

Embassy of India
Abidjan

Dated: 18.03.2024

TENDER NOTIFICATION

Subject: Tender for providing Armed Security Guards for Embassy residence (2 Armed and 2 Unarmed Guards) and Chancery premises (2 Armed and 2 Unarmed Guards) of Embassy of India.

Embassy of India, Abidjan (Côte d'Ivoire) invites sealed bids/quotations for providing 24x7 security at the following locations: -

- Residence of Ambassador (India House), located at Lot No. 625, I Lot 18, Riviera Golf 4 Extn, O1BP 221 Cidex 01, Abidjan; and
- Office/Chancery premises of Embassy of India - located at Lot N°29, I lot N°2, Abidjan 06 BP 318, Abidjan 06).

Details of technical specifications and complement of security guards required at each address are as under: -

Technical Specifications for India House and Chancery premises

- (a) Portable alarm remote control
- (b) Alarm switch inside the building
- (c) Sensor alarm around the perimeter of boundary wall
- (d) Walkie talkie equipment at each building.

Requirement of Security Guard for India House and Chancery premises.

- (i) Two Security Guards (one must be Armed)- During day time -12 hours shift
- (ii) Two Security Guards (one must be Armed)-During night time-12 hours shift

The job specifications would include:

- (a) Prevent any unauthorized entry of person or object.
- (b) Patrolling of premises, courtyard, intervention and necessary actions.
- (c) Informing local police and authorities in case of any attack or crisis situations.
- (d) Prevent unauthorized parking near premises.
- (e) Assist in case of any fire, medical or other emergencies.
- (f) Prevent any defacing of wall/building or disrespect to the National flag.
- (g) Keep record of Visitors.
- (h) 24x7 hrs watch and vigil of premises.

2. Eligibility Criteria:

- (a) The bidder should have an experience of providing such services for at least 3 years.
- (b) The bidder should have experience in providing services in security to sensitive organizations, offices and large commercial establishments.
- (c) The bidder should be able to provide User Satisfaction Certifications from at least 3 organizations.

(d) The bidder should provide valid VAT number.

(e) The bidder should provide LSGs which have been vetted by the local Government Security Department in terms of past record, character and antecedents. Background details of LSG along with proof of vetting to be provided.

(f) Criterion for Security Guards:-

(i) Age Limit - Security Guard should not be more than 50 years of age.

(ii) Physically and mentally fit and he should not suffer from an apparent disability including obesity/overweight etc. The security agency should submit Medical Fitness Certificate in respect of every LSG from an authorised Medical Practitioner, additionally, He/She should not be emaciated, feeble and timid in an apparent sense.

(iii) Should have been vetted by local Government's security department(s) in terms of past records, character and antecedents. The security agency should provide background details of the LSGs and also proof of their vetting.

(iv) Should possess training in basic security duties such as access control and anti-sabotage checks (of person, baggage and vehicles) including use of basic security tools such as HHMD, DFMD, CCTV monitoring, baggage and letter scanners etc.

(v) Should have attended education at least up to 10th Standard or matriculation equivalent.

(vi) Should be proficient in the local language (so as to deal with local visitors and unruly persons or group of persons). Should be in possession of minimum English language skills required to communicate with the Mission's Staff.

(vii) Should perform duties in smart uniform and their overall appearance should be neat and clean.

(viii) Should be thoroughly proficient and trained in handling of arms and other security equipments they are supposed to carry or use.

Note: The Security Agency should have a system of undertaking supervisory checks of functioning of the LSGs to ensure that the supplied LSGs are discharging their duties with efficiency and as per SOPs designed by Embassy. The security agency should clearly spell out as to what will be the system of supervision/ surprise checks so as to achieve the above objective e.g. number of scheduled and surprise visits in a given period.

(g) Quality Parameters for Service Provider Company

i. List of other clients of the Security agency.

- ii. Past experience, service history, achievements of the company.
- iii. Evidence of Registration of the company under relevant statutory regulations such as labour laws applicable in the host country (if registered under more than one Law, the same may be furnished).
- iv. Evidence of range of security services provided.
- v. Size of the reserve pool of men and logistics such as response teams, petrol vehicles/ security equipments/ control room facilities/ communication equipments under use etc.
- vi. Attrition rate of security guards and security supervisors
- vii. Training facilities. Does the Company have its own training facility? Does it avail the facility of another provider or a company that only focuses on training? What is the curriculum and duration of training of the security guards and the supervisors?
- viii. Industry certificate obtained by the Company for its quality. & Company's relationship with local police.
- ix. Scope and limit of liability of the company.
- x. Take home pay and allowances of security guards.

3. **Inspection of Premises** : Interested parties may inspect premises between 1400 hrs. to 1600 hrs. with prior intimation to Head of Chancery - mobile No. 0797934668, email address hoc.abidjan@mea.gov.in or Second Secretary(Admin)- mobile No 0586734812 email address: admn.abidjan@mea.gov.in

4. **Commencement of Services**: Successful bidder should make services operational within 60 days from award of contract failing which the Embassy reserves the right to cancel the contract and award it to next bidder.

5. The engagement of the service provider will be valid for two years from the date of commencement of the service with no mid-term revision of the contracted price.

6. **Instructions for bidders:**

(a) Bidders have to submit their bids in **two separate cover: Technical Bid and Financial Bid** latest by 23 April, 2024 till 1200 hrs at the address mentioned below. The Embassy at its discretion may extend the deadline for submission of Bids by amending the bidding documents, in which case all rights and obligations of the Embassy and the Bidders will be subject to the original deadline will thereafter be subject to the deadline as extended.

Address details:

Head of Chancery

Embassy of India

Lot No. 29, Ilot No.2, Abidjan, Cote d' Ivoire

Mobile : 002250797934668

Email : hoc.abidjan@mea.gov.in

(b) Bids would be opened in presence of bidders those who wish to attend on 25 April,2024 **at 1100 Hrs.**

(c) Bidders shall furnish all the data/information called for under the bidding documents to the complete satisfaction of the Embassy of India, Abidjan failing which the Bid will be considered as incomplete.

(d) All data, information and any other material submitted by the Bidders in the process of bidding and part of bidding documents, shall remain the exclusive property of the Embassy at all times.

(e) Prospective Bidder requiring any clarification may contact the Embassy in writing, either by post or email at least three-four business days before the deadline for submission of the Bid.

(f) **The Bid and all related documents shall only be written in English Language.**

(g) The Bid amount shall be indicated @ per month charges in **Local Currency (CFA) only.** The price should be inclusive of all taxes and duties. The bids should be valid for the period of 120 days from the date of opening of bids.

(h) The Bid shall contain no alterations, omissions or additions. Overwriting except those that comply with instruction issued by the Embassy of India as necessary to correct errors made by the bidders, in which case the person or persons signing the Bid shall initial all such corrections.

(i) The successful Bidder should not sub-contract any part of the Scope of Work to be undertaken by them without written permission from the Embassy of India, Abidjan. The Bidder to whom the contract is awarded is solely responsible to the Embassy for the completion of the contract.

The Embassy reserves the right to accept/reject any Bid and does not bind itself to accept the lowest Bid or any Bid.

7. **Terms of payment** - Successful bidder would be paid the contracted amount on monthly basis.

8. Number of LSGs can be reduced in future at pro-rata basis.

9. Terms of Contract -
Following clauses will be part of the Contract signed with the Embassy and would be exhaustively detailed therein.

- i. **Penalty Clause:** In case the security agency fails to provide the desired services or breaches the contract and for loss or damage, if any, to property, life and limbs of Mission's Staff etc. due to negligence of security person or substandard services of the security agency, penalty(ies) would be imposed on the security agency for violations/derelictions of duties in such cases as; Unauthorised absence; Sleeping on duty; Consumption of Alcohol/any other narcotics on duty; Use of mobile phone/social media/unnecessary calls which may affect the normal performance of duty; Inappropriate or unbecoming behaviour with

Mission's Staff or Visitors; Unauthorised use of Mission's property; Any unbecoming action leading to defaming Embassy; Guards found involved /conniving with adversary; Leaving arms unattended in case of armed guards; Failure to discharge duty properly; Mishandling/negligent handling of arms in case of armed guards; Mission's personnel harmed due to carelessness/negligence of Security guards.

(The contract will be terminated in case there has been a levy of cumulative penalty of 5% of total contract value during the period of the contract.)

- ii. **Medical Facility:** Providing medical facility to the security personal would be responsibility of the security agency.
- iii. **Security Deposit:** It is desirable to have a security deposit after issuance of Work Order. The amount could be a fixed percentage of the total contract value.
- iv. **Arbitration:** Rules applicable to the contract of the country must also be specified in the contract for reasons of arbitration.
- v. **The Bid Security Clause :** The bidders are required to furnish bid security along with their bids. Amount of bid security is set at five percent of the total bid amount. The bid security will be accepted in the form of a Local Bank (Branch in Abidjan) Cheque in the name of: Embassy of India Abidjan. The bid security is to remain valid for a period of forty-five days beyond the final bid validity period. Bid securities of the unsuccessful bidders will be returned to them at the earliest after expiry of the final bid validity and latest on or before the 30th day after the award of the contract.
- vi. **Performance Security Clause:** To ensure due performance of the contract, Performance Security will be deposited by the successful bidder. Performance Security will be ten per cent of the total bid value of the contract as specified in the bid documents. Performance Security may be deposited with Embassy's Bank Account via Local Bank Cheque. Performance Security will remain valid for a period of sixty days beyond the date of completion of all contractual obligations of the agency including warranty obligations. Bid security will be refunded to the successful bidder on receipt of Performance Security.