

Embassy of India
Asmara

Tender for Hiring of Local Security Guard at Embassy Building (EB) & Embassy Residence (ER), Asmara, State of Eritrea

1. The Embassy of India, Asmara, Eritrea invites Technical and Financial bids/ quotations for hiring of local security guard for 24 hrs (three Local Security Guards will be hired, who will be working in 8 hrs shift), for the Embassy Residence (ER) which is located at Kahota, Asmara, Eritrea and for hiring of local security guard for 24 hrs (3 Local Security Guards will be hired, who will be working in 8 hrs shift), for the Embassy Building which is located at City Centre of Asmara, Eritrea.
2. The Technical bid consisting of all technical details along with commercial terms and conditions. Technical bid should contain Annexure I, II, III & IV. The Financial bid should be indicating price as in the format of Annexure V. The technical bid and financial bid should be sealed by bidders in separate covers duly super-scribed and both these sealed covers are to be put in a bigger cover which should be duly super-scribed.
3. The job specifications of local security agency services are as follows: -
 - (a) To prevent any unauthorised entry of person/ Object inside ER and EB.
 - (b) Patrolling of ER and Embassy premises, courtyard and intervention & necessary actions.
 - (c) Informing local police, authority and activating Panic Button in case of any attack or crises situation.
 - (d) Prevent unauthorised parking in front of ER and Embassy Building.
 - (e) Assist in case of any Fire, medical or any other emergencies.
 - (f) Screen baggage/ Parcel/ Letter etc. using Metal Detector and look out for any kind of firearms or weapons.
 - (g) Monitor CCTV display and record and report the activities of any suspecting vehicles or persons.
 - (h) Prevent any defacing of EB/ER wall/ building or disrespect to the National flag.
 - (i) Record the details of Persons permitted inside ER and EB. Also, maintain Record for any vehicle permitted e.g. Traffic Police, Ambulance, Fire Van etc.
 - (j) 24 hours watch/ vigil of ER and EB and premises.

Eligibility Criteria

4. The bidder should provide the following detailed information in descriptive terms along with the supporting documents and records as part of technical bid: -
 - (a) The bidder should have an experience of providing such services for at least 3 years. Past experience, service history, achievements of the company.

- (b) The bidder should have experience in providing services in security 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 service Tax and 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) List of other clients the company is serving in terms of supply of local security guards.
- (g) Evidence of registration of the company under relevant statutory regulations applicable to State of Eritrea.
- (h) Range of security Services provided by the firm.
- (i) Reserve pool of men and logistics such as response teams, patrol vehicles/ security equipment/ control room facilities/ communication equipment's under use etc.
- (j) Average period for which a security guard and security supervisors remains with the company.
- (k) Training facilities, does the company have its own training facility? Or Does Company avail the facility of another provider or a company that only focus on training? What is the curriculum and duration of training of security guards and the supervisor?
- (l) Industry certificate obtained by the company for its quality and company's relationship with local police.
- (m) Average take home pay and allowances of the security guards.

PROFORMA TO BE FILLED UP AND SUBMITTED IN THE BID (IN ENGLISH) for
technical Bid

Annexure- I

PROFORMA TO BE FILLED UP AND SUBMITTED IN THE BID (IN ENGLISH)

1.	Name of the Bidder Agency/ <u>Company</u> .	
2.	Address of the Bidder Agency/ <u>Company</u> .	
3.	Contact details of the Bidding Agency/ <u>Company</u> .	
4.	Registration and incorporation particulars of the Agency/ <u>Company</u> . (Submit English translations of the licenses submitted)	
5.	Period of Bid validity.	
6.	Experience in Hiring/supply of Local Security Guards. (No. of years). To be substantiated by adocument.	

Annexure – II

PROFORMA TO BE FILLED UP FOR THE SCOPE OF WORK

The bidder has to write Yes or No in the column REMARKS. In case of partial fulfilment, the bidder has to write which conditions cannot be fulfilled.

Sl. NO.	Item/ Description	REMARKS
1.	Can the company supply round the clock qualified 3 Local Security Guards who can be deputed in overlapping shifts.	
2.	Has the company imparted local and internal training to all the prospective Security Guards	
3.	Are the Security Guards good in speaking and understanding English	
4.	Are the Security guards trained to operate the security gadgets like Fire Extinguishers, X- Ray Baggage Scanners, vehicle scanner, Under deck Scanner, remote controlled gates. bollardsetc.	
5.	Can the company provide the security guards in two different locations in Asmara round the clock	
6.	Can company guarantee the upper age limit of 50 years for the security guards to be provided to Embassy	

Eligibility Criteria for Local security Guard (LSG)

5. The parameters pertain to personal qualities and attributes of LSGs and their eligibility criteria to be provided by the firm along with the technical bid are as follows: -

- (a) Age Limit: LSG should not be more than 50 years of age
- (b) Physically and Mentally fit and he/she should not suffer from an apparent disability including obesity/overweight etc. The provider should submit Medical fitness Certificate in respect of every LSG from an authorized Medical Practitioners. LSG should not be emaciated, feeble and timid in an apparent sense.
- (c) Provide background details of the LSGs along with certificate vetted by the Government Security department in terms of record, character and antecedents.
- (d) Should perform duties in smart uniform and their overall appearance should be neat and clean
- (e) Should have possess training in basic security duties such as access control and anti-sabotage checks (of person, baggage and vehicles) including use of basic security devices such as HHMD, DFMD, CCTV baggage and letter scanners.
- (f) Should have attended education at least up to 10th Standard.
- (g) Beside sh Should have proficiency in local language, should possess basic knowledge of English.
- (h) Should be thoroughly proficient and trained in handling of arms and other security equipment's they are supposed to carry.

Annexure-III

QUALITY PARAMETERS FOR LOCAL SECURITY GUARDS (LSG)

The bidder has to write Yes or No in the column REMARKS. In case of partial fulfillment, the bidder has to write which conditions cannot be fulfilled.

S. NO.	Item/ Description	REMARKS
1.	LSGs should not be more than age of 50	
2.	LSGs should be physically and mentally fit and they should submit Medical Fitness Certificate in r/o every LSG from an Authorised Hospital.	
3.	LSGs should be cleared by local Government security departments. The Provider should give the background details of the LSGs and also their proof of vetting.	
4.	Security guards should be trained to operate the security gadgets like Fire Extinguishers, access control, conduct anti-sabotage checks X-Ray Baggage Scanner, Vehicle Scanner, Under deck Scanner, HHMD, DFMD, CCTV monitoring, letter scanners etc. LSGs should have passed at least High School education and <u>proficient</u> in local language and good English language skills.	

5.

6.	LSGs should perform duties in smart uniform and also thoroughly proficient and trained in handling of various security equipment they handle.	
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Annexure-IV

QUALITY PARAMETERS FOR SERVICE PROVIDER COMPANIES

In case of partial fulfillment, the bidder has to write which conditions cannot be fulfilled.

S. NO	Item/ Description	REMARKS
1.	Provide a list of other clients and also any present contract with other Foreign Government organizations/Embassies	
2.	Submit a brief of past experience, service history and achievements of the company.	
3.	Submit piroof of Registration of the company under relevant Statutory regulations such as labour laws, arms licences etc. (Alongwith Technical Bid at Annexure II. The certificate/licence should be submitted with English translation)	
4.	Any other services provided to Clients other than security services should be enumerated	
5.	Attrition rate of Security guards and supervisors (the average period for which a security guard remains with the company)	
6.	Provider should clearly mention that does they have any in house training facilities or take the services of any third party for training of Local Security Guards)	
7.	Industry certification obtained by the provider for its quality	
8.	Scope and limit of liability of the company	
9.	General take home pay and allowances of the security guards. (in Nakfa Monthly figures)	

6. The agency should forward financial bid in a sealed envelope as per the format below: -

Annexure-V

Duty Point	Required	Shifts	No of LSGs in one Shift	Total no of LSGs	Unit Price (Per hour) in USD and Nakfa	Total price of LGS per month
Embassy Residence	Round the clock	03 shifts	01	03		
Embassy Building	Round the clock	03 shifts	01	03		

7. Visit to Embassy Premises: Registered/ Interested parties may visit the Embassy between October 15-31, 2021 to familiarize with the premises
8. Commencement of Services. The services will need to be made operational within 30 days from award of contract failing which the Embassy reserves the right to cancel the contract and award it to another agency.
9. Important Dates

Period of submission of bids	25 days
Tender Processing fee	Nil
Late date and time of submission of bid	Nov 08, 2021
Period of commencement of work	within 30 working days from the award of contract.
Important Dates	Bid Submission Start: Oct 14, 2021 Bid Submission End : Nov 08, 2021 Opening of Bids: Nov 09, 2021

10. Instructions for bidders.

- (a) Bidders are required to submit their bids by Nov 08, 2021 to 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 previously subject to the original deadline will thereafter be subject to the deadline as extended.

Address details:

D. Gopakumar
Second Secretary (HOC)
Embassy of India,
House No. 6, Citi Centre Street 173-5, Asmara
Eritrea
Email: hoc.asmara@mea.gov.in
Telephone: 00291-1-111107

- (b) Bidders shall furnish all the data/information called for under the bidding documents to the complete 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.
- (c) 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.
- (d) A prospective Bidder requiring any clarification may contact the undersigned in writing, either by email at least three-four business days before the deadline for submission of the Bid.
- (e) The Bid and all correspondence and documents relating to the bid, exchanged between the Bidder and the Embassy shall be written in English Language
- (f) The price to be quoted by the Bidders shall be in US dollars or Nakfa only. The price shall include all VAT taxes, miscellaneous services and duties. However, VAT must be specified separately. The prices quoted by the Bidder shall be kept open and valid for acceptance for a minimum for period of Ninety (90) business days.
- (g) The Bid shall contain no alterations, omissions or additions, overwriting except those to comply with instruction issued by the Embassy or as necessary to correct errors made by the bidders, in which case the person or persons signing the Bid shall initial all such corrections.
- (h) The Embassy reserves the right to accept/reject the Bid and does not bind itself to accept the lowest or any Bid and can reject any or all of the bids or to scrap the RFP in whole or in part.
- (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. The Bidder to whom the contract is awarded is solely responsible to the Embassy for the completion of the awarded contract.

(j) Bid shall be opened on the date and time as given in the tender notice at Embassy of India Asmara, Eritrea in the presence of the authorized representatives of the companies, who may wish to attend.

(i) The contract, if awarded, shall be valid for a period of ONE YEAR (01 year). The contract may be extended annually on year to year basis as per the contract signed on same terms & conditions and same rates, subject to satisfactory services provided by the vendor. In case of breach of the contract or in event of not fulfilling the minimum requirements/statutory requirements, the Embassy shall have the right at any time to terminate the contract with a notice period of 30 days.

9. Terms of payment. Successful bidder would be paid the amount on satisfactory completion of work and / or as per the agreed contract.

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