



**EMBASSY OF INDIA
LUANDA (ANGOLA)**

No. LUA/A/815/01/2021

01 February 2023

NOTICE INVITING TENDER

Subject: Tenders for hiring of Private Security Guards for round the clock security (24 X 7) on all days for the Residence of Ambassador of India to Angola in Luanda

Embassy of India, Luanda invites competitive bids from reputed and experienced companies having office in Luanda for hiring of Private Security Guards for round the clock security on all days (24 X 7) at the Residence of Ambassador of India to Angola in Luanda at House no. 45, Paraiso Real Compound, Talatona, Luanda.

IMPORTANT DATES

Tender Reference No	LUA/A/815/01/2021	
Name of Organization	Embassy of India, Luanda	
	Date	Time (Luanda Local time)
Date of Publishing	01/02/2023 on Embassy's website and CPP portal	1500 hrs
Bid Document download start date	01/02/2023	1600 hrs
Clarification start date	02/02/2023	1300 hrs
Clarification end date	12/02/2023	1300 hrs
Bid Submission end date	15/02/2023	1200 hrs
Technical Bid opening date	17/02/2023 at Four Villas Condominium, Av. Principal de Talatona, Luanda	1500 hrs
Financial Bid opening date	Will be intimated in due course	

NOTICE INVITING BIDS

Subject: TENDER DOCUMENT FOR HIRING LOCAL SECURITY GUARDS - LSG (24 X 7) ON ALL DAYS FOR RESIDENCE OF AMBASSADOR OF INDIA TO ANGOLA AT HOUSE NO. 45, PARAISO REAL COMPOUND, TALATONA, LUANDA

Sealed tenders in conformity with detailed tender call notice are invited from Security Agencies/Firms who meet the following criteria: -

- The security service provider should be registered with concerned agency of Government of Angola.
- Certification of compliance with laws and statutory regulations in running a private security company.
- Previous experience of having provided similar services for other Embassies/Government agencies/other reputed public or private organizations.

2. The Security Agencies/ Firms having good track record, manpower capacity and relevant experience are eligible to apply. This tender document can also be downloaded from Government of India, e-Publishing System Website <https://eprocure.gov.in> and Embassy of India website: <https://www.indembangola.gov.in>. The tenders should be submitted in **ONE SEALED ENVELOPE** in the following manner:

- The **first sealed cover** should be superscripted '**Technical Bid**' should contain details of technical capabilities of the firm with documentary evidence i.e. Copy of Authorization from Ministry of Labour/Interior, Copy of NIF No./Tax Payer No., Copy of Clearance Certificate from Local Police, Past Experience details with proof (**as per Annexure I**).
- The **second sealed envelope** should be superscripted '**Financial Bid**' and should contain the duly filled in proforma placed at **Annexure II** and should give costs of the required services.
- Both the sealed covers, along with Bid Security Declaration (**Annexure III**), should be placed in ONE SEALED ENVELOPE superscripted "BID FOR HIRING OF LSG". This should be addressed to **EMBASSY OF INDIA, FOUR VILLAS CONDOMINIUM, AV. PRINCIPAL DE TALATONA, LUANDA** and sent by post or hand delivered **latest by 1200 hrs. of 15.02.2023**. The bids will be opened in the presence of the bidders or their authorized representatives (along with authorization letter from the bidder) at designated time and date 1500 hrs on 17.02.2023. Tenders received after the due date and time or incomplete and conditional tenders shall not be accepted. Submission of more than one tender paper by a bidder for a particular work will render the bid liable for rejection.

3. SCOPE OF WORK

The scope of work includes providing professional security guard on 24/7 basis. The guard will not be armed. Hiring of Security Guard to be deployed as per the following details:

Sl. No.	Location	Services Required
1	India House, No. 45, Paraiso Real Compound, Talatona, Luanda	<ul style="list-style-type: none">• To ensure security of the premises round the clock on all days (24 X 7)• To assist in regulating visitors to the premises while being polite and courteous to the visitors• Must possess basic qualification for training in Fire Fighting• To be alert and detect unattended packages and strange objects and respond in emergency situations like, fire, law & order, medical etc.

4. Description of Security Services to be rendered

- The Security Guards engaged shall not be below the age of 18 years or above the age of 50.
- The Security Guards should be physically and mentally fit. They should not suffer from any apparent disability including obesity that would hinder efficient discharge of duties. with regards
- The Security Guards should perform their duties in smart uniforms and their overall appearance should be neat and clean.
- Not to allow entry of unauthorized persons inside the premises.
- Maintain record of name, purpose of visit, identification number of all visitors along with details of officer (s) before permitting entry into the premises. The register would require to be put up to the Chief Security Officer of the client (Embassy of India) for scrutiny every Monday.
- To report any anomalies within the premises of the Client or intentional attempt to breach security and related regulations by any person visiting the premises.
- To implement any recommendation by the client to upgrade the security system services provided after mutual consent.
- To maintain a register of attendance with location of deployment.

5. Quality parameters for service providers companies on the basis of which contract will be awarded shall be as under:

- The Security Agency should provide proof of compliance as regards local laws and statutory regulations in running a private security company.
- A security company desirable of providing service should be willing to furnish information about its other Clients including period and type of service rendered

in broad term.

- First the Technical bid will be opened and the pre-qualification of the bidder will be assessed and then financial document of only those bidder [s] who meet the technical criteria will be opened.
- That the agency will be wholly and exclusively responsible for payment of wages to the persons engaged by it in compliance of all the statutory obligations under all related legislation as applicable to it. The agency will have to comply with all statutory provisions of law, rules and regulations and keep this office informed about any amendment in the law from time to time. The transportation, food, medical and other statutory requirements in respect of each personnel of the Security Agency shall be the responsibility of the Security Agency.
- The Security Agency's personnel shall not divulge or disclose to any person, any details of office, operational process, technical know-how, security arrangements and administrative/ organizational matters as all are of confidential nature.
- The Security Agency is to provide security guards who have been vetted by the local Government in terms of past record, character and antecedents. Background details and proof of vetting should be provided to the Client.
- The Security Agency should agree and be able to provide a choice of persons three times our requirement, to interview and choose from.
- The Security Agency's personnel should be polite, cordial, positive and efficient, while handling the assigned work. The Agency shall be responsible for any act of indiscipline on the part of persons deployed by them. The agency shall be bound to prohibit and prevent any of their employees from being intoxicated while on duty, trespassing or acting in any manner detrimental or prejudicial to the interest of the Client. The decision of the Client upon any matter arising under this clause shall be final and binding on the agency.
- The Security Agency should have provisions for real time checks of functioning of the Security Guards to ensure that the quality of the provided staff and their service they render is always above the benchmark. The provider should be able to provide proof of this to the Client.
- The Client may require the Security Agency to dismiss or remove from the site of work, any person or persons, employed by the Security Agency, who may be incompetent or for his/her/their misconduct and the Security Agency shall forthwith comply with such requirements. The Security Agency shall replace immediately any of its personnel, if they are unacceptable to the Client because of security risk, incompetence, conflict of interest and breach of confidentiality or improper conduct upon receiving written notice from office
- The Security Agency has to provide Photo Identity Cards to the persons employed by him/her for carrying out the work. These cards are to be constantly displayed & their loss reported immediately. The following details of the security guards will be provided: -
 - (a) Name
 - (b) Age
 - (c) Copies of their ID cards
 - (d) Complete address.

- The Client will maintain an attendance register in respect of the staff deployed by the agency. The service charges will be paid after the end of each month of service provided upon presentation of invoice by the Security Agency, within the first 05 working days of the succeeding month.
- The Security Agency shall provide a substitute well in advance if there is any possibility of the person leaving the job due to his/her own personal reasons. The payment in respect of the overlapping period of the substitute shall be the responsibility of the Security Agency.
- The Security Agency shall be contactable at all times and messages sent by phone/e- mail/fax/special messenger from the Client shall be acknowledged immediately on receipt on the same day. The Security Agency shall strictly observe the instructions issued by the Client in fulfillment of the contract from time to time.
- The Client shall not be liable for any loss, damage, theft, burglary or robbery of any personal belongings, equipment or vehicles of the personnel of the Security Agency.

6. Period of Contract

The initial period of contract would be for 12 months. Service charges/rates quoted by the agency would be fixed for a period of 12 months and any statutory increase in wages/ DA etc. is to be absorbed by the agency. In case performance is not satisfactory, the contract will be terminated by the Client by giving an advance notice of 30 days in writing.

7. Right to Acceptance or Rejection of Tenders.

The tender is liable to be rejected inter-alia: -

- If it is not in conformity with the instructions and proforma mentioned in the tender paper.
 - If it is not properly signed by the bidder.
 - If it is received by telex, telegram or by email.
 - If it is received after the expiry of the due date and time.
8. Embassy of India reserves the right to Accept/Reject any of the tenders in full or part thereof. Revise the requirement at the time of placing the order. Add, modify, relax or waive any of the conditions stipulated in the tender specification wherever deemed necessary. Reject any or all the tenders in part or full without assigning any reason thereof.
9. For clarification/queries, if any, prior to submission of bid, prospective bidder may contact the undersigned during office hours from 0900 hours to 1730 hours on working day.

-sd-
(Aditya Vats)
Head of Chancery
E-mail: hoc.luanda@mea.gov.in
Tel: +244 941565957

ANNEXURE - I

PROFORMA FOR SUBMITTING TECHNICAL BID

Sl. No. Re	Requirements	Reply	Remarks, if any
1	List of other clients the company is serving in terms of supply of LSGs in Angola and other countries.		
2	Past experience, service history achievements of the company: <ul style="list-style-type: none">• Brief introduction of the company• Previous experience in the filed (minimum of three years)		
3	Proof of registration of the company under relevant statutory regulations such as labour laws etc.		
4	Evidence of range of security services provided.		
5	Size of the reserve pool of men and logistic such as response team / patrol vehicle / security equipment/ control room facilities / communication equipment etc.		
6	Attrition rate of security guards and security supervisors. What is the rate of turnover of managerial and field staff? Please obtain statistics that can be cross checked from labor department records.		
7	Training facilities: own or outsource and what is the curriculum and duration of training of the security guards and supervisors		
8	Industry certification obtained by the company for its quality & company's relationship with local police		
9	Scope and limit of liability of the company-compensation, insurance etc		
10	Does it meet the minimum wage directive of the host government and also meets other legal, labor and governmental obligations? Please specify take-home pay and allowances of the security guards.		
11	Plan of action and methodology Proposed to secure the premises		

12	Qualification and experience of the security guards proposed to be deployed for the job		
13	<ul style="list-style-type: none"> • Details of current contracts of security services undertaken by the • Details of past contracts of security services undertaken by the firm • Testimonials [client's letters/ certificates, etc] 		
14	Is it familiar with local police, plans and procedures associated with the local contractual and their practical applications?		
15	Is it licensed by the local police or statutory authority on the subject? Details of evidence to be attached.		

Signature of the Bidder with Seal

Name: _____

Designation:

Address: _____

Phone No. _____

Date: _____

ANNEXURE - II

PROFORMA FOR SUBMITTING FINANCIAL BID

(On Company Letterhead)

Financial Bid for providing Three Security Guard for 24x7 at Ambassador's Residence

No. of Guards and shifts	Monthly Charges (without IVA) (in AoA)	IVA/VAT (in AoA)	Any Other Charges (in AoA)	Total Monthly Charges (in AoA)

Signature of the Bidder with Seal

Name: _____

Designation:

Address: _____

Phone No. _____

Date: _____

ANNEXURE - III

Notice Inviting Tender for hiring of Local Security Guards (LSGs) for the India House

Bid Security Declaration

I/We accept that if I/we withdraw or modify Bids during the period of validity or if I/we are awarded the contract and I/we fail to sign the contract, or to submit a performance security before the deadline defined in the request for bids document, I/we will be suspended for the period of time specified in the request for bid document from being eligible to submit Bids for contracts with the Government of India.

Date:
Name:

Place:
Signature:

