

DUR/EST/813/01/2023
The Consulate General of India, Durban

Notice seeking quotations for hiring of armed Local Security Guards

The Consulate General of India, Durban invites bidders to provide security services by hiring armed Local Security Guards for the following properties :

- a. Consulate General of India, 1 Kingsmead Boulevard, Kingsmead Office Park, Durban, 4001
- b. India House, 408 Innes Road, Morningside, Durban 4001

2. The invitation of tender is open to all eligible companies, who have experience in providing security personnel for guarding services and other related services in the field of security in South Africa and have successfully completed similar type of work in Embassy/High Commission and other Diplomatic Missions in South Africa. The validity of the contract will be for a period of two years. There will be no price escalation during the contract period.

Scope of Work

3. The detailed scope of work is listed below:

- i. Round the clock (24*7) armed guarding (two guards) at India House, 408, Innes Road, Morningside, Durban.
- ii. One armed guard from 8 am to 6pm at Consulate General of India, Durban, 1 Kingsmead Boulevard, Kingsmead Office Park, Durban-4001.
- iii. Taking periodic patrolling and surveillance for suspected activities of visitors in the premises and outside the premises.
- iv. Keeping a watch over for any sabotage, damage, fire in order to safeguard the property, men, material, machines and document system at site.
- v. To be alert and detect unattended packages and strange objects and respond quickly in emergency situations like fire, law & order, medical etc.

vi. Performing all security duties assigned by the Consulate General of India.

4. The detailed list of attributes of security guard deployed for security are as follows:

i. The armed guard should be alert on duty, both physically and mentally throughout the shift and report any issues immediately to the supervisory officer in the Mission.

ii. The armed guard must be well versed with fire emergency procedures and handling of fire extinguisher and should be physically and mentally fit and should not be suffering from an apparent disability. The provider should submit Medical Fitness Certificate in respect of every Security Guard from an authorized Medical Practitioner.

iii. The armed guard should not be emaciated, feeble and timid in an apparent sense and must be well versed in English Communication.

iv. The armed guard should be proficient in the local language (so as to deal with local visitors and unruly persons) and should be thoroughly proficient and trained in handling of security equipment he is supposed to carry or use.

v. They should be trained in basic security duties such as access control and anti-sabotage checks (of persons, baggage and vehicles) including use of firearm and basic security tools such as HHMD, DFMD, CCTV monitoring etc.

vi. The company must submit past records, characters, antecedents and other details of the security guards and the details must be vetted by government security department. The Provider should provide background details of the security guard and also proof of their vetting. The guards should perform duties in smart uniform and overall appearance should be neat and clean.

vii. Security Guard should have attended education at least upto 10th Standard or matriculation equivalent.

viii. Security Guard should not be more than 50 years of age and the Supervisor, should not be more than 55 years of age.

Tendering Process

5. The tendering process will be held in two rounds. The first round will be technical bidding round and second round will be financial bidding round. The bidders who qualify the technical bidding round will be allowed to participate in the financial bidding round. The eligibility criteria for technical and financial bidding round is detailed below.

Technical eligibility criteria

6. The Technical Bid will be examined and evaluated by the tender issuing authority. Bidding companies which do not qualify in the technical bidding round will not be considered eligible for Financial bidding round. The detailed technical bidding proforma of **Annexure A** should be duly filled and submitted. The bidder will be disqualified if the technical bidding proforma is not submitted as per **Annexure A**.

Financial eligibility criteria

7. Bidding companies, which have qualified in the Technical Bidding round, will appear in Financial bidding round. The financial eligibility criteria is as follows:

i. **The rates will be fixed during the contract period. There will be no change in rates and no escalation in rates will be acceptable during the contract period.** The service provider must submit a declaration regarding acceptance of fixed rate during the contract period as per **Annexure B**.

ii. The Bidder has to submit an undertaking to deposit a performance security deposit (PSD) amounting 5% of the total contract value if awarded the contract.

iii. All the final quotes mentioned in the quotation should be excluding VAT. VAT should be mentioned separately.

- iv. The validity period of quotation should be minimum of 120 days.
- v. All the financial quotes should be submitted as per Annexure B. The bidder will be disqualified if the financial quote is not submitted as per **Annexure B.**

Critical date sheet for bidding process

1	Date of publishing of tender	27 March 2024
2	Bid submission start date	27 March 2024
3	Bid submission end date	19 April 2024
4	Date of opening of technical bid	22 April 2024
5	Date of opening of financial bid	24 April 2024

Terms & Conditions

- 8. The terms and conditions of this bidding process are as follows :
 - i. The bidder company shall submit its offer in an envelope, super scripted as “**Notice seeking quotations for hiring of armed Local Security Guards**”. The bid must be submitted as per the format mentioned in Annexure A and Annexure B. Those bids who qualify the technical bidding round will be eligible to become part of financial bidding round. Therefore, only those financial bids will be opened which will qualify technical bidding round. **Thus, it is important to ensure that Technical and Financial bids are kept in separate sealed envelopes and then submitted together in one single envelope.**
 - ii. The bid may be submitted by hand in person or by courier. Bid submitted by Fax or Email will not be accepted. The site can be inspected on any working day with prior appointment with the representative of Consulate General of India, Durban between 0900-1700 hrs to assess the scope of work. Bids received after closing date and time as prescribed in the tender notice, shall not be accepted under any circumstances.

- iii. The validity of the contract will be for a period of two years which may be further extended for one year as per requirement at same terms and conditions. There will be no price escalation during the contract period.
- iv. The sealed bid shall be submitted to the Consul General, Consulate General of India, 1 Kingsmead Boulevard, 2nd Floor, Kingsmead Office Park, Durban, South Africa. The contact Person will be Mr. Rajesh Kumar, Vice Consul (Administration), Phone: 0313350300 and email id: vc.durban@mea.gov.in
- v. The contract may be terminated by either party by giving one month's advance notice.
- vi. A dedicated remote panic button system for the guards, linked to the Security Control Room for the monitoring function must be operational at all times (24*7). A dedicated Armed Response service should be available for backup in any emergency.
- vii. The agency will submit the Character and Antecedents Certificate of their guards duly vetted by local Government's security department(s) before deployment
- viii. Security Guard deployment should be regular. In case of any change of regular security guard, it should be immediately reported to the Consulate.
- ix. In the event of deployment of a lethargic guard being negligent to his duties, will tantamount to recall from duty and have to substitute with active guard. The service provider should not pay wages lower than minimum wages of labor as fixed by the local authorities. The service provider is obliged to replace, without unreasonable delay and at no cost to Consulate General of India, Durban, the security guard whom this Consulate considers lacking necessary competence.
- x. The agency should observe and confirm to all rules, regulations and bye-laws of the local authority concerned and comply with all statutory regulations

specially relating to Employees Provident Fund and other laws in any way relating to Security Agency. The Security Agency to whom contract is awarded, shall be responsible for providing medical facility to the security personnel provided by the company.

xi. The agency should have a system of undertaking supervisory checks of functioning of their Security Guards to ensure their discipline, alertness, proper uniform, conduct in the course of their duty. Also provide the system of supervision/surprise checks e.g. number of scheduled and surprise visits in a given period.

xii. In case of security agency fails to provide the desired services or breaches the contract and for loss or damage, if any, to the property, life and limbs of Consulate staff etc due to negligence of the security personnel or substandard services of the security agency, necessary action will be taken by this Consulate.

xiii. Any shortcomings in duties performed by guard during duty hours such as unauthorised absence, guard found sleeping, consumption of alcohol etc will attract penalty as per **Annexure C**.

xiv. The agency should comply at all times with all statutory and other requirements for ensuring the health, safety and welfare of the persons deployed in security. The agency should indemnify and keep indemnified the Consulate against any loss, damages, fines, premium, levies, costs, charges and expenses that the Consulate General of India may suffer or incur on account of breach of any law, rules and regulations of the Government or any local authority or breach of any term or covenant of the contract.

xv. The bidder shall submit documentary evidence in respect of their financial and technical capabilities and also of their experience in execution of similar nature of work. Decision of Consulate General of India, Durban shall be final and binding on all the bidders.

xvi. All disputes, differences and questions arising out of or in anyway touching or concerning this agreement or subject matter thereof or the representative rights, duties or liability of the parties shall be referred to the sole arbitration of any person nominated by the Consulate General of India, Durban. The arbitration shall be in accordance with the existing rules of South Africa in this regard.

xvii. The proposals submitted should be valid for a minimum period of 120 days to cater for administrative processes.

xviii. The tender issuing authority reserves the right to withdraw/cancel the tender for any reason whatsoever after publication/award of the contract.

xix. The successful bidder has to deposit Performance Security which will be a sum equivalent to 5% of the accepted contract value in favour of Consulate General of India, Durban in form of Bank Guarantee/Fixed Deposit Receipt (FDR), within two weeks from the date of award of contract. Performance Security should remain valid for a period of sixty days beyond the date of completion of all contractual obligations of the service provider. In case, the contract is further extended beyond the initial period, the Performance Security will have to be renewed accordingly. No interest shall be paid on Performance Security.

xx. The Performance Security will be forfeited by order of the Competent Authority in the Consulate in the event of any breach or negligence or non-observance of any terms & conditions of the contract or for unsatisfactory performance. On expiry of the contract, portion of the Performance Security, as may deemed fit by the Consulate sufficient to cover any incorrect or excess payments made on the bills to the firm, shall be retained. On due performance and completion of the contract in all respects, the Performance Security will be returned to the Service Provider without any interest on presentation of an absolute "No demand certificate" from the service provider.

xxi. The decision of Consulate General of India, Durban in this regard will be final. All proposals shall be confidential and will remain with Consulate General

of India, Durban. Consulate General of India, Durban reserves its right to reject any offer without assigning any reasons.

xxii. All quotations should have date and signature of the authorised signatory of the service provider company with stamp. All quotations must be neatly typed/computer printed. Handwritten offer will be rejected.

xxiii. The tender issuing authority reserves the right to ask for any additional document(s) from the bidders to substantiate issues related to financial health of the company, local police clearance/ verification, partnership agreements, etc., in order to establish holistic credentials of the bidding company.

(Rajesh Kumar)
Vice Consul (Administration)
Phone: 0313350300
Email id: vc.durban@mea.gov.in
Consulate General of India, Durban

TECHNICAL BID PROFORMA

Name of the firm:

Address of the firm :

Contact details :

S.No.	Subject	Remarks
1.	Registration No of company	
2.	Company profile	
3.	Year of experience in armed guarding services.	
4.	What other security services provides besides manpower services	
5.	Detail of present contract of security services undertaken by company.	
6.	Detail of past contract of security services undertaken by company.	
7.	Name of Embassy/High Commission/Consulate, where presently providing security services.	
8.	Name of Embassy/High Commission/Consulate, where providing security services in past.	
9.	Had provided security services ever to High Commission of India or Consulates?	
10.	Standard duty hours for guards.	
11.	Dedicated paramedical response.	
12.	Dedicated remote panic button system.	
13.	Does the company have its own training facility or availing the facility of another provider (details thereof)? Curriculum and duration of training of the security guards and the supervisors?	
14.	Manpower/logistic strength. (Size of reserve	

	pool of men, response teams, patrol vehicles/security equipment/control room facilities/communication equipment etc.)	
15.	Attrition rate of security guards and supervisors	
16.	Operations in other countries.	
17.	Type of uniform, gears etc.	
18.	Mode of communication availed by guard with the company.	
19.	Firefighting training.	
20.	Grievance redressal system	
21.	Take home pay and allowances of the security guards.	
22.	Registered/licensee as security agency with Govt. of South Africa- Complete Details.	
23.	Having Industry certification obtained by the company for its quality?	
24.	Agency's relationship/liaison with Local/Diplomatic Police	
25.	Scope and limit of liability to compensate for its security failures in monetary terms (either from its own resources or through insurance)	
26.	Achievements of the company	
27.	Range of other security services	
28.	Acceptance of penalty clause as per Annexure C	Attach undertaking

FINANCIAL BID PROFORMA

Name of the firm:

Address of the firm :

Contact details :

Period of bid validity :

S.No	Subject	Amount(ZAR)
1.	Monthly charges for one location- two security guards round the clock (24*7) (Inclusive all services)(ex. VAT) at India House, 408 Innes Road, Morningside, Durban - 4001	
2.	Monthly charges for one location – one security guard for 10 hours (8 am to 6pm) services (inclusive all services) (ex. VAT) at Consulate General of India, Durban, 1 Kingsmead Boulevard, Kingsmead Office Park, Durban-4001	
3.	Total VAT	
4.	No. of Locations	2
5.	Total amount (inc. VAT)	
6.	Unit price (per hour/per shift/per month) (ex VAT) for India House, 408 Innes Road, Morningside, Durban - 4001	
7.	Unit price (per hour/per shift/per month) (ex VAT) for Consulate General of India, Durban, 1 Kingsmead Boulevard, Kingsmead Office Park, Durban-4001	
8.	Charges for extra manpower (ex VAT) per hour if necessary, in case of emergency	

9.	Details of financial and other benefits provided to security guards by the company.	
10.	Undertaking to accept rates fixed during contract period without any escalation	Attach undertaking
11.	Undertaking to submit performance security deposit if awarded the contract	Attach undertaking

Penalty clause for shortcoming in Services

Penalty is indicated below will be imposed by Consulate General of India Durban for shortcomings in services in respect of Local Security Guards:

S.No	Shortcoming	Penalty in terms of Percentage (%)
1.	Unauthorised absence	4
2.	Sentry/Guard found sleeping on duty	4
3.	Consumption of alcohol or any other narcotic substances while on duty	5
4.	Use of mobile phones for chatting/watching video/making unnecessary calls which may affect his normal performance of his duty	3
5.	Inappropriate or unbecoming behaviour with Mission's staff or visitors	4
6.	Unauthorised use of Mission's property	4
7.	Any other unbecoming action which may bring bad name to the Mission	5
8.	Guards found involved /conniving with adversary	5
9.	Leaving arms unattended in case of armed LSGs	5
10.	Failure to discharge duty properly	5
11.	Mishandling/negligent handling of arms in case of armed LSGs	5
12.	Mission's personnel harmed due to carelessness/negligence of Local Security Guards	5

Note : Penalty in terms of percentage (%) mentioned above will be charged on one day value of the contract (ex. VAT)