

Consulate General of India,
Birgunj, Nepal

No.Birg/813/01/2022

Dated: June 30th, 2022

OPEN-E-TENDER NOTICE

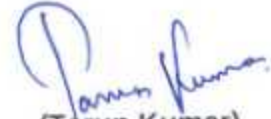
Name of the work: Hiring of security agency for providing fifteen Local Security Guards on contract basis for guarding services at Consulate General of India, Shreepur, Birgunj, Nepal, residences of three officers residing outside Chancery Premises in Birgunj Town (Nepal), Indian Embassy Bungalow (IEB), Raxaul, East Champaran, Bihar, India.

Consulate General of India, Birgunj, Nepal invites sealed tenders as per Two-bid system (Technical Bid and Financial Bid) from reputed and experienced Nepali or Indian Security service providers registered with appropriate authority as per law, for guarding services on contract basis at the above mentioned addresses i.e. Consulate General of India, Shreepur, Birgunj, Nepal, residences of three officers residing outside Chancery area in Birgunj town and IEB, Raxaul for a period of 2 years from the date of signing of contract.

The Technical and the Financial Bid should be sealed by the bidder in separate covers duly super-scribed (Technical or Financial Bid) and both these sealed covers are to be put in a bigger cover which should also be sealed and duly super-scribed. The Bids should reach the Office of Head of Chancery, Consulate General of India, Shreepur, Birgunj, Nepal on or before **July 21st, 2022** by **1600 hours**. The technical Bids would be opened first on **July 22nd, 2022** at **1100 hours** at Consulate General of India, Shreepur, Birgunj. The Financial bids would be opened at **1100 hrs** on **July 28th, 2022** of those agencies who meet the eligibility criteria and terms and conditions in the technical bids.

Pre-Bid Conference will be held on 08th July, 2022 at 1100 hrs in the Consulate premises for clarifying issues and clearing doubts, if any, with regard to bid documents.

The tender documents containing Eligibility criteria, Scope of work, Quality parameters for Local Security Guards (LSGs) & Service Provider Agency, Specific and General terms and conditions can be accessed on website of Central Public Procurement Portal <https://eprocure.gov.in/cppp> or Website of CGI, Birgunj www.cgibirgunj.gov.in



(Tarun Kumar)

Head of Chancery
Consulate General of India, Birgunj
Tel 00977 51 532233
email ID: hoc.birgunj@mea.gov.in

Tender Notice

No. Birg/813/01/2022

Dated: June 30th, 2022

Name of the work: Hiring of security agency for providing fifteen Local Security Guards on contract basis for guarding services at Consulate General of India, Shreepur, Birgunj, Nepal, residences of three officers in Birgunj Town and Indian Embassy Bungalow (IEB), Raxaul, East Champaran, Bihar, India.

- a) Sealed tenders under Two Bid System (Technical Bid and Financial Bid) are invited from reputed and experienced Nepali or Indian Security service providers registered with concerned government authority, for guarding services on contract basis at the chancery premises, residences of three officers residing outside Chancery premises in Birgunj town, IEB, Raxaul and any other premises of the Consulate General of India in Birgunj for a period of 2 years from the date of signing of contract.
- b) **The bids would be first examined for fulfillment of the conditions given in the technical bid. The bids of companies/agencies not fulfilling the required conditions would be rejected. Financial bids of only those agencies would be opened and considered for award of tender that fulfill the eligibility criteria and terms & conditions at the technical stage.**
- c) If a firm quotes NIL charges/consideration, the bid shall be treated as unresponsive and will not be considered.
- d) Late Bids i.e. Bids received after the specified date and time will not be considered.

I. Eligibility Criteria:

- (i) The Agency should have been in existence and engaged in providing guarding services for not less than two years as on June, 2022. They should provide proof of compliance as regards local laws and statutory regulations in running a private security company.
- (ii) Nepali /Indian Security service agency should have proper registration with the concerned Government authorities.
- (iii) Due weightage will be given to the agency having its presence in multiple locations in Nepal including Birgunj or neighbouring areas including Raxaul, India .
- (iv) Nepali/Indian agency providing security to Diplomatic missions, Government and Industrial offices and such other establishments for a period over two years will be given preference.
- (v) Company having guards with experience of working in Nepal Police/ Army will also be given preference.
- (vi) The agency should not have been blacklisted since inception.
- (vii) The agency desirable of providing service to us should be willing to furnish information about its other clients including period and type of services rendered in broad terms.
- (viii) The agency should have sufficient LSGs on its roll so that the staff is rotated periodically preferably after every 4 months

II. Scope of work:

i) The agency shall provide fifteen uniformed and suitably equipped security guards for round the clock duty in shifts on all days during the period of contract as per schedule at the following locations:-

Location I: Three guards including one female guard for guarding service at gate No. 1 & 2 of the Chancery and checking of ladies visitors. Male guards from 0500 to 2100 hrs, 2 in shift of 8 hours and Lady guard from 0900 to 1700 hours.

Location II: Three guards (3x8 hours) for round the clock guarding at the residence of Consul (ICS). Each guard will perform duty for 8 hours in a shift.

Location III: Three guards (3x8 hours) for round the clock guarding at the residence of Consul (PCS). Each guard will perform duty for 8 hours in a shift.

Location IV: Three guards (3x8 hours) for round the clock guarding at the residence of Consul (ECC). Each guard will perform duty for 8 hours in a shift.

Location V: Three guards (3x8 Hours) for round the clock guarding of Indian Embassy Bungalow, Raxaul located at India-Nepal border 5 km away from the Consulate office. Each guard will perform duty for 8 hours in a shift.

(ii) The agency will provide suitable accommodation to the guards and arrange for their transportation to / from the place of duty.

(iii) The agency will also provide suitable backup / fall on arrangements to meet any emergency situation.

III. Specific Terms and conditions:

- (i) The agency shall provide fifteen experienced security guards having proper identity documents issued by the Govt. of Nepal / Govt. of India.
- (ii) The Guards should be provided with proper working uniforms for summer, rainy and winter seasons to be worn during working hours.
- (iii) The security guards shall be trained personnel having experience of handling system and public dealing, preferably drawn from ex-servicemen, retired police and para-military personnel. Availability of personnel drawn from ex-Indian servicemen will be an extra advantage. The guards should have knowledge of Nepalese and Hindi languages.
- (iv) The personnel shall be deployed through a branch office in Birgunj, manned by a supervisor of adequate seniority and experience and equipped with appropriate communication system.
- (v) The security guards should be provided basic kits, such as baton, khukhri, torch for night duty use.
- (vi) The security agency shall provide communication facility in the form of mobile phones to its guards on duty at their respective place of deployment.
- (vii) Residential accommodation to the guards for off-duty period would be provided by the company.
- (viii) The agency will provide backup services to meet any emergency situation.
- (ix) In case any guard is absent, the company will provide substitute for him otherwise proportionate deductions will be made from the monthly payment.
- (x) In case the security agency 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, the agency will be penalized accordingly.

- (xi) The Consulate will not be responsible for any dues, charges or compensation other than the agreed contract amount for the guarding services. The guards would not have any claim for regularization of their services or enhancement of wages with the Chancery.
- (xii) The Contract amount, once agreed to by the firm/agency would not be increased during the period of contract.
- (xiii) The agency should take the responsibility for any physical harm caused to the LSGs while performing duties in terms of treatment cost including providing medical facility and any other financial liability, the Consulate will not be responsible for such liabilities.

IV. Quality Parameters for Local Security Guards (LSGs)

Companies should agree to comply with Quality Parameters for LSGs as detailed below and submit an undertaking in this regard. Failure to comply with the aforementioned parameters will lead to agency's rejection.

- (i) LSGs should not be more than 50 years of age and the Supervisor, wherever necessary, should not be more than 55 years of age.
- (ii) Should be physically and mentally fit and should not be suffering from an apparent disability. The Provider should submit Medical Fitness Certificate in r/o every LSG from an authorized Medical Practitioner. Additionally, he/she should not be emaciated, feeble and timid in an apparent sense.
- (iii) Should have been vetted by local Government's security department(s) in terms of past record, character and antecedents. The Provider should provide background details of the LSGs and also proof of their vetting.
- (iv) Should possess training in basic security duties such as access control and anti sabotage checks (of persons, baggage and vehicles) including use of basic security tools such as HHMD, DFMD, CCTV monitoring, baggage and letter scanners etc.
- (v) Should have attended education at least upto 10th Standard or matriculation equivalent.
- (vi) Should be proficient in the local language (so as to deal with local visitors and unruly persons or group of persons). Should be in possession of minimum English language skills required to communicate with the Mission staff.
- (vii) Should perform duties in smart uniforms and their overall appearance should be neat & clean.
- (viii) Should be thoroughly proficient and trained in handling of arms and other security equipments they are supposed to carry or use.
- (ix) 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 and as per the SOPs designed by the Mission/Post. The Provider should clearly spell out as to what will be the system of supervision/surprise checks so as to achieve the above objectives e.g. number of scheduled and surprise visits in a given period.

V. Quality Parameters for Service Provider Companies

Companies should provide the detailed information in descriptive terms in relation to the points given below along with supporting documents and records.

- (i) List of other clients the Company is serving in terms of supply of LSGs in the host country and other countries to ascertain the level of global security knowledge and experience the bidder has.
- (ii) Past experience, service history, achievements of the company.
- (iii) Evidence of registration of the company under relevant statutory regulations such as labour laws applicable in the host country (if registered under more than one law, the same be furnished).
- (iv) Evidence of range of security services provided.
- (v) Size of the reserve pool of men and logistics such as response teams, patrol vehicles/security equipments/control room facilities/communication equipments under use etc.
- (vi) Attrition rate of security guards and security supervisors (the average period for which a security guard remains with the company).
- (vii) Training Facilities: Does the company have its own training facility (details thereof)? Does it avail the facility of another provider or a company that only focuses on training? What is the curriculum and duration of training of the security guards and the supervisors?
- (viii) Industry certification obtained by the company for its quality & Company's relationship with local police.
- (ix) Scope and limit of liability of the company.
- (x) Take home pay and allowances of the Security Guards.

VI. General Terms & Conditions:

- (i) Consulate General of India, Birgunj reserves the right to accept or reject any bid(s) / quotation(s) at its discretion.
- (ii) The agency would be fully responsible for all acts of omission or negligence, dishonesty or misconduct of its staff during working at Chancery.
- (iii) The grievances against the performance of duty shall be attended by the agency within three days of registration of the complaint. If the complaint cannot be redressed, reasons will be recorded in writing by the agency explaining such an inability.
- (iv) The Consulate reserves the right to terminate the contract with one month's notice in case the services rendered are not satisfactory.
- (v) No advance payment will be made. Payment will be made in the beginning of next month upon satisfactory completion of the work. Hiring charges would be paid by the Consulate directly to the agency and not to the individual guard.
- (vi) The agency would be responsible to discharge all the statutory requirements under the Labour Act or any other Acts enforceable from time to time by the Government of Nepal without any liability on Consulate General of India, Birgunj.
- (vii) The agency which is granted the contract will furnish the Performance Guarantee for an amount of 5% of the annual contract value at the time of award of the contract by issuance of Account Payee Demand Draft or Bank Guarantee from a Commercial Bank in favour of Consulate General of India, Birgunj. The performance Guarantee would remain valid for a period of sixty days beyond the date of completion of all contractual obligations of the agency.
- (viii) The contract with the prospective bidder will be interpreted under Indian laws.

- (ix) The Agency should provide the documents mentioning the rules applicable to the contract of place (country) of availing services and the same will be incorporated in the agreement for the reasons of arbitration.

VII. Documents to be submitted with the bids:-

- (a) The agency should submit bids (in duplicate) as per two bid system i.e. the Technical and the Financial Bid bid should be sealed by the bidder in separate covers duly super-scribed (Technical or Financial Bid) and both these sealed covers are to be put in a bigger cover which should also be sealed and duly super-scribed as per attached **ANNEXURES I & II** respectively. The bids should be submitted on proper letter head having details like registration no., address and telephone no. of the company. The bids should be signed with company's seal clearly affixed. (The bid received on plain paper or without signature and seal of the company will be rejected)
- (b) The bidder should furnish the following with the technical bid:-
- Agency's registration and PAN / VAT number.
 - Bank account details of the agency.
 - Documents of previous work experience and current works in hand
 - Details of places where working at present and total number of security guards working with the agency
 - Earnest Money Deposit of NRs. 80,000/- (equiv to INRs. 50,000/-) should be paid by Account Payee Demand Draft or Bank Guarantee from any of the Commercial Banks in favor of Consulate General of India, Birgunj. Tenders not accompanied with EMD will be rejected outright. EMD of the unsuccessful bidders would be returned to them and no claim for payment of interest on bid security would be entertained by the Consulate. EMD of the winning Tenderer will be forfeited, if he withdraws or amends its tender within the period of validity of tender.
- (c) The bidder should furnish the following documents with the financial bid:
- (i) **Affidavit as per Annexure III duly notarized.**
 - (ii) Copy of any Govt. notification in support of statutory payments / accommodation charges that the agency may like to present.

VIII. Submission of tenders:-

Interested agencies should submit the tender (Technical and financial bids) in separate sealed envelopes addressed to the Head of Chancery, Consulate General of India, Shreepur, Birgunj, Nepal on or before **July 21st, 2022** by **1600 hours**.

Technical Bid for providing guarding services on contract basis to CGI, Birgunj.
(Envelope Number-1)

(This has to be submitted in duplicate (2 copies) on a proper letter pad of the company and in a sealed cover with the title "Technical Bid-Envelope No. I" addressed to the Head of Chancery, CGI, Birgunj, Nepal)

1. Name of the tender: Hiring of security agency for providing guarding services at Consulate General of India, Birgunj, residences of three officers in Birgunj Town and IEB, Raxaul, East Champaran, Bihar, India against Tender Notice No. Birg/813/01/2022 dated June 30th, 2022.
2. Name of the tenderer:
3. Present address:
(Along with telephone number)
4. Permanent address:
(Along with telephone number)
5. Details of Earnest Money Deposit (EMD) submission :

Issuing Bank Name:
DD. No./ Bankers Cheque:
Dated:
Amount (NRs):

6. Details of attested and verified Photo Copies of documents attached with the technical bid:-

Sl. No.	Items	Yes	No	Remarks
1.	Registration number of company with government authorities			
2.	VAT/PAN registration			
3.	Bank account number and name & address of the Bank			
4.	Proof of residence or citizenship certificate of the applicant			
5.	Proof of the agency being in security service business for at least two years			
6.	Details of establishments/ offices/ embassy etc. where the agency is providing/ has provided security with periods			
7.	Number of places where the agency is working at present (List to be attached) with number of security guards deployed at each place			

Declaration by the Bidder:

This is to certify that I/we before signing this tender have read and fully understood all the terms and conditions contained herein and undertake myself/ourselves to abide by them.

No. of documents attached:-

Seal of the
company/firm

Signature:

Name:

Position in the company:

Address:

Phone/Mobile No.:

Date:

Note: - Bid must have date and signatures of the authorized signatory of the Tenderer/Service Provider Company with stamp and in no case, the date on the quotation should be prior to the date of publication of the Tender Notice. Bids received without proper signature and seal of the company will be rejected.

**Financial Bid for providing guarding services on contract basis to
the Consulate General of India, Birgunj. (Envelope Number-2)**

(This has to be submitted in duplicate (2 copies) on a proper letter pad of the company applying for the contract and in a sealed cover with the title "Financial Bid-Envelope No. 2". It should be addressed to Head of Chancery, CGI, Birgunj, Nepal)

FINANCIAL BID

S.No (I)	Particulars (II)	Monthly charges in NRs. (III)	Total Annual Charges (III x 12) or lumpsum (as applicable) (IV)
1.	Wages for security guards for duty for 8 hours each per day	Total NRs per guard NRs for fifteen Guards	
2.	Other statutory contributions/ charges: (write break up of components with specific amount) (i) Bonus: (ii) Leave salary : (iii) Insurance : (iv) Any other.....(Specify)		
3.	Other charges: (i) Accommodation: (ii)Uniform: (iii)Communication equipment: (iv) Other equipment for safety: (v) Any other.....(Specify)		
4.	Agency charges including supervisor wages:		
5.	Sub Total (1 to 4)		
6.	VAT (as applicable) {Should be Refundable to the Consulate by Ministry of Finance, Nepal in case of Nepali bidders}		
7.	Gross annual expenditure (5+6)		
8.	Total Monthly rate for fifteen guards (Col. 7 / 12)		

Declaration by the Bidder:

This is to certify that I/we before signing this tender have read and fully understood all the terms and conditions contained herein and undertake myself/ourselves to abide by them.

No. of documents attached:-

Signature:

Name:

Position in the company:

Address:

Phone/Mobile No.:

Date:

**Seal of the
company/firm**

Note: - Bid must have date and signatures of the authorized signatory of the Tenderer/Service Provider Company with stamp and in no case, the date on the quotation should be prior to the date of publication of the Tender Notice. Bids received without proper signature and seal of the company will be rejected.

(To be exerted on Non-Judicial Stamp paper of INRs. 10=)

AFFIDAVIT

I/We Partner(s) / Legal Attorney /
Proprietor(s) / Accredited Representative(s) of M/s.....
solemnly declare that:

2. I/We are submitting tender for the work of providing guarding services for Consulate General of India, Birgunj against Tender Notice No Birg/813/01/2022 dated June 30th, 2022.
3. Myself or our partners do not have any relative working at Consulate General of India, Birgunj or in any office of Ministry of External Affairs, Government of India, New Delhi.
4. All information furnished by me / us in respect of fulfillment of eligibility criteria and information given in this tender is complete, correct and true.
5. All documents / credentials submitted along with this tender are genuine, authentic, true and valid.
6. The Price-Bid submitted by me/ us is "WITHOUT ANY CONDITION".
7. I/We have not been banned/delisted by any Government or Quasi Government agencies or PSUs of India and Nepal.
8. If any information or document submitted is found to be false / incorrect, Consulate may cancel my /our Tender and can take any action as deemed fit including termination of the contract, forfeiting of all dues including Earnest Money Deposit (EMD) and blacklisting of my / our firm and all partners of the firm etc.

Place: -

Date: -

Signature of the Tenderer

Full Name:-

Position in Company:-

Seal of

Notary Date:

Rubber stamp/seal

of the company: -