

TENDER NOTICE

Subject: Tender Notice for hiring of Local Security Guards (LSGs) for the Chancery (Embassy) premises of India and Embassy Residence.

The Embassy of India, Asuncion invites sealed bid from professional security companies/firms based in Asuncion under Annual Maintenance Contract for providing Local Security Guards for the upcoming Chancery Premises and the Embassy Residence at the following locations:

A) Chancery Premises : Av. Gral. Bernardino Caballero 249, Bernardino Caballero, Asunción

B) Embassy Residence: 263 Papa Juan XXIII Street almost Ricardo Odriozola Street, Manora, Asuncion

2. Last date of submission of bids: 05 April, 2024

Tender Documents

A. Technical Bid Documents:

- Annexure I : Instructions to bidders
- Annexure II : Scope of work
- Annexure III : Terms and Conditions of the contract
- Annexure IV : Technical Bid (Part-I)
- Annexure V : Technical Bid (Part-II)
- Annexure VII : Bid Security Declaration

B. Financial Bid Documents: Annexure VI : Financial Bid Proforma



(Aliawati Longkumer)
Counsellor (Head of Chancery)
Embassy of India
Asuncion

Instructions to Bidders (Annexure-I)

Subject: Tender Notice for hiring of Local Security Guards (LSGs) for the Chancery premises of India and Embassy Residence

Bids are invited under two bid system viz. Technical Bid and Financial bid from professional security companies/firms on the subject.

2. Tender document can be collected from Embassy of India, Asuncion or downloaded from <https://eprocure.gov.in/epublish/app> -> Tenders by location -> Asuncion
3. The tender should be submitted in two sealed envelopes as below:
 - a) The first sealed cover superscripted as "Technical Bid" should contain details of technical capabilities of the firm (with documentary evidence i.e. firm registration paper, experience with other offices/organizations (as per **Annexure-IV & V**).
 - b) The second envelope superscripted "Financial Bid" should contain rates only for Annual contract as per **Annexure-VI**.
 - c) Both sealed covers, along with Bid Security Declaration (**Annexure-VII**), should be placed in the main sealed envelope superscripted "Tender Notice for hiring of Local Security Guards (LSGs) for the Chancery Premises and Embassy Residence" addressed to the **Head of Chancery, Embassy of India, Avenida General Bernardino Caballero, 249, Asuncion, ,** and must reach **on or before 5 April, 2024 by 1700 hrs**. Bids may be hand delivered or sent by courier/post at the aforementioned address so as to reach on or before the prescribed date and time. The Embassy will not be responsible for any postal delay.
4. The Embassy reserves the right to amend any of the terms and conditions contained in the tender document or reject or all bids without giving any notice of assigning any reason thereof. The decision of Embassy in this regard will be final and binding upon all the bidders.
5. Bidders are requested to go through the terms & condition of the contract (**Annexure-III**).
6. The important schedule and dates are given below:

	Key event	Dates
	Tender publish date	14 th Mach, 2024
	Bid submission start date	15 th Mach, 2024
	Bid submission end date	5 th March, 2024 at 1700 hrs
	Opening of technical bids	8 th April, 2024 at 1500 hrs

	Opening of financial bids	Date to be intimated later (only to technically qualified bidders)
--	---------------------------	--

7. For any tender related enquiry/clarification/site visit, please contact the undersigned by email admn.asuncion@mea.gov.in or by phone at +595 984 121415.
8. All bidders are requested to read and understand the terms and conditions of the contract before submitting their bids. No change or violation of aforementioned terms and conditions is permissible once the bid is accepted by the Embassy.



(Aliawati Longkumer)
Counsellor (Head of Chancery)
Embassy of India
Asuncion

Scope of work

1. To provide Local Security Guards at the Chancery Premises and the Embassy Residence, as detailed below :

S. No.	Duty Point	Duration	No. of shifts	No. of Security Guards in one shift	Total no. of Security Guards*
1.	Chancery Premises (Av. Gral. Bernardino Caballero 249, Bernardino Caballero, Asuncion)	24 Hours	01 shift for 8 hours except Sunday and Embassy Holidays and 03 shifts each lasting for 8hours on Sundays and Embassy holidays and on requirement basis	01	01
2.	Embassy Residence (263 Papa Juan XXIII Street almost Ricardo Odriozola Street, Manora, Asuncion)	24 Hours	03 shifts each lasting for 8hours	01	03

* The total numbers are indicative in nature and actual numbers, who would be deployed, may vary.

2. To ensure security of the premises (as indicated above).
3. To assist in regulating visitors to the premises while being polite and courteous with visitors.
4. Take periodic patrolling and surveillance for suspected activities of visitors in premises.
5. Keep watch over any sabotage, damage, fire and safeguard the property, men, material, machines and document system at site.
6. To be alert and detect unattended packages and strange objects and responding emergency situations like fire, law & order, medical etc.
7. Security Guards have 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.
8. 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.
9. Perform all security duties assigned by the Embassy of India, Asuncion.
10. Must possess basic qualification for training in Fire Fighting.
11. Provision of one female security guard when required. The requirement of female security guard will be informed by the Embassy of India at least one day in advance. The deputation of female security guard will be over and above the usual strength of security guards.

Terms and Conditions

1. The Embassy of India, Asuncion (hereinafter referred to as Embassy) shall award the contact to the eligible bidder whose technical bid has been accepted and determined as the lowest evaluated commercial tender. The lowest price criteria shall be applied on the total.
2. The bidder shall submit a Bid Security Declaration (**Annexure-VII**). Failure to honour the Bid Securing Declaration shall render the bidder ineligible to participate in any tender on behalf of Government of India, for a period of two years from the date of publication of the Tender in which the default has happened.
3. Price quoted by the bidder and agreed to by the Embassy shall be considered final and no price escalation will be permitted thereafter. Bidders must quote the price in the format given at **Annexure-VI** of this document. All prices are to be quoted only in PGY, exclusive of VAT.
4. In case of any ambiguity/dispute in the interpretation of any of the clauses in this tender document, Embassy's interpretation of the clauses shall be final and binding on all parties.
5. The successful bidder, on award of contract, must send the contract/ acceptance in writing within 07 days of award of contract, otherwise the contract will be awarded to the next successful bidder i.e. L-2.
6. Any deviation or deficiency concerning the quality of service provided by the agency or violation of the provisions in the contract shall be taken as violation by the contract and under such circumstances either party can end the agreement after giving two months' notice.
7. The price quoted should be on all-inclusive basis to be paid monthly and shall include the cost of all the services including the mandatory government contributions such as social security contributions, insurance, rentals taxes, transportation etc if any.
8. Security guard should not be more than 50 years of age. The security guard should be physically and mentally fit and should not be suffering from any apparent disability (the company should submit medical fitness certificate in respect of security guard from an authorized medical practitioner once they are successful in their bid). Additionally, the security guard should be of good physique, alert and agile. Except for mobile phone, no personal belongings will be allowed in office premises.
9. The company is responsible for getting the past record, character and antecedents vetted by local security department and should provide these details along with proof of their own vetting to the Embassy.
10. The security guard should be reasonably qualified (at least Grade 10 or its equivalent in local terms). He should be trained in basic security duties such as handling CCTV monitoring, baggage/letter scanner, access control etc.
11. Security guard should be properly uniformed and should be neat and tidy in appearance.
12. The company should also agree to allow review of pay slips/banks statements of security guards to cross-check the claim.
13. The bid will remain valid for a period of 180 days.

14. The contract will be valid for a period 02 year from the date of acceptance by the Embassy.
15. The company shall arrange for suitable reserve personnel in lieu of weekly off or leave period of the regular security guard. No separate payment shall be made for such arrangements.
16. Compliance with labour regulations/laws of the Paraguayan Government will be the sole responsibility of the company. They shall comply with all the requirements of taxes, fee and other statutory payment as are required by the concerned authorities. The Embassy will have no responsibility, whatsoever, in this regard.
17. The company shall at all time follow the lawful instructions as given by the Embassy or its authorized representatives with regard to functioning of the security guards.
18. The company is prohibited from subletting/outsourcing the job to any other agency.
19. The company is liable for penalty, as deemed fit by the Embassy in case it fails to provide desired service or breaches the contract, cause loss or damage, if any, to property, life of Embassy's staff etc. due to negligence of the security guard provided by the company.
20. Medical facility/health insurance/social security/transport for the security guards will be sole responsibility of the company. The Embassy will have no responsibility, whatsoever, in this regard.
21. The service providers are hereby clearly informed that fulfilment of conditions, as mentioned in Technical bid, is mandatory and these are our critical minimum requirement and any inability to meet any or all of these would make them liable for rejection at the technical bid stage itself.
22. Security company should have sufficient security guards on its roll so that the staff is rotated periodically.

Annexure-IV (To be submitted as part of Technical Bid)

**QUALITY PARAMETERS* FOR LOCAL SECURITY GUARDS (LSG) TO
BE PROVIDED AT CHARCERY AND ER**

The bidder is required to write 'Yes' or 'No' in the column REMARKS. In case of partial fulfilment, the bidder requires to mention which conditions cannot be fulfilled.

S. No.	Item/ Description	REMARKS
1.	LSGs should not be more than age of 50 and supervisor, wherever necessary, should not be more than 55 years of age.	
2.	LSGs should be physically and mentally fit. Service provider should submit Medical Fitness Certificate in respect of every LSG from an Authorized Hospital/Medical practitioner.	
3.	LSGs 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.	
4.	LSGs should possess training in basic security duties such as handling gadgets like Fire Extinguishers, access control, conduct anti-sabotage checks including use of X-Ray Baggage Scanner, Vehicle Scanner, Under deck Scanner, HHMD, DFMD, CCTV monitoring, letter scanners etc.	
5.	LSGs should have passed at least Grade 10 or equivalent.	
6.	LSGs should perform duties in smart uniform and their overall appearance should be neat and clean.	
7.	LSGs should be thoroughly proficient and trained in handling of arms and other security equipment they are supposed to carry/use.	
8.	Service provider should have provisions for real time check of functioning of the security guards to ensure that the quality of the provided staff and the service they render is always the benchmark. The provider should be able to provide proof of this to the Embassy.	

*These parameters are Embassy's critical minimum requirement and any inability to meet any or all of these would make the service provider liable for rejection at the technical bid stage only.

Declaration

I hereby certify that the information furnished above is full and correct to the best of my knowledge.

(Signature of the authorized signatory)

Dated _____

Name and address of the Agency/Company _____

Seal of the firm

Annexure-V (To be submitted as part of Technical Bid)

QUALITY PARAMETERS FOR SERVICE PROVIDER COMPANIES

In case of partial fulfilment, the bidder is required to mention which conditions cannot be fulfilled.

s. No.	Item/ Description	Response*
1.	Provide the list of other clients like embassies, international organizations, reputed companies etc. to whom the company is serving in Paraguay as well as in other countries, if any.	
2.	Submit a brief of past experience, service history and achievements of the company.	
3.	Submit evidence of registration of the company under relevant statutory regulations such as labour laws, arms licenses etc.	
4.	Any other security services other than manpower services provided to the clients should be enumerated.	
5.	Provide the information on current size of the reserve pool of guards and logistics such as response teams, patrol vehicles, security/ communication equipment, control room facilities under use etc.	
6.	Attrition rate of security guards and supervisors (the average period for which a security guard remains with the company).	
7.	Provider should clearly mention whether it has its own training facilities or avail the facility of another provider or a company that only focuses on training. Also to indicate curriculum and duration of training of the security guards and the supervisors.	
8.	Industry certification obtained by the provider for its quality from the specialized security certification bodies. Also to specify service provider's relationship with local police.	
9.	Scope and limit of liability of the company in terms of compensation for its security failures in monetary terms.	
10.	Provide the information on take home pay and other allowances of the security guards. (in PGY, Monthly figures).	

* Responses shall be filled in the given column and relevant documents shall be enclosed with the technical bid.

Declaration

I hereby certify that the information furnished above is full and correct to the best of my knowledge.

(Signature of the authorized signatory)

Dated _____

Name and address of the Agency/Company _____

Seal of the firm

FINANCIAL BID

PROFORMA TO BE FILLED UP AND SUBMITTED IN THE BID (IN ENGLISH)

1.	Name of the Bidding Agency/Company	
2.	Address of the Bidding Agency/Company	
3.	Contact details of the Bidding Agency/ Company	

Break-up of the total cost:

Sr. No.	Duty Point	No. of shifts with duration of each shift	LSGs in one shift	No. of LSGs	Unit Price (monthly)	Total Amount (in PGY)
01	Chancery: Av. Gral. Bernardino Caballero 249, Bernardino Caballero, Asuncion	01 shift for 8 hours except Sunday and Embassy Holidays and 03 shifts each lasting for 8 hours on Sundays and Embassy holidays and on requirement basis	01	01		
02	Embassy Residence: (263 Papa Juan XXIII Street almost Ricardo Odriozola Street, Manora, Asuncion)	03 shift (08 hours each)	01	03		

Total monthly amount for 06 guards: Pyg. _____ (excl. VAT)

Declaration

I hereby certify that the information furnished above is full and correct to the best of my knowledge. The quoted unit price (monthly) includes all mandatory contribution such as social security contribution etc. as per the extant provision of the Government of the Paraguay.

(Signature of the authorized signatory)

Dated _____

Name and address of the Agency/Company _____

Seal of the firm

Notice Inviting Tender for hiring of Local Security Guards (LSGs) for the Chancery and the Embassy Residence.

Bid Securing 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: