

No EoI Doha/Sec/LSG/2016
EMBASSY OF INDIA
DOHA, QATAR

REQUEST FOR PROPOSAL FOR PROFESSIONALLY TRAINED TWO (02)
LOCAL SECURITY GUARDS FOR EMBASSY OF INDIA, DOHA

No. No EoI Doha/Sec/LSG/2016

Dated **26 December , 2016**

I Introduction

1. Sealed tenders in 2 (two) Bid Envelopes System are invited from eligible Bidders located and based in the State of Qatar, for providing two (02) professionally trained Security Guards (male) (hereinafter called LSG) for security duties at Embassy of India, Doha premises as per terms and conditions set forth in the Tender Document.

2. This RFP is being issued with no financial commitment and the Embassy reserves the right to change or vary any part thereof of the RFP at any stage. Embassy also reserves the right to withdraw the RFP, should it become necessary at any stage.

3. Embassy's decision on the pre-qualification and selection of the Service Provider shall be firm and final.

II Eligibility (Pre Qualification)

4. The invitation of tender is open at all eligible Bidding Companies as mentioned below:-

(a) Bidding Company should have a minimum of **five years** of overall experience in providing security personnel and related services and proven expertise in the field of security in the State of Qatar and have successfully completed similar type of work in any Govt/Semi Govt./Autonomous Body/Embassy/ Consulate , etc. Proof in respect of services provided to such agencies must be provided in the form of copy of contracts, etc.

(b) Bidding Company must have up to date Trade License.

(c) Bidding Company must have ISO certification.

- (d) Bidding Company must have bank solvency or credit facility certificate.
- (e) Bidding Company must submit bank statement of last 06 (six) months.
- (f) Bidding Company must submit a copy of the security related topics covered during training schedule of the guards.
- (g) Bidding Company must include, as part of its tender, attested copies of documents mentioned at **Sl. No. (a) to (f)** as testimony of qualification to perform the contract.

Note: The Embassy of India, Doha reserves the right to ask for any additional documents 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.

III Critical Minimum Quality Parameters of Security Guards

5. The Service Provider shall meet the following critical minimum quality parameters for security guards:-

- (a) **Age.** Security Guards should not be more that **40 years** of age. Security supervisor should not be more that **50 years** of age.
- (b) **Physical and Mental Fitness.** Security Guards should be physically and mentally fit. They should not suffer from an apparent disability including obesity/ overweight that would hinder efficient discharge of the duties typical to security guards.
- (c) **C&A Verified.** The service Provider shall provide only such Security Guards who have been vetted by local government's security departments in terms of past record, character and antecedents. The Service Providers shall be able to provide background details of the Security Guards and also proof of vetting.
- (d) **Uniform.** Security Guards shall perform their duties in smart uniforms and their overall appearance shall be neat and clean.

- (e) **Training.** Security Guards shall 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 HHMD, DFMD, monitoring CCTV, baggage and letter scanners, etc. They shall possess knowledge of the potential threats in general terms and also knowledge of what is 'suspicious' in terms of men and material.
- (f) **Supervision.** Service provider shall have provisions for real time checks of functioning of the security guards to ensure that the quality of the provided staff and the service they render is always above the benchmark. The provider shall be able to provide proof to the Embassy.
- (g) **Knowledge of Language.** Besides the local language, the security guards shall have rudimentary working knowledge of English or Hindi.
- (h) **Registration.** Service provider shall provide proof of compliance as regards local laws and statutory regulations in running a private security company.
- (i) **Other Clients.** Service provider shall furnish information about its other clients including period and type of service rendered in broad terms.
- (j) **Service Conditions of Security Guards.** Service provider shall provide details of salary, gratuity, allowances, leave, etc of the security guards.
- (k) **Option to Choose and Retain.** Security provider shall provide a choice of persons three times the requirement project to interview and choose from the candidates. In case of 'good performance' Embassy reserves the option to retain a particular security guard.
- (l) **Rotation of Staff.** Service provider shall have sufficient number of security guards on its roll so that the staff is rotated periodically. Ideally the staff shall change after every **4 months**.
- (m) **Nationality of Security Guard.** Service provider shall obtain prior approval of the Embassy, before deploying security guards from nationalities other than Indians.

IV Scope of Work

6. The scope of work of the LSGs is as follows:-

- (a) Perform 12 hrs duty (day shift) from 7 AM to 7 PM x 7 days a week.
- (b) Take periodic patrolling and surveillance for suspected activities of visitors in premises.
- (c) Keep watch over for any sabotage, damage, fire and safeguard the property, men, material, machines and document system at site.
- (d) Monitor X-ray machine, use of Hand Held Metal Detector, Door Frame Detector and assist in regulating visitors to the premises while being polite and courteous with visitors.
- (e) To be alert and detect unattended packages and strange objects and respond in emergency situations like fire, law & order, medical etc.
- (f) Security Guards to be very alert on duty, both physically and mentally throughout the shift and report any issues immediately to the supervisory officer in the Embassy.
- (g) Company will ensure to maintain proper supervision over the security personnel with regards to their discipline, alertness, proper uniform, conduct in the course of their duty and carry out periodic inspections.
- (h) Perform all security duties assigned by the Embassy of India.
- (j) Must possess basic qualification for training in Fire Fighting.

V Tendering Process

7. Tender is invited in two parts i.e. (i) Technical Bid (also containing Bid Security Deposit) and (ii) Financial Bid. Bids are to be deposited to Embassy of India, Doha, Villa No 86 & 90, Street No. 941, Al Eithra Street, Zone 63, Onaiza PO Box Number 2788, Doha, Qatar, in sealed envelopes, clearly marked as '**Technical and Financial Bid for Security Guards for Embassy of India**', latest by **Wednesday, 18 January, 2017, upto 1200 hrs**. Schedule of opening of bids is as follows:-

Opening of Technical Bids - 1200 hrs on 18 January, 2017

8. The Technical bid will be opened on **Wednesday, 18 January, 2017 at 1200 hrs**. The Embassy will not be responsible for any delay in receipt of bids or missing of bids while in transit/post. **Bids received by email/ fax will be rejected out-rightly.**

9. The validity of the bids must be for six months with effect from the date of opening of the bids. All bids should be in English language only.

10. **Bid Security Deposit.** Bid Security Deposit of **QAR. 20,000/- (QAR. Twenty Thousand only)**, with a validity of **three months** should be submitted vide a demand draft / Bank Guarantee/FDR in favour of **Embassy of India, Doha**. Tenders submitted without Bid Security Deposit will not be considered for evaluation and will be rejected out-rightly. The actual Bid Security Deposit demand draft / Bank Guarantee/ FDR should be submitted in the form of a Sealed Envelope clearly super-scribed "Tender for LSG for Embassy of India, Doha - Bid Security Deposit".

11. The proforma for technical and financial bids is placed at **Annexure A** and **Annexure B** respectively.

VI Late Applications

12. Any application received after the last date and time for submission for the same, shall not be accepted. Applications received after the last date shall be summarily rejected and returned to addressee unopened.

VII Evaluation Criteria.

13. In the first stage, only the envelopes, containing the Technical Bid and Bid Security Deposit will be opened on the appointed date and time (Date of closure of Bids), in presence of the bidding companies (one representative each) and shown as a token of receipt of the documents in time. The sealed envelope containing the Financial Bid will be shown to the members present, but will not be opened at this stage.

14. The Technical Bids will be examined and evaluated by the Embassy subsequently on the basis of responses to the RFP. Bidding companies which do not qualify in the technical evaluation will not be considered for

qualification to the Financial Bid stage and their financial bids will be returned unopened.

VIII Financial bids

15. **Bidding companies, which have qualified in the Technical Bid stage, will be informed by email to be present on the date and time fixed by the Embassy and the financial bids will be opened in their presence.**

16. After opening of the financial bids, L1 will be announced based on the lowest financial quote. If two or more companies have the lowest quote, Embassy reserves the right to choose L1 based on the technical evaluation.

IX Commencement of Contract

17. The Services of the L1 will be availed by the Embassy with effect from **22 March, 2017**, subject to approval of Ministry of External Affairs, Govt of India. Initial contract period would be for one year, with an option for yearly renewal, subject to the approval of Ministry of External Affairs, Govt of India. Payments in respect of the security services provided by the company will be made on monthly basis, in the form of a cheque.

X Additional Information

18. The Bidder shall not utilize or publicize or disclose or part with any statistic, data or information collected with assignment/contract without the express written consent of Embassy of India.

19. No terms and conditions other than as stipulated above will be entertained. Tenders without acceptance of the terms and conditions stipulated above are liable to be rejected.

20. The Embassy reserves the right to accept or reject any or all the tenders without assigning any reasons thereof.

XI Termination of Contract

21. Embassy reserves the right to terminate the contract at any time by giving **one month's advance notice**. However, Embassy shall also have the right to terminate the Contract by giving a lesser period of Notice under special circumstances, such as security considerations, violation of privacy laws etc. The Service Provider may terminate the contract by giving **three**

months advance notice with justification for termination of services. Embassy reserves the right to impose a financial penalty of Qatari Riyal equivalent to the service charges of one year, in case the latter terminates the contract without providing three months termination notice.

22. **SIGN AND SEAL**: The Bidder must sign and affix his seal on every page of the Tender Document and the complete Signed Tender Document must be submitted along with the technical bid, and declaring indicating "*I/We accept the above terms and conditions of tender*".

23. For any tender-related enquiry/ query/ clarification please contact:-

**Head of Chancery
Embassy of India
Doha, Qatar
Email: hoc.doha@mea.gov.in**

TECHNICAL BID PROFORMA

1. Name of the firm:

2. Address of the Registered Office:

3. Correspondence address:

4. Contact details:

Telephone:

Fax:

E-mail:

Sl.No.	Requirements	Reply	Remarks, if any
1	(a) Brief introduction of the company		
	(b) Previous experience in the field (minimum of five years)		
	(c) Registration Certificate & license for the services (duly attested copies to be enclosed)		
2	Plan of action and methodology proposed to secure the premises		
3	Qualification and experience of the security guards proposed to be deployed for the job		
4	(a) Details of Current contracts of security services undertaken by the firm		
	(b) Details of past contracts of security services undertaken by the firm		
	(c) Testimonials [Clients' letters / certificates etc.]		

FINANCIAL BID PROFORMA

1. Name of the firm:
2. Address of the Registered Office:
3. Correspondence address:
4. Contact details:

Telephone:

Fax:

E-mail:

Sl.No.	Item	Charges (All Inclusive) in QAR	Remarks, if any
1	Monthly charges for One Security Guard (12 hours dayshift duty - 7AM to 7PM, 7 days per week)	Note : Price quoted should be on an all-inclusive basis to be paid monthly and shall include the cost of all services, personnel, transportation, rentals taxes, consumables, VAT social security, insurance of the security guards etc.	