

**No. LUS/Adm/815/01/2021**  
**High Commission of India**  
**Lusaka**

**18<sup>th</sup> October 2021**

**TENDER NOTICE**

**Subject: Teder for hiring security agency for providing 24x7 security at the Chancery and four other residences of High Commission of India in Lusaka for a period of two years**

Contents

S.N.	Details
1.	Chapter I : Tender Details and General Instructions
2.	Chapter II : Technical Bid Proforma
3.	Chapter III : Financial Bid Proforma

Chapter I - Instructions to Bidders

1. Bids from experienced & registered firms, complete in all respects should be submitted in sealed envelopes addressed to the Head of Chancery, High Commission of India, Lusaka in person, or by mail or courier to reach before the deadline of 1700 hrs. on **11<sup>th</sup> November 2021**. Two Separate sealed envelopes containing Technical Bid and Financial Bid proposals must be sent. These would be enclosed in an envelope that should be clearly marked “**Tender for providing 24x7 security services (10 security guards with 12 hrs. shift each) at the Chancery and four other residences of High Commission of India, Lusaka**”. All tenders received after the deadline will be summarily rejected.

2. All bidders should submit along with the Tender the following documents:

- i. Separate bids in the sealed envelopes in the prescribed Technical Bid Document and Financial Bid Document (proformas attached in chapter II and III).
- ii. Both the above documents must be signed by authorized signatories of the bidding firm with a seal / stamp.

- iii. Self-attested photo-copy of registration of the company / firm / proprietorship with the concerned Zambian authorities.
- iv. **Annual Report (where statutorily required to be filed) and Financial Reports for the last 3 years.**
- v. Details of experience in the field of security services with Embassies / reputed Companies/Government agencies.

3. Technical Conditions/scope of works shall be as under:

**Manned security (10 security guards with 12 hrs shift each at five locations)**

1. The security guard should not be more than 50 years of age.
2. The security guard should be physically and mentally fit. He/she should not suffer from an apparent disability including obesity/overweight.
3. The company should provide only such security guards who have been vetted by local government's security departments in terms of past record, character and antecedents. Also the company should be able to provide background details of the security guards and also proof of their vetting.
4. The security guards should perform their duties in uniforms and their overall appearance should be neat and clean.
5. The security guards should possess training in basic security duties such as access control and anti-sabotage checks (of person, baggage and vehicles) including the use of basic security tools such as HHMD, DFMD, monitoring CCTV, baggage and letter scanners etc. They should possess knowledge of the potential threats to Embassies in general terms and also knowledge of what is suspicious in terms of men and material in the given local context.
6. The security company should have provisions for real time checks of the functioning of the security guards.
7. Besides the local language, the security guards should have working knowledge of English.
8. Also the security guard on duty will be responsible for switching on (in the evening) and switching off (in the morning) the security lights and sensors of the premises.
9. Subject to above condition, the company should have sufficient security guards on its roll so that the staff is rotated periodically.

4. **The bidder should be a company or firm duly registered with the concerned authorities in Zambia. Bidder must be a firm with a past record of providing security services in Zambia. High Commission of India reserves the right to reject bids from firms who are blacklisted by**

**Governments of Zambia or India for poor performance in the past, or those who do not have adequate experience in the field of security services.** The bids will remain valid for 90 days from tender closing, for award of contract after obtaining approval of competent Indian authorities. No price escalation would be allowed.

5. The successful bidder has to sign a contract with the High Commission of India in an appropriate form for execution of the contract.

6. 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.

7. The winning bidder would be responsible for its security guards in terms of their antecedents and conduct, service performance & behaviour as also the payment of salaries, compensation etc. High Commission of India would not be responsible for any dues other than the agreed contract amount. The security guards shall not have any claim for regularization of their services or enhancement of wages with the High Commission of India.

8. The winning bidder would be required to dedicate one supervisor / manager who can be contacted for all queries / requirements.

9. **EVALUATION CRITERIA:** The Tender Evaluation Committee [TEC] will evaluate the Technical information individually using the following criteria:

- The Organization's relevant experience for the Assignment.
- Quality of SERVICE plan and methodology for undertaking the job.
- Qualifications and experience of the staff proposed.
- Past track record.

Bids may be submitted physically or by courier / post to:

Head of chancery, High Commission of India  
No. 1, Pandit Nehru Road, P. O. Box 32111  
Lusaka, Zambia

For clarifications / queries, if any, prior to submission of bid, prospective bidders may contact the High Commission during office hours from 0900 hrs to 1730hrs. on working days.

(Jaspal Singh)  
Second Secretary & Head of Chancery  
E-mail: hoc.lusaka@mea.gov.in

Chapter II - TECHNICAL BID PROFORMA

- a. Name of the firm:
- b. Address of the Registered Office:
- c. Correspondence address:
- d. Contact details:  
Telephone:  
Fax:  
E-mail:

S.No.	Requirements	Reply	Remarks, if any
1.	a. Brief introduction of the company		
	b. Previous experience in the field (minimum of three years)		
	c. Registration Certificate & license for the services		
2.	Plan of action and methodology proposed to secure the premises		
3.	Qualification and experience of the security guards proposed to be deployed for the job		
4.	a. Details of Current contracts of security services undertaken by the firm		
	b. Details of past contracts of security services undertaken by the firm		
	c. Testimonials [Clients' letters /certificates etc.]		

5.	What global level security industry knowledge is has?		
6.	Is it familiar with local policies, plans and procedures associated with the local contractual and their practical applications?		
7.	Does is provide only manpower or a wide range of diversified security management services? How wide and diversified?		
8.	What is the rate of turnover of managerial and field staff? High or Low? Please obtain statistics that can be cross checked from labour department records.		
9.	What is its reserve capacity of men and vehicles? To combat an emergency can it draw in more human resources?		
10.	Does it meet the minimum wage directive of the host government and also meets other legal, labour and governmental obligations?		
11.	Where do you train your staff? In-house or through another		

	<p>training provider?  How good is the training provider in terms of reputation?  Details of training curriculum, duration and expenses incurred on training.</p>		
12.	<p>What is the communication system does it have?  What kind of technology and supervision mechanism does it have to monitor guard presence and efficiency?</p>		
13.	<p>Does it have a 24x7 control room? What are the salient features?</p>		
14.	<p>What is its relationship with local police?</p>		
15.	<p>Is it a member of the local industry associations? if yes, attach details.</p>		
16.	<p>Is it licensed by the local police or statutory authority on the subject? Details of evidence beattached?</p>		
17.	<p>What is the scope and limit of the liability of the Company? In other words, what are the security failures it wants to avoid and should it nevertheless happen, what</p>		

	compensation is it willing to offer.		
18	What industry certification does it have in terms of quality?		

**Chapter III - FINANCIAL BID PROFORMA**

1. Name of the firm:
2. Address of the Registered Office:
3. Correspondence address:
4. Contact  
details:  
Telephone:  
Fax:  
E-mail:

<b>S.N.</b>	<b>Description</b>	<b>Number</b>	<b>Per unit price in Kwacha (without VAT)</b>	<b>Total price in Kwacha (without VAT)</b>
1.	Secuirty Guards at five locations with 12 hrs shift each	10		
2.	Rapid response	05		
			Total Price in Kwacha (without VAT)	

The price quoted should include the cost of all services, personnel, transportation, rental taxes, consumables, social security, insurance of security guardsetc.

**The price should be quoted without VAT**