

**Embassy of India
(Athens)

No. Ath/Adm/867/01/2025

October 06, 2025

Subject: Tender for Cleaning services at Embassy of India, 3, Kleanthous Street, Athens, Greece

The Embassy of India, Athens invites sealed quotations (technical & financial bids in separate two envelopes) from experienced companies/firms for providing cleaning services at its office premises at 3, Kleanthous Street, Athens, 10674.

2. The detailed scope of works is mentioned in the attached tender document. It mainly includes cleaning of whole Chancery premises including reception/consular area, library-cum-conference room, offices, office furniture, floors, toilets, vacuum cleaning of carpets, dusting, litter disposal, lifts, staircases, corridors, meeting rooms, kitchen, walls, windows & its glasses, common area, lift & staircase in residential complex during Embassy of India on working Days from 0830 – 1700 hrs.

3. Companies/Firms/Bidders are required to submit their bids in two separate sealed envelopes (i) **Technical Bid with supporting documents** & (ii) **Financial Bid along with break-up of costs**. The bids should also include a list of references from satisfied renowned customers. Format for both the bids are also attached for reference.

4. It may be noted that the bids should be valid for a period of three months (90 days). The sealed envelopes should be submitted to the attention of the Head of Chancery, Embassy of India, Athens latest by 1400 hrs on Date 27th October 2025(Monday).

Sd/- (Balji Nagrath)
Head of Chancery
Embassy of India, Athens
E-mail: hoc.athens@mea.gov.in
admn.athens@mea.gov.in
Date : 06th October 2025

ATH/867/01/2021
Embassy of India, Athens

Date: October 06, 2025

TENDER

Cleaning Contract for the Premises of Embassy of India, Athens

1. **Scope of Work** – Commercial offers are invited for annual contract for cleaning of premises of Embassy of India in Athens 10674.
2. The Embassy intends to sign a contract of one year validity, extendible for a further period of two years(one year at a time) at the same terms and conditions with mutual consent, for provision of on-site cleaning services including those specified in the section on the scope of work required to be undertaken.
3. The hired entity will be required to provide full cleaning services for the building from Ground Floor level till the top floor of the building. Cleaning services should include but will not be limited to cleaning of all offices, storage room, passage way, stairwells, external balconies, lift and Ground Floor-Front, Ground Floor-Back and Garage areas on a regular basis so as to ensure cleanliness, hygiene and neatness.
4. The Entity will be required to complete routine cleaning of the said premises before the commencement of office hours at 0830 hrs on all working days, and ensure adequate personnel for maintaining public utilities and public areas through the working day.

Cleaning services expected.

5. The Service provider will have to deploy adequate number of personnel to complete all daily tasks of cleaning prior to the commencement of the working day at 0830 hrs. The Embassy premises would be open to receive cleaning staff from the Service Provider from 0630 hrs.
6. In addition, the Service Provider should deploy adequate personnel through out working hours to ensure cleanliness, hygiene and neatness of all public utilities in the Chancery building i.e., toilets and kitchen areas.
7. For the general upkeep, cleanliness, hygiene and neatness of the premises, it is expected that the main areas and main utilities of the Embassy premises will be cleaned on daily basis. This will include, but may not be limited to the following areas of Chancery premises:
 - Daily sweeping of front outdoor and backyard outdoor areas of the premises.
 - Daily sweeping of Garage.
 - Daily cleaning and sanitization of all toilets located in Ground, First, Second, Third and Fourth Floors of the premises.
 - Daily dusting, cleaning and sanitization of lifts and office premises along with its furniture.
 - Daily sweeping/mopping of floors, vacuum of carpets etc., in office premises.
 - Cleaning of toilets and kitchen area.
 - Daily disposal of garbage bags.

8. Daily cleaning routines must include refilling of liquid soap dispensers, replacement of toilet paper rolls, hand towels, removal of used garbage bags etc. In this regard, the Service Provider will be expected to ensure adequate supplies of these consumable at the Embassy premises.

9. For the general upkeep, cleanliness, hygiene and neatness of the premises, it is expected that some of the areas and main utilities of the Embassy premises will be 'deep' cleaned at a pre-determined frequencies. This will include, but may not be limited to, the following:

- Once in two months cleaning of all windows (inside and outside)
- Once a week buff polishing of stone floors and wooden floors
- Once a week polishing of brass fittings and boards

10. The Service provider will be required to provide a detailed schedule of frequency of various cleaning tasks in the Technical Bid to be submitted as part of the bid offer.

Eligibility Criteria:

11. The interested Entity should have a minimum of 5 years of experience in the field of providing cleaning services for official/commercial buildings/offices, with a proven record of providing quality cleaning services.

12. The interested Entity should have experience in providing services to security sensitive organizations, offices, and large commercial establishments.

13. The interested Entity should be able to provide at least two User Satisfaction certificates from other organizations or other proof of customer satisfaction.

14. The interest Entity will be required to provide published proof of business turnover and permanent number of persons employed as part of the Technical bid.

Important Schedule for Tender Notice:

- Bid opens on 28th October 2025(Tuesday)
- Period for seeking Clarification (From 06th October 2025 To 27th October 2025)
- Date from which bids may be received: 06th October 2025
- Closing Date and Time for all bids: 1400 hrs of 27th October 2025(Monday)
- Technical Bids Opening Date & Time: 1100 hrs of 28th October 2025(Tuesday)

Further Notes:

Interested Entities may visit the Embassy from 06th October 2025 to 27th October 2025 between 1100 hrs to 1600 hrs (with prior appointment) to seek clarification regarding the scope of works, site visit or any other specifications (Please contact: Mr. Gurpreet Singh, Attaché(Admin)) +30-6946461345, Email: accts.athens@mea.gov.in to fix appointments.

Address Details:

Embassy of India,
3, Kleanthous Street,
Athens 10674,
E-mail: hoc.athens@mea.gov.in,
Phone No.: +30-2107216481

Other Terms and conditions:

Bidders must provide data/information required in the bidding documents to the satisfaction of the Embassy, failing which the Bid will be considered as incomplete and non-responsive and the Embassy reserves the right to reject the Bid.

The Interested Entity must submit with its bid, the Earnest Money Deposit(EMD) of Euro 1500 (refundable), valid for a period of 120 days, through a bank guarantee in favour of Embassy of India, Athens (Proforma for the bank guarantee is enclosed in this Tender Document at Annexure-III).

In case the bids are withdrawn after “End of last date of submission”, the bid security of bidder shall stand forfeited.

It may be noted that no mid-term escalation in the monthly charges will be admissible/entertained for the duration of the validity of the contract.

**Technical Bid (On the letter head of the company)
For Cleaning services at Embassy of India, Athens**

Dear Sir/Madam, I/We, Representative(s) of M/s.....
solemnly declare that:

I. I/We are submitting tender for the hiring of Cleaning Agency against Tender Notice No. Ath/Adm/867/01/2025 dated 06th October 2025.

II. Myself or my parents do not have any relative working in the office of Embassy of India, Athens.

III. All information furnished by me/us in respect of fulfilment of eligibility criteria and other information given in this tender is complete, correct and true.

IV. All documents/credentials submitted along with this tender are genuine, authentic, true, and valid.

V. The price-bid submitted by me/us is “WITHOUT ANY CONDITION”.

VI. I/We have not been banned/de-listed by any Government or Quasi Government agencies or Public Sector Undertakings.

VII. If any information or document submitted is found to be false/incorrect, Embassy may cancel my/our Tender and can take any action as deemed fit including termination of the contract, forfeiture of all dues including Earnest Money, if any, and blacklisting of my/our firm and all partners of the firm etc.

VIII. If this offer is accepted, we will commence the services immediately or as agreed on receipt of work order and signing of Service Agreement.

IX. All the terms and conditions of the tender are acceptable to us.

Yours sincerely

(Signature of Tenderer)
Date:

Enclosures: All documents such as experience certificate, user certification certificate and tax/register number details.

**Introduction and Credentials of Bidder/Technical Information
(Proforma to be submitted with Technical Bid by the Bidder)**

1. Name of Company:
2. Address of the Registered Office:
3. Correspondence address:
4. Contact details:
 - a) Telephone No.:
 - b) E-mail:

S.No.	Requirements	Response
1.	Brief introduction of the company	
	Previous experience in the field (minimum three years)	
	Total number of regular employees with the company	
	Annual turnover of the company for the last two years. Whether the firm has suffered loss in any of previous 5 years.	
	Registration certificate and license for the services	
2.	Details of work plan and methodology for undertaking the job	
3.	List of other embassies or reputed organizations where the company is providing similar services. Whether the company is providing similar services in other countries?	
4.	What system does the company follow to monitor functioning/performance of cleaning staff	

Date & Signature of bidder

Annexure II**Financial Bid (On the letter head of the company)**

For Cleaning services at
Embassy of India, Athens

Please provide the financial bid/quote for cleaning services to cover the scope of works as given in Notice Inviting Tender.

S.No.	Job/particulars/ category	No. of cleaning staff	Monthly rate per cleaning staff (in Euros) excluding VAT	Total monthly Rate for cleaning staff (in Euros) excluding VAT	Total Invoice Amount per month (in Euros) excluding VAT	Remarks
1.	Cleaning Staff – As required to carry out the scope of work between (0800 hrs to 1800 hrs or as agreed)	(Please mention the number of staff)				
2.	Any other expenditure					
	Total Monthly charges					
3.	Cost of consumables / cleaning materials/miscellaneous items relating to cleaning	Euros (excluding VAT) Vendor must submit a list of materials with price thereon. Mission may choose to supply its own cleaning materials				

* (i) No additional payment will be made on account of meals, uniform, transportation etc.

(ii) This rate should be inclusive of all personnel/administration costs.

(iii) Social Security, Bonus, Insurance and other allowances etc. admissible to the cleaner as per local laws should be borne by the cleaning agency and included in the quoted price. Embassy shall not be liable for any such payment.

(iv) Quotation should be excluding VAT (VAT exemption certificate for each month will be provided by the Embassy).

(v) Any applicable Tax for Diplomatic Missions in Greece to be included in the quotation.

Signature (Authorized Signatory)

Designation:

Date:

Seal:

Bank Guarantee Proforma for Earnest Money Deposit(EMD)

Bank Guarantee No.....

Date:

Brief description of contract: Tender for Cleaning services at Embassy of India, 3, Kleanthous Street, Athens.

Name and Address of Beneficiary: Embassy of India, 3, Kleanthous Street, Athens, Greece.

Whereas M/s (Name of Tenderer with address) _____ have submitted their tender for Name of work: Tender for Cleaning services at Embassy of India, 3, Kleanthous Street, Athens and one of the tender conditions is for the M/s (Name of tender with address) _____ to submit a Bank Guarantee for Earnest Money Deposit amounting to Euros 1500/- (Euros One Thousand Five Hundred only).

In fulfilment of the tender conditions, we, (Name of Bank with address) _____ hereby irrevocably and unconditionally undertake to pay to you within three working days of receipt of your first written demand, without any demur whatsoever and without seeking any reasons, whatsoever, up to the maximum aggregate amount of **Euro 1500/- (Euros One thousand five hundred only)**.

This guarantee is valid for 120 days and any claim and statement hereunder must be received at the above-mentioned office before expiry. After expiry, this guarantee shall become null and void whether returned to us for cancellation or not and any claim or statement received after expiry shall be ineffective.

Notwithstanding anything to the contrary contained herein, the maximum liability under this guarantee is restricted to **Euros 1500/- (Euros One thousand five hundred only)**.

Notwithstanding anything to the contrary contained herein, this guarantee is valid from _____ (**date of issue**) up to _____ (date after **120 days** from **date of issue**) and claims under this guarantee should be submitted not later than _____ (date after **120 days** from **date of issue**).

This guarantee may not, without our prior written consent, be transferred or assigned and this guarantee is limited only to the payment of a sum of money. This guarantee shall be governed and construed in accordance with the laws of the Greece and shall be subject to exclusive Jurisdiction of the courts of the Greece.

Date _____ **Signatures** _____