

The High Commission of India

Pretoria, South Africa

Dated 19 December 2024

Subject:- Proposal for inviting bids for round the clock 24X7 two armed guards at two properties and one armed guard at one property in Pretoria for the period of two years *from 01/05/2025 to 30/04/2027 or from the commencement of services (whichever is earlier)*. The contract can be further extended by another year subject to service provider providing satisfactory service. The extension has to be at the same rates and at the same terms and conditions.

Purpose

The purpose of the bid is to invite sealed tenders in two bids (Technical Bids & Financial Bids) to submit the proposal with regard to round the clock (24*7/365) armed guarding at three properties owned by the High Commission of India, in Pretoria.

Eligibility (Pre-Qualification)

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 etc.

Note: The tender issuing authority 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.

Tendering Process

Tender is invited in two parts i.e. (i) Technical Bid and (ii) Financial Bid. **Technical & Financial Bid are to be submitted together but in separate sealed envelopes. Both bids should be stamped, dated and signed by the authorized signatory.** In the first stage, only the envelope, containing the Technical Bid will be opened on the fixed date and time.

The Technical Bid will be examined and evaluated by the tender issuing authority. Bidding companies which do not qualify in the technical

evaluation will not be considered for qualification to the Financial Bid stage.

Financial bids

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 tender issuing authority and the financial bids will be opened in their presence. The selected company will be announced after following due process and with the approval of competent authority.

The quotations/bids in sealed envelope addressed to 'Head of Chancery, High Commission of India, Pretoria', be delivered by hand at the Reception of High Commission of India, Pretoria latest by 13th January, 2025.

Schedule of opening of bids is as follows:-

Opening of Technical Bids- **1500 hrs on 14th January, 2025.**

Opening of Financial Bids - **1100 hrs on 16th January 2025.**

Venue: **High Commission of India, 852, Francis Baard Street, Arcadia, Pretoria.**

Scope of Work

The scope of work is as follows: -

- Round the clock (24X7) armed guarding, two guards at a time at two properties (total 8 armed guards) and one guard at a time at one property (total 2 armed guards) of the High Commission of India in Pretoria. A total of 10 Armed guards to be deployed at 3 properties for 24X7 in 2 Shifts.
- Take periodic patrolling and surveillance for suspected activities of visitors in the premises and outside the premises.
- Keep a watch over for any sabotage, damage, fire in order to safeguard the property, men, material, machines and document system at site.
- To be alert and detect unattended packages and strange objects and respond quickly in emergency situations like fire, law & order, medical etc.
- Perform all security duties assigned by the High Commission of India.

Attributes of Security 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.
- Must be well versed with fire emergency procedures and handling of fire extinguisher.
- 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.
- Should not be emaciated, feeble and timid in an apparent sense.
- Must be well versed in English Communication.
- Should be proficient in the local language (so as to deal with local visitors and unruly persons)
- Should be thoroughly proficient and trained in handling of security equipment he is supposed to carry or use.
- Should have possessed training 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, X-BIS, CCTV monitoring etc.

Terms & Conditions

- **The validity of the contract will be for a period of two years which may be further extended as per requirement. There will be no price escalation during the contract period.**
- The contract may be terminated by either party by giving one month's notice.
- The agency should be able to provide additional strength of security. Charges of extra manpower should be the same as for the deployed guard.
- 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 (24X7).
- A dedicated Armed Response service should be available for backup in any emergency.
- Security Guard should not be more than 45 years of age.
- The agency will submit the Character and Antecedents Certificate of their guards duly vetted by local Government's security department(s) before deployment.

- Security Guard deployment should be regular. In case of any change of regular security guard, it should be immediately reported to Resident and supervisory officer of the Mission.
- 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.
- Security Guard should have attended education at least upto 10th Grade.
- 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.
- 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.
- The agency will be required to execute an indemnity bond/ bank guarantee of 4% of the total contract value.
- 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 High Commission of India against any loss, damages, fines, premium, levies, costs, charges and expenses that the High Commission 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.
- The Tenderers shall submit documentary evidence in respect of their financial and technical capabilities and also of their experience in execution of similar nature of work.
- The Security Agency to whom contract is awarded, shall be responsible for loss or damage etc. to the property, life and limbs of Mission staff etc. due to negligence of Security personnel or substandard services of the security agency and in such case the amount of damage / theft etc. shall be recovered from the Security Agency.
- In case of arbitration, only rules under South Africa are to be applicable.
- The proposal should be valid for a minimum period of 120 days to cater for administrative processes.

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

Proformas for Technical and Financial Bids

- *Proforma for Technical Bid is placed at Appendix A*
- *Proforma for Financial Bid is placed at Appendix B*

TECHNICAL BID PROFORMA (for armed guarding service)

Name of the firm:

Contact details :

Sl No.	Subject	Remarks
1.	Year of experience in armed guarding services. (Attach relevant documents)	
2.	What other security services provides besides manpower services	
3.	Detail of present contract of security services undertaken by company.	
4.	Detail of past contract of security services undertaken by company.	
5.	Name of Embassy/High Commission, where presently providing security services.	
6.	Name of Embassy/High Commission, where providing security services in past.	
7.	Had provided security services ever to High Commission of India or Consulates?	
8.	Standard duty hours for guards.	
9.	Dedicated paramedical response.	
10.	Dedicated remote panic button system.	
11.	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?	
12.	Manpower/logistic strength. (Size of reserve pool of men, response teams, patrol vehicles/security equipment/control room facilities/communication equipment etc.)	

13.	Attrition rate of security guards and supervisors	
14.	Operations in the countries.	
15.	Type of uniform, gears etc.	
16.	Mode of communication availed by guard with the company.	
17.	Firefighting training.	
18.	Grievance redressal system	
19.	Take home pay and allowances of the security guards.	
20.	Registered/licensee as security agency with Govt. of South Africa- Complete Details	
21.	Having Industry certification obtained by the company for its quality?	
22.	Agency's relationship/liaison with Local/ Diplomatic Police	
23.	Scope and limit of liability to compensate for its security failures in monetary terms (either from its own resources or through insurance)	

FINANCIAL BID PROFORMA (for armed guarding service)

Name of the firm:

Contact details :

Sl. No.	Subject	Amount (ZAR)
1	Monthly charges for two location- two security guards round the clock (24X7) Inclusive all services and VAT	
2	Monthly charges for one location- one security guard round the clock (24X7) Inclusive all services and VAT	
3	Yearly charges for two location- two security guards round the clock (24X7) Inclusive all services and VAT	
4	Yearly charges for one location- one security guard round the clock (24X7) Inclusive all services and VAT	
5	No. of Locations	3
6	Total amount for 3 locations for a year Inclusive all services and VAT	
7	Extra manpower if necessary, in case of emergency. (Availability and charges)	
8	Details of financial and other benefits provided to security guards by the company.	

Penalties for shortcomings in Services:

Penalties as indicated below will be imposed by High Commission of India for shortcomings in services in respect of Local Security Guards:

Sl. No.	Shortcoming	Penalty (in ZAR)
1.	Unauthorized absence	500/-
2.	Guard found sleeping	500/-
3.	Consumption of alcohol or any other narcotics substances while on duty	1000/-
4.	Use of mobile phones for chatting/watching video/making unnecessary calls which may affect his normal performance of his duty.	500/-
5.	Inappropriate or unbecoming behaviour with Mission's staff or visitors	1000/-
6.	Unauthorized use of Mission's property	1000/-
7.	Any other unbecoming action which may bring bad name to the Mission	1000/-
8.	Guards found involved/conniving with adversary	5000/-
9.	Leaving his arms unattended in case of armed LSGs	1000/-
10	Failure to discharge his duty properly	1000/-
11	Mishandling/negligent handling of arms in case of armed LSGs	5000/-
12	Mission's personnel harmed due to carelessness/negligence of Local Security Guard	10000/- plus as written under terms and conditions clause.
