



EMBASSY OF INDIA  
545-547, Merchant Street,  
Post Box No. 751  
Yangon, Myanmar  
Tel: (951) 391219, 243972, 388412  
Fax: (951) 254086, 250164, 388414  
Website: www.embassyofindiyangon.gov.in

No.YAN/ADM/551/07/2019

Dated: February 04, 2021

### TENDER NOTICE

**Subject: Requirement of services from Facility Management Company for India Centre of Embassy of India, Yangon.**

Sealed quotations are invited from reputed "Facility Management Companies" for managing Embassy of India, Yangon's facility at India Centre, Yangon at 654/656 Merchant Street.

The facility at India centre is a 5 storied building having 7500 sq. m. of area with an auditorium, exhibition hall, conference centre, library etc. The normal working hours is 09:00 am to 17:30 pm with Saturdays and Sundays are weekly offs along with other holidays as observed by the Indian Embassy.

The following services are required from the company:

- (i) Manning the Reception counter
- (ii) Administrative/Accounts/Miscellaneous works

**Scope of the work is as follows:-**

**1) Manning the Reception counter:**

The company should provide **one Receptionist** with pleasant personality having fluency in English and Myanmar language with good inter-personal relationship skills. The Receptionist should ideally be a graduate having positive attitude, smart, having work ethics, operational knowledge of computers and telephone etiquette. His/her age should not be more than 35 years. **Responsibilities and duties** are managing Reception desk, attending telephone calls, ushering and guiding visitors, liaising with local authorities or any other duty as assigned by the Director, India Centre/designated officials of the Embassy. **The requirement for number of Receptionist is one.**

**2) Managing Administrative/Accounts/Miscellaneous works:**

The company should provide **one Office Assistant and one Multi-Tasking Staff** for administrative, accounts and miscellaneous work.

A. **Office Assistant** should be a Graduate in any discipline. He/she should be smart, confident, presentable, having good interpersonal relationship skills, positive attitude, strong work ethic, good command over English (both written and spoken) and Myanmar language, having operational knowledge of computer with good typing speed. Age should be within 35 years. **Responsibilities and duties** are handling of delegations from India and elsewhere,

liaisoning with local authorities, coordinating cultural/business programmes, administrative and accounting works, and any other works assigned by Director, India Centre/designated officials of the Embassy. **Requirement for number of Office Assistant is one.**

B. **Multi-Tasking Staff (MTS)** should have passed minimum board education (11<sup>th</sup> standard) and should have working knowledge of English and Myanmar language. Age should be within 35 years. **Responsibilities and duties** are delivery of files/letters/ documents within and outside of India Centre and any other work as assigned by the Director, India Centre/designated officials of the Embassy. **Requirement for number of Multi-Tasking Staff is one.**

The tender document should be submitted to the Indian Embassy in two envelopes/covers.

**Envelope/Cover 1: Technical bid** as per Appendix-A detailing particulars of the bidder (including key personnel and their contact details), competency and experience of the bidder. The envelope should be prominently superscribed **"TECHNICAL BID FOR FACILITY MANAGEMENT IN INDIA CENTRE, EMBASSY OF INDIA, YANGON"**

**Envelope/Cover 2: Financial bid** as per Appendix-B. The envelope should be prominently superscribed **"FINANCIAL BID FOR FACILITY MANAGEMENT IN INDIA CENTRE, EMBASSY OF INDIA, YANGON"**

**Location of Work:** India Centre of Embassy of India, 654/666, Merchant Street, Yangon

**Period of Contract:** One year likely to be started from 1 April, 2021 or later (Embassy reserves the right to start the contract at a later date also)

<b>Last date for receipt of bid</b>	<b>: March 01, 2021 (1100 hrs.)</b>
<b>Opening of Technical Bid</b>	<b>: March 01, 2021 (1600 hrs.)</b>
<b>Opening of Financial Bid</b>	<b>: March 03, 2021 (1100 hrs.)</b>

During the contract period, no increase in rates will be allowed. The contract, on mutual agreement, may be renewed for one more year (i.e. 2<sup>nd</sup> year) at same terms, conditions and rate. Either side can terminate contract by giving two months (60 days) notice.

Representatives of all the bidding parties can be present at the time of opening of the bids.

Tender documents will be available on website <https://embassyofindiyangon.gov.in/> and [www.eprocure.gov.in](http://www.eprocure.gov.in). Details can also be collected from Second Secretary (Administration), Tel: +95-01-251206 or [admn.yangon@mea.gov.in](mailto:admn.yangon@mea.gov.in)

## **Scope of Work**

The detailed scope of work i.e (i) Manning the Reception counter and (ii) Managing Administrative/Accounts/Miscellaneous works at India Centre, Yangon have been given above. A contract will be signed between the selected firm and the Embassy of India, Yangon in the format of agreement given at Annexure 'A'

## **Eligibility Criteria**

The Contractor/Firms submitting bids should have experience of at least 2 years in the above business and should be registered with the relevant Myanmar government authority as is required under the local regulations for tax and other purposes.

## **Earnest Money Deposit (EMD):**

- (i) Each Technical Bid shall be accompanied by an Earnest Money Deposit (EMD) of Kyat 7,00,000 (Kyat 7 lakh only) in the form of a Bank Guarantee (BG) drawn on any Bank in favour of Embassy of India, Yangon/Cash only.
- (ii) The Bank Guarantee should be valid for a minimum period of 180 days.
- (iii) The BG should be payable at Yangon only.
- (iv) EMD must be attached with Technical Bid only, without which the bid shall stand rejected.

## **Earnest money will be forfeited:**

- (i) If the bidder withdraws his bid during the period of bid validity.
- (ii) In case of the successful bidder, if the bidder fails to sign the contract.

## **Refund of Earnest Money Deposit (EMD):**

- (i) Refund of EMD to the unsuccessful bidders shall be made after signing of the contract with successful bidder.
- (ii) EMD of successful bidder shall be refunded after award of the contract and deposit of Performance Security @ 5% of the total contract value. Successful bidder will deposit Performance Security within 07 working days. The Performance Security should be valid upto 60 days beyond the contract period. After successful completion of all contractual obligations, the Performance Security (without any interest) shall be refunded.

## **Other terms and conditions:**

- (i) The rates finally approved/accepted by the Embassy, including the taxes amount payable shall be valid for the contract period and no upward revision will be allowed under any circumstances.
- (ii) Under no circumstances shall the successful firm appoint any sub-contractor or sub-lease the contract. If it is found that the contractor has violated these conditions, the contract will be terminated forthwith without notice, by the Embassy.
- (iii) The employees will have to be on the pay roll of the company.
- (iv) Late submission of bids due to any reason, whatsoever, will not be accepted/considered at all under any circumstances.

- (v) The contract can be terminated by the Embassy at any time if the work of the contractor is found unsatisfactory by giving 60 days' notice.
- (vi) The bills for the services for a month must be prepared on the basis of approved rates and submitted to the Embassy by the 10<sup>th</sup> of the succeeding month for effecting payment.
- (vii) No advance payment shall be made for the services.
- (viii) The payment will be released through direct bank transfer in the name of the firm.
- (ix) The work performance carried out shall be to the satisfaction of the Embassy.
- (x) Suitable substitute should be provided in case of unavailability of regular staff employed under agreement. The company should submit plan for provision of substitute person in case the regular person takes leave/remain absent. In case no substitute is provided, proportionate salary for number of days of absence will be deducted.
- (xi) The company should provide details of the staff to be employed for work in India Centre of the Embassy.
- (xii) The company should send at least three persons against one post, out of which Embassy will select one. In case none found suitable, company will send more persons.
- (xiii) Embassy's responsibility is limited to payment of monthly agreed rates to the company. Embassy will not pay any amount except that was agreed as per the agreement. The employee in all sense will be an employee of the company.
- (xiv) Embassy reserves the right to cancel the tender at any time without assigning any reason or reduce the number of personnel advertised in this tender or reduce the number during contract period by giving 60 days' notice.
- (xv) In case of unsatisfactory performance, Embassy will seek change of employee(s). In case of employee(s) so changed also fail to perform satisfactorily, Embassy reserves the right to terminate the contract. The performance security will be forfeited in case the contract is so terminated.



(Sankar Nandi)  
Head of Chancery  
Embassy of India

AGREEMENT  
Signed on  
BETWEEN  
EMBASSY OF INDIA, YANGON

("Embassy" on one part)

AND

.....  
("Company/Contractor" on the other part)

AND given that the Contractor offers such services at different places.

**INTRODUCTION**

- 1.1 The introduction of this contract, the price offer and the tender notice No.YAN/ADM/551/07/2019 dated February 04, 2021 are an inseparable part of this contract.
- 1.2 The contractor declares and confirms with his signature of this contract.
- 1.3 This contract is valid for 12 (twelve) months from the date of contract. The agreement may be extended for another period of 12 months on mutual consent at same terms and conditions and rate.
- 1.4 Embassy will be at liberty to terminate the contract by giving 60 days prior notice for unsatisfactory performance. Otherwise either side can terminate the contract by giving 60 days' notice.

**DECLARATION OF THE CONTRACTOR**

- 2.1 The contractor declares that he knows all the details of the contract and has the knowledge, the capacity, the skills and the means to provide all of the required services as given in the tender.
- 2.2 The contractor will provide for the services as per the contract and tender.
- 2.3 The Company declares that it is permitted by law to execute the works subject of this Agreement and provide proof of registration.
- 2.4 The employees of the contractor have the knowledge and experiences and the skill to provide the service required as per the contract and the tender.

**EMPLOYEES**

- 3.1 The contractor will provide identity document (NRC/PRC) of the employees.
- 3.2 The employees should be physically/mentally fit and should not suffer from an apparent disability.
- 3.3 The company undertakes to follow prevalent Myanmar Employment laws in determining terms and service conditions of its employees.

**RESPONSIBILITY**

- 4.1 The contractor will take responsibility regarding his employees including damages/loss of property and or damages caused by the employees of the company and any injury of the employees during work. Embassy's responsibility is limited to paying monthly contract amount to the company subject to satisfactory work. The employees will be regarded as employees of the company (and NOT Embassy) in all respect.

**PAYMENTS**

- 5.1 The Embassy will pay a fixed amount in Myanmar Kyat per month for facility management as per the contract.
- 5.2 The payment will be made within 10 working days after producing the Invoice from the company.

**COMPANY**

**EMBASSY**

( )  
M/s.....

Address.....

(Head of Chancery)  
Embassy of India  
545-547 Merchant Street  
Yangon

Technical Bid

1. Name of the company:
2. Name of the contact person:
3. Contact details:

Phone	
E-mail	
Postal Address:	

4.

S. No	Requirements	Response (companies may attach separate sheets if required)	
1	a) Brief introduction of the company.		
	b) Previous experience in the field (minimum two years). Please attach proof, if any		
	c) Total number of regular employees with the Company.		
	d) Annual turnover of the company for the last two years, in Kyats/US\$.		
	e) Registration certificate and license for the services (Please attach proof)		
2	List of other Clients in Myanmar where the Company is providing services. Whether the company is providing services to other Embassies/UN organisations/big corporate house also?		
3	What is the take home pay and other allowances, leave etc. the company proposes for the employees.	Post	Salary in Kyats
		Receptionist	
		Office Assistant	
		MTS	
4	Whether EMD Kyats 7,00,000/- money is submitted	YES / NO	

5	The company should sign and stamp each page of the tender documents. Is it done?	
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5. The company agrees to all terms of the Tender Documents.
6. Provide contact details and key personnel of the company

Signature:

Name:

Designation:

Seal:



Financial Bid

The Consideration shall be according to the conditions set forth in the Agreement and as follows:

- (i) Total monthly charge, including taxes, for providing services of one Receptionist, one Office Assistant and one MTS for India Centre on all Embassy working days (Monday to Friday)

In Myanmar Kyat \_\_\_\_\_  
(In words) Kyat \_\_\_\_\_

Since cultural/business programmes will also be organized at India Centre, which may run late in the evening, the rates of overtime charges may also be provided:

- (i) Overtime Charges for one hour beyond 17.30 pm on working days (Monday to Friday)
  - (a) For Receptionist Kyat \_\_\_\_\_ per hour
  - (b) For Office Assistant Kyat \_\_\_\_\_ per hour
  - (c) For MTS Kyat \_\_\_\_\_ per hour
  
- (ii) Charges per hour on Saturday/Sunday/Closed Embassy Holiday (Payment will be made for minimum THREE):
  - (a) For Receptionist Kyat \_\_\_\_\_ per hour charges on Saturday/Sunday/Holiday
  - (b) For Office Assistant Kyat \_\_\_\_\_ per hour charges on Saturday/Sunday/Holiday
  - (c) For MTS Kyat \_\_\_\_\_ per hour charges on Saturday/Sunday/Holiday

**Way of payment:**

- a. The company will issue the monthly invoice by at least 10<sup>th</sup> of every month.
- b. The client will issue the payment no later than 10 days after receipt of the monthly invoice.

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Name of Company: \_\_\_\_\_

Designation: \_\_\_\_\_

Seal: \_\_\_\_\_