

High Commission of India, Dar es Salaam
INVITATION TO TENDER

1.0 The High commission of India, Dar es Salaam, for and on behalf of the President of India invites tender bids from reputed Security Services Providers for the following work

| Name of Work |
|---|
| ENGAGEMENT OF SECURITY SERVICES AT THE HIGH COMMISSION OF INDIA, 213/51, SHAABAN ROBERT STREET, DAR ES SALAAM AND INDIA HOUSE AT 13, TUMBAWE STREET, OYSTERBAY, DAR ES SALAAM |

2.0 Tender Document shall be available for collection by applicants between 08.08.2024 to 29.08.2024. Tender can also be downloaded from www.eprocure.gov.in and Mission's website: www.hcindiatz.gov.in (under What's New section). The tender document can also be obtained from Head of Chancery, The High Commission of India, 213/51 Shabaan Robert Street, P.O.Box 2684, Dar es Salaam, Tel. +255-22-2113097; Email: hoc.desalaam@mea.gov.in.

3.0 Tender documents should be submitted in sealed envelope duly superscribed with the name of work etc. The document will be received up to **1500hrs on 29.08.2024.**

4.0 The Technical Bid (Part I) and Financial Bid (Part II) must be enclosed in two separate sealed envelopes clearly marked as such. Both the sealed envelopes then should be sealed in a bigger envelope clearly marked "Tender for Security Services in the High Commission of India, Dar es Salaam". The Bid Securing Declaration must also be enclosed in the envelope containing Technical bid (Part I). The bids must reach this office on or before last date of submission. **This INVITATION TO TENDER will form part of the Tender Documents.**

4.1 The Technical bid(s) will be opened on 29.08.2024 at 1530 hrs in the **Conference Room, High Commission of India, 213/51, Shaaban Robert Street, Dar es Salaam, Tanzania** in the presence of the tenderer(s) or their authorized representative(s) who are present at the scheduled date and time.

4.2 The date and time of opening of Financial bid(s) will be decided after Technical bid(s) have been evaluated by the Client. **Financial bid(s) of only those tenderer(s) will be opened who qualify the technical evaluation on the specified date and time.** The date, time & place of opening of the financial bid(s) will be intimated in due course of time. Those who do not qualify for Technical Bid will be rejected for Financial Bid.

5.0 If any information furnished by the applicant is found incorrect at a later stage, he/she shall be liable to be debarred from the tendering process. The High Commission of India reserves the right to verify the particulars furnished by the applicant independently.

5.1 The High Commission of India, Dar es Salaam reserves the right to reject any tender and to annul the tendering process and reject all tenders at any time prior to Contract award, without thereby incurring any liability to tenderers.

Head of Chancery,
High Commission of India,
213/51 Shabaan Robert Street
P.O.Box 2684 Dar es Salaam
Tel: +255 22 2113097
Email: hoc.desalaam@mea.gov.in

TERMS AND CONDITIONS

1. The Signatory to the Tender Document should also be the authorized signatory of the Agency for signing the Agreement between the Agency and the High Commission of India, Dar es Salaam.
2. Agencies making their offer for the Tender should be registered in Tanzania as security providing organization, with relevant Government organizations and should attach the proof of the same.
3. The security firms should have experience of providing security personnel to - (i) Tanzanian Government offices/locations, and/or (ii) companies listed on Tanzanian Stock Exchange, and/or (iii) Embassies/Consulates and International organizations in Tanzania.
4. The Agency will have to provide for replacements or additions as and when required by the High Commission (who should also know English and Swahili).
5. The Agency should specify monitoring mechanism for the security guards deployed at the High Commission Premises and their emergency response in the Technical Bid Proforma thoroughly.
6. The High Commission will have the right to do a Quarterly review of the services and terminate the Agreement in case of persistent lack of quality of service.
7. Quality parameters of the security personnel and the Security Agency/Company as detailed in the draft Security Services Agreement should be strictly complied with. Offers from the Agency/Company that does not meet the critical requirement will be summarily rejected.
8. All interested Agencies/firms may contact the Head of Chancery and fix an appointment for additional information, if any, up to **23.08.2024**.
9. **PAYMENT** - -The Contractor shall be paid on a monthly basis for the services rendered in the preceding month and for the number of security guards actually on duty (**payment for school bus guard will be made only for the school days. During School Holidays the Security Guards will not be required and thus no payment will given for this Security Guard**). Claims for payment should be made through Tax invoice at the end of each month. The billing cycle will be from 1st of every month to the last day of the month.
10. **Performance Security:** An amount of 3% of the total value of the tender as per quotation submitted by the successful bidder, shall be obtained from the successful bidder as Performance Bank Guarantee. Performance Security may be furnished in the form of an Account Payee Demand Draft, Bank Guarantee from a Commercial Bank or online payment in an acceptable form safeguarding the purchaser's interest in all respects. The performance security would remain valid for a period of 60 days from the start of the contract beyond completion of the contract period. No interest on the PBG during this period would be paid to the successful bidder by the High Commission.

11. The Performance Security will be forfeited by order of the Competent Authority in Mission in the event of any breach or negligence or non-observance of any terms & conditions of the contract or for unsatisfactory performance or for non-acceptance of the work order.
12. **Validity of Bids:** The Bids should remain valid till (180 Days) from the date of opening of tender. A bid valid for a shorter period shall stand rejected.
13. The Earnest Money Deposit (EMD) of TSH 2,000,000/- (TSH Two Million only) in the form of Account Payee Demand Draft/Pay Order drawn in favour of “High Commission of India” is required to be submitted along with tender bids. Bids shall not be considered in case the EMD is not submitted and would be rejected summarily.
14. **Opening of Bids** - The Technical Bids will be opened at 1530 hrs. on 29.08.2024 in the High Commission of India, Dar es Salaam. Representative form all bidders must be present while opening technical and financial bids. Financial bids only of the technically eligible bidders will be opened on a subsequent date under intimation to all the technically eligible bidders (details of the bidders including their addresses).
15. All offers should be submitted in English together with English translation of all supporting documents being provided in Swahili language.

Declarations and Obligations of the Company

16. The Company obliges to employ, throughout the entire period of this Agreement, a quota of suitable security personnel who are fluent in English and Swahili (both required) (only Tanzanian Citizen), at the numbers as per Financial Bid proforma.
17. The security personnel should be not more than 45 years of age and should be physically/mentally fit. He/She should not suffer from any apparent disability, including obesity/overweight that would hinder efficient discharge of the duties typical to a security guard. The Agency/Company should submit Medical Fitness Certificate in respect of every personnel deployed for security from an authorized Medical Practitioner. **It should provide only such personnel who have been vetted by Local Government’s Security Department(s) in terms of Past Record, Character and Antecedents and the proof should be submitted to the High Commission of India in respect of each guard deployed at the High Commission of India and India House (Residence of the High Commissioner).** The Company should provide background details of the personnel and also proof of their vetting. The Security Guards should possess training in basic security duties such as access control, anti-sabotage checks (of person, baggage and vehicles) including the use of basic security tools such as HHMD, DFMD, fire safety equipment, monitoring CCTV, baggage and letter scanners etc. They should possess knowledge of the potential threats to a Foreign Diplomatic Establishment in general terms and also knowledge of what is ‘suspicious’ in terms of men and material in the given local context.
18. All security guards **must speak English and Swahili (including stand by Security Guards during leave period).**

19. The employees of the Company shall be equipped with the appropriate representative uniform, according to conventional practice in the execution of such works and their overall appearance should be neat and clean.
20. They should be thoroughly proficient and trained in handling security equipment they are supposed to carry or use.
21. The Company should furnish information about its other clients in Tanzania and abroad, including period and type of service rendered in broad terms. Its past experiences, service history and its achievements may also be provided. It should provide proof of registration in compliance of Tanzanian Local Laws and Statutory Regulations and that the Agency/Company is permitted by law in Tanzania to execute the works subject of this Agreement.
22. The company should also provide the range of security services it provides, the size of the reserve pool of personnel and logistics at its disposal and details of its training facilities and type of training it imparts on personnel to be deployed.
23. The Company agrees to provide choice of persons three times the Client's requirement to interview and choose from. The Client should have the option of choosing a particular employee. The Company should have sufficient employees on its roll so that the staff is rotated periodically. Ideally, the staff should change after every four months. The employee, who will not be accepted by the client, will be substituted immediately.
24. The Company will provide security and emergency procedures in consultation with the client, with effect from the beginning of the contract. The rates will be fixed during the contract period and there will be no change in rates and no escalation in rates will be acceptable.
25. The Company will ensure to pay for all its employees national insurance (NSSF) and third party as well as employer's liability.
26. The Company will undertake to follow prevalent Tanzanian Labour laws in determining terms and service conditions of its employees. It agrees to provide the Client details of salary, other benefits/contributions, allowances, leave etc., it permits for its employees.
27. The Company should have provisions for real time checks for functioning of the employee to ensure that the quality of the provided personnel and service they render is always above the benchmark. It should be able to provide proof of this to the Client. The Company should undertake responsibility regarding its employees including damages caused by the employees of the company.
28. The Company and its employees shall protect and keep confidential all Confidential Information received from the High Commission during the period of contract and during its performance shall not disclose such information to any third party without prior written consent from the High Commission.
29. **Force Majeure:** For the purposes of this Agreement, "Force Majeure" shall mean any event or circumstance beyond the reasonable control of the affected party, including

but not limited to acts of God, natural disasters (such as floods, earthquakes, hurricanes), war, terrorism, civil unrest, government actions or regulations, strikes, lockouts, labor disputes, epidemics, pandemics, and other similar events.

- 30.** Obligations of the High Commission shall be suspended to the extent that they are affected by the Force Majeure event, and shall not be liable for any delay or failure in the performance of its obligations under this Agreement to the extent that such delay or failure is caused by the Force Majeure event.
- 31.** In the event of a breach of any term or condition of this Agreement by Security service provider, the company shall be liable to pay a **penalty** of TSH. 1,340,000/-.

PERIOD OF AGREEMENT

- 32.** **The Period of Agreement shall be for two years from the date of signing of contract.**
The Agreement shall be extended with mutual consent at the same rates and on the same terms and conditions for an additional **period of one year**.
- 33.** Notwithstanding the above mentioned, each Party reserves the right to terminate this Agreement, by way of a prior written notice, (transmitted either by email/Fax/or Registered Post) furnished **60 days in advance**.

Bids 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, I/we will be suspended for the future from being eligible to submit Bids for contracts with the the High Commission of India, Dar es Salaam.

Date _____

(_____)

Signature of the authorized person

Name of the Person.....

Mobile Numbers.....

Name of Company.....

Seal of firm

Part I – TECHNICAL BID PROFORMA

Name of the firm:

Address of the Registered Office:

Correspondence address

Contact details

Telephone:

Fax:

Mob.:

E-mail:

| Sl. No. | Requirements | Reply (Please attach additional sheets wherever needed, preferably on the firms letter heads) | Remarks, if any |
|---------|--|--|------------------------|
| 1 | List of other clients the Company is serving in terms of supply of Security Guards at national as well as international level. (Please attach references from at least 5 International Organizations/Embassies) | | |
| 2 | Past experience, service history, achievements of the company: Brief introduction of the Company Previous experience in the field (minimum of five 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 logistics including management viz. Response teams, patrol vehicles/security equipments/control room facilities/communication equipment etc. | | |

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|----|---|--|--|
| 6 | Attrition rate of security guards and supervisors. What is the rate of turnover of managerial and field staff? High or Low? Please provide statistics that can be cross checked from labour department (NSSF) records. | | |
| 7 | Please provide details of training facilities for Security Guards: own or outsourced. If own, please provide curriculum and duration of training to guards and supervisor | | |
| 8 | Industry certification obtained by the company for its quality & company's relationship with local police. | | |
| 9 | Please provide details of scope and limit of liability of the company-compensation, insurance etc. to the security guards. | | |
| 10 | Does it meet the minimum wage directive of the Tanzanian government and also meets other legal, labour and governmental obligations? Please specify take home pay and allowances of the security guards. Please provide detailed break-up of payments on account of NSSF for per guard | | |
| 11 | Please provide 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 | Details of Current contracts of security services undertaken by the firm (Please provide references from at least five International Organizations/Embassies in Tanzania Details of past contracts of security services undertaken by the firm Testimonials [Clients' letters / certificates, etc.] | | |
| 14 | Is the firm familiar with local policies, plans and procedures associated with the local contractual and their practical applications? | | |
| 15 | What is the communication system that the security firm has? What kind of technology and supervision mechanism does the firm have to monitor guard presence and efficiency? | | |
| 16 | Does the firm have a 24x7 control room? What are the salient features? Please provide details of working of the control room and how to contact the control room in case of any emergency | | |
| 17 | Is the firm, a member of the local security industry associations? If yes, attach details. | | |

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| 18 | Is the firm licensed by the local police or statutory authority on the subject? Details of evidence be attached? | | |
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Signature of the authorized
person

Name of the Person.....

Mobile Numbers.....

Name of Company.....

Seal of firm

Part II – FINANCIAL BID PROFORMA

Name of the firm:

Address of the Registered Office:

Correspondence address

Contact details

Telephone:

Fax:

Mob.:

E-mail:

a) **Chancery-cum-Residential complex and India House**

| Sl. No. | Duty Point | No. of shift and duration | No. of LSG in one Shift | Total No. of LSG | Charges (Incl. VAT) | Remarks |
|---------|---|---------------------------|--|------------------|---------------------|----------|
| 1. | Entrance gate - Chancery for visitors inspection | 2 shifts of 12 hrs each | 2 (01 male LSG + 01 female) in day time + 1 in night | 3 | | |
| 2. | Entrance gate - Chancery for vehicle inspection | 1 shift of 12 hrs each | 1 in day time | 1 | | |
| 3. | Consular Hall - Chancery for service seekers | 1 shift of 12 hrs each | 1 in day time | 1 | | |
| 4. | Entrance gate - India House for visitors/vehicle inspection | 2 shifts of 12 hrs each | 1 in day time + 1 in night | 2 | | |
| 5. | Bus escort - Chancery (School van) | 1 shift of 12 hrs each | 1 in day time | 1 | | |
| | | | Total LSGs | 8 | | |
| 6. | Alarm Response | India House | | | | Warranty |

| | | | | |
|----|--|--------------------------|--|------------------|
| | System (with 2 panic buttons) | | | Details |
| 7. | Alarm Response System (with 3 panic buttons) | High Commission of India | | Warranty Details |

b) Alarm Response System:

2 Panic Buttons at **India House (Residence of the High Commissioner)** 13, Tumbawe Street, Oysterbay, Dar es Salaam

3 Panic Buttons at **High Commission of India**, 213/51, Shaaban Robert Street, Dar es Salaam

Note: Price quoted should be in Local Currency (Tanzanian Shilling (TZS)) only 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. (Charges may also be quoted on basis of per hour per guard in net as well. (Payment for School Bus Guard will be made only for the School Days. During School Holidays the Security Guards will not be required and thus no payment will given for this Security Guard)

(_____)
Signature of the authorized person

Name of the Person.....

Mobile Numbers.....

Name of Company.....

Seal of firm