation:

Company seal:

Annexure - 2

CONTACT DETAILS FORM
(To be submitted with Technical Bid)

Bidder's Description 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	

Annexure - 3

Format for Bid Security Declaration

(To be submitted in a sealed cover superscribed as “Envelope B - Bid Security Declaration”)

Bid Security Declaration Form

Date: _____

Tender No. HLK/ADM/867/01/2026

To,

The Embassy of India,
Kulosaarentie 32, 00570,
Helsinki, Finland

I/We. The undersigned, declare that:

I/We understand that, according to your conditions, bids must be supported by a Bid Securing Declaration.

I/We accept that I/We may be disqualified from bidding for any contract with you for a period of one year from the date of notification if I am /We are in a breach of any obligation under the bid conditions, because I/We

- a) have withdrawn/modified/amended, impairs or derogates from the tender, my/our Bid during the period of bid validity specified in the form of Bid; or
- b) having been notified of the acceptance of our Bid by the purchaser during the period of bid validity fail or reuse to execute the contract in accordance with the Instructions to Bidders.

I/We understand this Bid Securing Declaration shall cease to be valid if I am/we are not the successful Bidder, upon the earlier of (i) the receipt of your notification of the name of the successful Bidder; or (ii) thirty days after the expiration of the validity of my/our Bid.

(Signature of Authorized Signatory)

Name:

Designation:

Company seal:

Annexure - 4

Format for Submitting the Financial Bid

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

BID No. HLK/ADM/867/01/2026

Date:.....

To,
The HOC
Embassy of India
Kulosaarentie 32, 00570, Helsinki
Finland

FINANCIAL BID

Break-up of the total cost:

No. of cleaners	One (01)
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: