

TENDER DOCUMENT

FOR

**HIRING OF SECURITY GUARD SERVICES FROM SECURITY AGENCIES
REGISTERED WITH THE GOVERNMENT OF ESWATINI,**

AT

**RESIDENCE OF INDIAN HIGH COMMISSIONER
(in MBABANE)**

TENDER NOTICE

Tender Reference Number: ESW/815/1/2021

Sub: Tender for Security Guard Service
at

INDIAN HIGH COMMISSIONER'S RESIDENCE
In Mbabane

The Client (High Commission of India) in Mbabane, Eswatini invites Bids from Security Agencies registered with the Kingdom of Eswatini for providing Security Guard Services, at the following location:-

1. High Commissioner's Residence, Mbabane

<i>Date of Publication</i>	:	20 Dec 2021
<i>Pre Bid Meeting</i>	:	10 Jan 2022
<i>Last Date for submission of bids</i>	:	14 Jan 2022 (Before 3.00 PM)
<i>Technical Bid Opening</i>	:	17 Jan 2022 (2.30 P.M)
<i>Financial Bid Opening</i>	:	18 Jan 2022 (2.30 P.M)

Contact Details:

High Commission of India
UN House, 5th Floor, Quadrant B&C,
Somholo Road,
Mbabane

Mobile No : + 268-79427003

Email:- accts.mbabane@mea.gov.in

**TENDER DOCUMENT FOR PROVIDING 24 X 7 SECURITY GUARD SERVICES AT
EMBASSY RESIDENCE**

1. Sealed tenders in conformity with detailed tender call notice are invited from Security Agencies/Firms who meet the following criteria:-
 - (a) Having valid registration certificate.
 - (b) Certification of compliance with laws and statutory regulations in running a private security company..
 - (c) Previous experience of having provided similar services for other Diplomatic Missions/Government agencies/other reputed public or private organisations.
2. The Security Agencies/Firms having good track record, manpower capacity and relevant experience are eligible to apply.
3. This tender document can also be downloaded from Government of India, e-Publishing System Website <https://eprocure.gov.in>. The bids are to be submitted on CPP portal preferably.
4. The tenders should be submitted in **ONE SEALED ENVELOPE** in the following manner.
 - (a) The first sealed cover should be superscribed '**Technical Bid**' and should contain all relevant information showing compliance with the technical requirements listed in this document with all supporting documents. The checklist of documents to be submitted along with technical bid is placed at **Annexure-I**.
 - (b) The second sealed envelope should be superscribed '**Financial Bid**' and should contain the duly filled in proforma placed at **Annexure II** and should give costs of the required services.
 - (c) Both the sealed covers should be placed in ONE SEALED ENVELOPE superscribed "BID FOR SECURITY SERVICES". This should be addressed to '**High Commission of India, Mbabane UN House, 5th Floor, Quadrant B&C, Somholo Road, Mbabane**' and sent by post or hand delivered **latest by 3.00 P.M. on 14 January, 2022**. The bids will be opened in the presence of the bidders or their authorised representatives (carrying an authorisation letter from the bidder).
5. Tenders received after the due date and time or incomplete and conditional tenders shall not be accepted.
6. Submission of more than one tender paper by a bidder for a particular work will render the bid liable for rejection.

7. **Scope of Work.** To provide Security Guard Services, to be deployed as per the following details:-

<u>Sr</u>	<u>Location</u>	<u>Services Required</u>
(a)	<u>High Commissioner's Residence in Mbabane</u>	Security Guard for 24 hr, 7 days a week (02 shifts of 12 hr each) from <u>08:00 A.M to 08:00 P.M & 08:00 P.M to 08:00 A.M.</u>

8. **Description of Security Services to be Rendered.** Ensuring security in respect of property and personnel in the premises of the Client including:-

- (a) Not to allow entry of unauthorised persons inside the property.
- (b) Security scanning of all visitors with the proper technical devices (metal detector) before permitting entry into the premises.
- (c) Maintain record of names of all visitors, identification number and purpose of visit before permitting entry into the premises. The register would require to be put up to the Chief Security Officer of the Client (High Commission of India) for scrutiny every Monday.
- (d) To report any anomalies within the premises of the Client or intentional attempt to breach security and related regulations by any person visiting the premises.
- (e) To implement any recommendation by the Client to upgrade the security system services provided after mutual consent.

9. **Technical Requirements.**

(a) Technical conditions for the Security Services Agencies/Firms are as follows:-

- (i) The Security Agency should provide proof of compliance as regards local laws and statutory regulations in running a private security company.
- (ii) A security company desirable of providing service should be willing to furnish information about its other Clients including period and type of service rendered in broad terms.
- (iii) That the agency will be wholly and exclusively responsible for payment of wages to the persons engaged by it in compliance of all the statutory obligations under all related legislations as applicable to it. The agency will have to comply with all statutory provisions of law, rules and regulations and keep this office informed about any amendment in the law

from time to time. The Security Agency should agree to provide details of salary, gratuity, allowances, leave etc it permits for its Security Guards.

(iv) The transportation, food, medical and other statutory requirements in respect of each personnel of the Security Agency shall be the responsibility of the Security Agency.

(v) The Security Agency's personnel shall not divulge or disclose to any person, any details of office, operational process, technical know-how, security arrangements and administrative/organisational matters as all are confidential in nature.

(vi) The Security Agency is to provide security guards who have been vetted by the local Government in terms of past record, character and antecedents. Background details and proof of vetting should be provided to the Client.

(vii) The Security Agency should agree and be able to provide a choice of persons three times our requirement, to interview and choose from.

(viii) The Security Agency is to change the staff periodically, ideally every 4 months.

(ix) The Security Agency's personnel should be polite, cordial, positive and efficient, while handling the assigned work. The Agency shall be responsible for any act of indiscipline on the part of persons deployed by them. The agency shall be bound to prohibit and prevent any of their employees from being intoxicated while on duty, trespassing or acting in any manner detrimental or prejudicial to the interest of the Client. The decision of the Client upon any matter arising under this clause shall be final and binding on the agency.

(x) The Security Agency should have provisions for real time checks of functioning of the Security Guards to ensure that the quality of the provided staff and their service they render is always above the benchmark. The provider should be able to provide proof of this to the Client.

(xi) The functional control over the personnel deployed by the agency will rest with the Client and the disciplinary administrative/technical control will be with the agency.

(xii) The Client may require the Security Agency to dismiss or remove from the site of work, any person or persons, employed by the Security Agency, who may be incompetent or for their misconduct and the Security Agency shall forthwith comply with such requirements. The Security Agency shall replace immediately any of its personnel, if they are unacceptable to the Client because of security risk, incompetence, conflict of interest and breach of confidentiality or improper conduct upon receiving written notice

from office.

(xiii) The Security Agency has to provide Photo Identity Cards to the persons employed by him/her for carrying out the work. These cards are to be constantly displayed & their loss reported immediately. The following details of the security guards will be provided:-

(a) Name

(b) Age

(c) National ID No.

(d) Address

(xiv) The Client will maintain an attendance register in respect of the staff deployed by the agency. The service charges will be paid after the end of each month of service provided upon presentation of invoice by the Security Agency, within the first 05 working days of the succeeding month. The invoice is required to be supported by all legal documentation required under the law.

(xv) The parties expressly agree that under no circumstances the Client may withhold all or part of amounts payable arising from the provision of services outlined in this contract except in case the service provider, fails to deploy Security Guard for more than 02 hours in a day, pertaining to any shift wherein service charges for that shift will be deducted at the end of month of the invoice.

(xvi) The Security Agency will provide the required personnel for a shorter period also, in case of any exigencies as per the requirement of the Client.

(xvii) The Security Agency shall provide a substitute well in advance if there is any possibility of the person leaving the job due to his/her own personal reasons. The payment in respect of the overlapping period of the substitute shall be the responsibility of the Security Agency.

(xviii) The Security Agency shall be contactable at all times and messages sent by phone/e-mail/special messenger from the Client shall be acknowledged immediately on receipt on the same day. The Security Agency shall strictly observe the instructions issued by the Client in fulfillment of the contract from time to time.

(xix) The Client shall not be liable for any loss, damage, theft, burglary or robbery of any personal belongings, equipment or vehicles of the personnel of the Security Agency.

(xx) That the Security Agency on its part and through its own resources shall ensure that the goods, material and equipment etc. are not damaged

in the process of carrying out the services undertaken by it and shall be responsible for acts of commission and omission on the part of its staff and its employees. If the Client suffers any loss or damage on account of negligence, default or theft on the part of the employees/agents of the agency, then the agency shall be liable to reimburse to the Client for the same. The agency shall keep the Client fully indemnified against any such loss or damage. The responsibility and liability that will arise from any accident or casualty, occurring during the course of working to any staff engaged by the agency, will remain with the agency. The Client will in no way be responsible for this or any other clause mentioned above.

(b) Technical conditions for Security Guards are as follows:-

(i) The Security Guards engaged shall not be below the age of 18 years or above the age of 50. Their supervisor should not be more than 55 years of age.

(ii) The Security Guards should be physically and mentally fit. They should not suffer from any apparent disability including obesity that would hinder efficient discharge of duties.

(iii) The Security Guards should perform their duties in smart uniforms and their overall appearance should be neat and clean.

(iv) The Security Guards should possess training in basic security duties such as access control and anti-sabotage checks (of person, baggage and vehicles) including the use of basic security tools such as Hand Held Metal Detector (HHMD), Door Frame Metal Detector (DFMD), monitoring CCTV, baggage and letter scanners etc. They should possess knowledge of the potential threats to a foreign Mission in general terms and also possess knowledge of what is 'suspicious' in terms of men and material in the given local context.

10. The successful bidder will enter into an agreement with the Client for the offer of services on these terms and conditions.

11. **Period of Contract.** The initial period of contract would be for **two years (24 months)**. Service charges/rates quoted by the agency would be fixed for a period of **two years (24 months)** and any statutory increase in wages/DA etc is to be absorbed by the agency. The contract can be terminated by either party by giving an advance notice of 30 days in writing.

12. **Right to Acceptance or Rejection of Tenders.**

(a) **The tender is liable to be rejected inter-alia:-**

- (i) If it is not in conformity with the instructions and proforma mentioned in the tender paper.
- (ii) If it is not properly signed by the bidder.
- (iii) If it is not delivered by hand.
- (iv) If it is received after the expiry of the due date and time.

(b) **The Client reserves the right to:-**

- (i) Accept/Reject any of the tenders in full or part thereof.
- (ii) Revise the requirement at the time of placing the order.
- (iii) Add, modify, relax or waive any of the conditions stipulated in the tender specification wherever deemed necessary.
- (iv) Reject any or all the tenders in part or full without assigning any reason thereof.

Annexure-I
[Refers to para 4(a)]

**TENDER DOCUMENT FOR HIRING OF SECURITY SERVICES BY THE HIGH
COMMISSION OF INDIA, MBABANE**

Name of the Bidding Company with complete address:

PART 1: TECHNICAL BID

(In separate sealed Cover –I super scribed as Technical Bid)

1.	Name & Address of the Bidding Organization/ Agency with phone number, email , name, designation and telephone/ mobile number of contact person.	
2.	a. Status of the organization whether proprietor/partnership/ private or public Ltd. Company/ any other form of body entity	
	b. Document evidencing the formation of Organization like Regd. Partnership deed/ memorandum/ article of Association/ certificate of incorporation/ any other document in support of formation of the entity.	
3.	Experience in the work of providing Security services. Particulars of Experience (Attach certificates, Testimonials). This shall cover the details of works of similar nature, approximate magnitude and duration carried out during the last 5 years along with a certificate from the agency where the job was carried out.	
4.	a)Details about the organization, clearly indicating details of managerial, supervisory and other staff also indicate the number of muster roll available for performing this service. Please attach documentary evidence in respect of strength of personnel engaged in the organization	
	b) Are you registered with the Government as per the prevailing law? If yes, please provide details and attach a copy. License to keep armed guards and license for guns/shots should also be enclosed, if any.	

	c) Undertaking of the Agency confirming the availability of adequate manpower of requisite age (not more than 50 years of age), qualification and experience for deployment.	
	d) If the agency has got ISO certificate. Please attach	
	e) Are the guards vetted and cleared by the Local Government's Security Department in terms of past record, character and antecedents? The company should provide the background details of the Security Guards and proof of the vetting.	
	f) Security guard provided to the Client must be mentally and physically fit and should not suffer from apparent disabilities including obesity/overweight	
	g) Security guards must possess training in basic security duties such as access control and anti-sabotage checks including the use of basic security tools, monitoring CCTV etc.	
	h) Security guards should have a minimum School education of upto 10 th Standard or Matriculation equivalent.	
	i) The Agency should have provisions for real time checks of functioning of the Security Guards to ensure that the quality of the provided staff and the services they render is above the benchmark	
	j) Security Guards should perform duties in smart uniform and their overall approval appearance should be neat and clean.	
5.	Are you covered by the labour legislation and rules for minimum wages of the country?	
6.	Please provide the details of salary, allowances, leave etc paid to the Guards.	
7.	Tax Number /Service Tax Registration No. (Please attach copy.)	
8.	The Company should have sufficient Security Guards on its rolls so that staff is rotated periodically. Client has to have the option to change the staff every four months and Company must agree to rotate the Security Guards every 4 months.	
9.	Acceptance of terms & conditions of the tender (Yes/ No). Please sign undertaking (Annexure III) enclosed.	

10.	Please submit an undertaking that no criminal case is pending against the proprietor/ partner of Company/Agency participating in the tender. Indicate if, any conviction in the past against the Company/ firm/ partner/ proprietor	
11.	Attach photocopies of award/ felicitation certificate of merit good work if any.	
12.	All attached copies must be self-attested.	

Annexure-II
[Refers to para 4(b)]

PROFORMA FOR SUBMITTING FINANCIAL BID

1. **Name of Bidder(Company):**
2. **Requirement:-**

<u>Sr</u>	<u>Description of Service</u>	<u>Amount per Month (in Emalangeni)</u>
(a)	Security Guard for 24 hr, 7 days a week (02 shifts of 12 hr each) from <u>08:00 A.M to 08:00 P.M & 08:00 P.M to 08:00 A.M</u> at the High Commissioner's Residence in Mbabane	
	Total	
	VAT(%) as applicable	
	Grand Total (per month) in figures	
	Grand Total (per month) in words	

Signature of Bidder

Seal of Establishment

Full Name of Bidder with address & Date

Note:- The **bidders are required to quote their rates both in words and figures and put their signature**; they should also sign on any overwriting or any correction made in the tendered rate. Bids with rates filled only in figures (and not in words) shall be liable for rejection for which no paper cost shall be returned to the bidder(s).

UNDERTAKING BY THE BIDDER

This is to certify that I/we before signing this tender have read and fully understood all the terms and conditions contained herein and undertake myself/ourselves to abide by them. I/we further certify that I/we have the ability to meet all the technical conditions and requirements listed in this tender document.

Signature of the Bidder with Seal

Name: _____

Designation: _____

Address: _____

Phone No. _____