

No Eol Doha/Sec/LSG/2018
EMBASSY OF INDIA
DOHA, QATAR

**REQUEST FOR PROPOSAL FOR THREE (03) PROFESSIONALLY TRAINED
LOCAL SECURITY GUARDS FOR EMBASSY OF INDIA, DOHA**

No. Eol Doha/Sec/LSG/2018

Dated **17 December, 2018**

1. **Introduction**

1.1. Sealed tenders in 2 (two) Bid Envelopes System are invited from eligible Bidders located and based in the State of Qatar, for providing three (03) professionally trained male Security Guards (hereinafter called LSG) for security duties at Embassy of India, Doha premises as per terms and conditions set forth in the Tender Document.

1.2. 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.

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

2. **Eligibility (Pre-Qualification)**. The invitation of tender is open to all eligible bidding companies who fulfill conditions as mentioned below: -

2.1. Bidding company should have a minimum of **five years** of overall experience in providing security personnel and related services.

2.2. The company should have proven expertise in the field of security in the State of Qatar and should also provided security services to 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.

- 2.3. Bidding Company must have up to date Trade License.
- 2.4. Bidding Company should preferably have ISO certification.
- 2.5. Bidding Company must have bank solvency or credit facility certificate.
- 2.6. Bidding Company must submit bank statement of last six months.
- 2.7. Bidding Company must submit a copy of the security related topics covered during training schedule of the guards.
- 2.8. 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.

3. **Critical Minimum Quality Parameters of Security Guards.** The Service Provider shall meet the following critical minimum quality parameters for security guards: -

- (a) **Age.** Security Guards should not be more than **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. **Firm should submit medical fitness certificate in respect of every LSG.**
- (c) **C&A Verified.** The service Provider shall provide only such Security Guards who have been vetted by Qatar Government's security department in terms of past record, character and antecedents. The Service Providers should be able to provide background details of the LSGs and also proof of vetting.

- (d) **Education**. Security Guards should have attended education atleast upto 10th standard or matriculation equivalent.
- (e) **Uniform**. Security Guards shall perform their duties in smart uniforms and their overall appearance shall be neat and clean.
- (f) **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, CCTV monitoring, 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.
- (g) **Supervision**. The provider should have a system of undertaking supervisory checks of functioning of LSGs to ensure that the supplied LSGs are discharging their duties with efficiency. The service provider 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.
- (h) **Knowledge of Language**. The LSGs should be fluent in English or Hindi.
- (i) **Registration**. Service provider shall provide proof of compliance as regards local laws and statutory regulations in running a private security company.
- (j) **Other Clients**. Service provider shall furnish information about its other clients including period and type of service rendered in broad terms.
- (k) **Service Conditions of Security Guards**. Service provider shall provide details of salary, gratuity, allowances, leave, etc of the security guards.
- (l) **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.

(m) **Rotation of Staff**. Service provider shall have sufficient number of LSGs on its roll so that the staff is rotated periodically. Ideally the staff shall change after every **4 months**.

(n) **Nationality of Security Guard**. Service provider shall obtain prior approval of the Embassy, before deploying LSGs from nationalities other than Indians.

(o) The service provider shall not pay wages lower than minimum wages of labour as fixed by the local authorities. Payment of other admissible benefits, if any, like bonus, leave etc. to the employees deputed at the Embassy shall solely be the liability of the bidding company and not that of the Embassy.

(p) The service provider shall be responsible for dropping and picking up the security staff to/from the Embassy.

(q) The Bidding Company is to ensure compliance of all mandatory labour laws/regulations laid down by the Government of the State of Qatar and any other relevant Acts and regulations enforceable from time to time without any liability on the Embassy of India, Doha or without any responsibility for statutory compliance of any kind by the Embassy.

4. **Scope of Work**. 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.

5. **Tendering Process**

5.1. Tender is invited in two parts i.e. (i) Technical Bid (containing Bid Security Deposit) and (ii) Financial Bid.

5.2. 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 **Monday, 07 January, 2019, upto 1500 hrs.** Bids will open at **1530 hrs on 07 January, 2019.**

5.3. 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.**

5.4. 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.

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

5.6. **Bid Security Deposit.** Bid Security Deposit of **QAR. 5,000/- (QAR. Five 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**".

5.7. **Late Applications.** 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.

6. **Technical Bid Evaluation.**

6.1. 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.

6.2. 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.

7. **Financial bids**

7.1. 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.

7.2. After opening of the financial bids, L1 will be announced based on the lowest financial quote. The final decision of the Embassy on award of contract will be communicated in due course. The notification of award will constitute the formation of contract. Upon the successful bidder's furnishing of performance security, Embassy will notify each unsuccessful bidder and will discharge their Bid Security Deposit. No interest shall be paid on the Bid Security Deposit.

7.3. **Performance/ Service Guarantee.** The successful bidder will submit a Bank Guarantee (in the format given at Annexure **C**) of 10% of annual contract amount within 10 days of award of work. The bank guarantee must remain valid during the tenure of contract period. The Guarantee amount in full or part may be forfeited in the following cases:-

7.3.1. When the terms and conditions of the contract are breached.

7.3.2. When the service provider fails to comply with minimum service levels agreed upon.

7.3.3. When the service provider fails to comply with statutory requirements.

7.3.4. The service provider shall forfeit the performance security in full in case the service provider terminates the contract without providing three months termination notice.

7.4. The guarantee money shall be refunded within 60 days after successful completion of contract period provided there is no breach of contract during the period of the contract or there is no claim for damages from Embassy's side. No interest shall be paid on the service guarantee.

7.5. 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.

8. **Commencement of Contract.** The Services of the L1 will be availed by the Embassy with effect from **22 March, 2019, 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.

9. **Additional Information**

9.1. 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.

9.2. 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.

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

9.4. **Penalties.** In case the service provider fails to provide the desired services or breaches the contract and for loss or damage, if any, to property, life and limbs of Mission Staff etc due to negligence of the security personnel or substandard services of the security agency, service provider will be fully responsible and appropriate penalty will be imposed on the service provider as per existing local rules.

9.5. **Medical Facility.** Service provider is responsible for providing medical facility to the security personnel deployed at the Embassy.

10. **Termination of Contract.** 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 month, in case the latter terminates the contract without providing three months termination notice.

11. **Force Majeure.** Notwithstanding the provisions of contract, the service provider shall not be liable for forfeiture of its performance security if and to the extent that its delay in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure. For the purpose of this clause, 'Force Majeure' shall mean an event beyond the control of the service provider and not involving the service provider's fault or negligence. If a Force Majeure situation arises, the service provider shall promptly notify the authority in writing of such conditions and the cause thereof. Unless otherwise directed by the Embassy in writing, the service provider shall continue to perform its obligations under the contract as far as is reasonably practical.

12. **Settlement of Disputes and Arbitration.** All disputes, differences and questions arising out of or in any way 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 Ambassador of India, Doha. The arbitration shall be in accordance with the **existing rules of the**

State of Qatar in this regard. The arbitrator shall be entitled to extend the time of arbitration proceedings with the consent of the parties.

13. **Point of Contact.** For any tender-related enquiry/ query/ clarification please contact: -

**Head of Chancery
Embassy of India
Doha, Qatar
Email: hoc.doha@mea.gov.in
Landline- 44255708**

14. **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 affidavit at Annexure **D**.

TECHNICAL BID PROFORMA

1. Name of the firm:
2. Address of the Registered Office:
3. Correspondence address:
4. Contact details:
 - (a) Telephone:
 - (b) Fax:
 - (c) E-mail:

<u>Ser</u>	<u>Requirements</u>
1.	(a) Brief introduction of the company (b) Description about your firm's Global level security industry knowledge (c) Previous experience in the field (minimum of five years) (d) Local level security industry knowledge (documented references of Govt and private clients needed). 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.]
5.	<u>Provide answers to the following in your technical bid:-</u> (a) Do you give your clients direct access to the top manager ? How ? (b) Where does the top manager reside ? Locally or far away ? (c) Do you familiar with local policies, plans and procedures associated with the local contractual requirements and their practical applications ?

<p>(d) What is your policy and practice of visiting the client at regular intervals ?</p> <p>(e) Does you provide only manpower or a wide range of diversified security management services ? How wide and diversified ?</p> <p>(f) Size of the reserve capacity of men and logistics such as response trams, patrol vehicles/ security equipments/ control room facilites/communication equipments under use etc.</p> <p>(g) Attrition rate of security guards and security supervisors (the average period for which a security guard remains with your firm)</p> <p>(h) Where do you train your staff ? In-house or through another training provider ? How good is the training provider in terms of reputation ? Details of training curriculam, duration and expense incurred on training ?</p> <p>(i) What is the communication system does you have ? What kind of technology and supervision mechanisms does you have to monitor guard presence and efficiency ?</p> <p>(j) Do you have a 24 x 7 Control Room ? What are its salient features ?</p> <p>(k) What is your relationship with the local police ?</p> <p>(l) What is your industry certification in terms of Quality ?</p> <p>(m) What is the scope and limit of the liability of your company ? What type of security failures your firm wants to avoid and what compensation will you offer in case of a failure ?</p> <p>(n) What is the general and specific scope of work your firm willing to put in the contract ?</p>

[Signature(s) of the Tenderer(s) with Name, Designation, Date & Seal]

Financial Bid Proforma

1. Name of the firm:
2. Address of the Registered Office:
3. Correspondence address:
4. Contact details:
 - (a) Telephone:
 - (b) Fax:
 - (c) E-mail:

<u>Ser</u>	<u>Item</u>	<u>Charges</u> (in QAR)	<u>Remarks, if</u> <u>any</u>
(a)	Monthly charges for One Security Guard* (12 hours dayshift duty – 7AM to 7PM, 7 days per week)		
(b)	Monthly take home pay of a single Security Guard		
(c)	Rate of turnover of managerial and field staff		

5. Provide answers to the following:-

<u>Ser</u>	<u>Item</u>
(a)	Does your firm allow clients to cross check the take home pay of the staff?
(b)	Statistics for Rate of turnover of managerial and field staff
(c)	Does your firm meet the minimum wage directives of the Qatar Govt and also meets other legal, labour and Governmental obligations?

[Signature(s) of the Tenderer(s) with Name, Designation, Date & Seal]

Performance / Service Guarantee Format

To:

Embassy of India,
Doha, Qatar.

WHEREAS ----- (Name of the Service Provider) herein called "the Bidder" has undertaken, in pursuance of Contract No. _____ dated _____ to provide a complete cleaning services hereinafter called "the Contract".

AND WHEREAS it has been stipulated by you in the said Contract that the Service Provider shall furnish you with a Bank Guarantee by a recognized bank for the sum specified therein as security for compliance with its performance obligations in accordance with the Contract.

AND WHEREAS we have agreed to give the Service Provider a Guarantee. THEREFORE We hereby affirm that we are Guarantors and responsible to you, on behalf of the Service Provider, up to a total of _____ (Amount of the Guarantee in Words and Figures 10% of annual invoice) and we undertake to pay you, upon your first written demand declaring the Service Provider to be in default under the Contract and without cavil or argument, any sum or sums within the limit of _____ (Amount of Guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This guarantee is valid until the _____ day of _____, 20_____

(Signature and Seal of Guarantors)

Date:

Address:

AFFIDAVIT

I/We, _____, representative(s) of M/s. _____
solemnly declare that:-

1. I/We are submitting my/our bid against the Tender Notice no. _____ dated _____ brought out by the Embassy of India, Doha for providing cleaning services at the Embassy's premises.
2. I/We or my/our partners do not have any relative working in any office of Embassy of India, Doha.
3. All information furnished by me/us in respect of fulfilment of eligibility criteria and other information given in this tender is complete, correct and true.
4. All documents/credentials submitted along with this tender are genuine, authentic, true and valid.
5. The Price – Bid submitted by me/us is **“WITHOUT ANY CONDITION”**.
6. I/We have not been banned/ delisted by any Government or Quasi Government agencies or PSUs.
7. I/We accept all the terms and conditions of tender.
8. If any information or document submitted is found to be false/ incorrect, Embassy may cancel my/our Tender and take any action as deemed fit including termination of the contract, forfeiture of all dues including Earnest Money and blacklisting of my/our firm and all partners of the firm etc.

[Signature(s) of the Tenderer(s) with Name, Designation, Date & Seal]