Embassy of India
Yerevan

No. Yer/Admin/813/1/2016

REQUEST FOR PROPOSAL (RFP)

Subject: Hiring of a Security Service Provider (SSP) for providing security at two premises in Yerevan (Armenia).

Requirement:

This RFP is for hiring the services of a competent Security Service Provider (SSP) for providing round the clock Security Guard coverage (24x7) for one year (commencing August 1, 2018) at the following two premises:

(a) Embassy of India Chancery Building at 50/2 India Street (formerly Dzorapi Street), Yerevan-0015

(b) Residential premises at Aygedzor Street, 1st lane, House No. 32, Yerevan

(c) Local Security Guards (LSGs) at each location working in shifts of 8 hours each. Total requirement, 3x2= 6 LSGs

Scope of work

2. The broad spectrum of services expected to be provided by the SSP is as under:

(i) Both the premises have to be provided round the clock security guard’s coverage (24x7) in shifts of 8 hours each. The uniformed Local Security Guards (LSGs) will be positioned at the Guards’ Cabins already available at the two premises.

(ii) They should remain vigilant and perform all security related duties as instructed by the Embassy’s Security Officer from time to time. Generally, the nature of duties involves regulation of visitors’ traffic at the two premises and overall surveillance with full security consciousness, diligence and alertness. Full details would be discussed with the successful SSP.

(iii) Keeping vigilant eye on all incidents of theft, attempted theft, suspected movements and other emergencies. Maintenance of proper records as specified by the Security Officer at the Embassy. This would be an essential part of the duty.

(iv) The LSGs should be uniformed and capable of handling telephone calls efficiently during after-office hours and holidays. Knowledge of English language is desirable.

(v) The SSP should provide for surprise checks and supervision mechanism to ensure desired quality and discipline.

(vi) All LSGs on duty should be trained in access control and anti-sabotage checks (of persons and vehicles). They should also be trained in fire-fighting and regularly check effectiveness of the fire extinguishers installed at both the locations.
(vii). Embassy would have the right to seek additional reasonable manpower in case of contingencies like national days, VIP visits, emergencies without any extra cost. Replacement guard/s should be provided in case of absence, for any reason, of the regular guard/s on duty, without any additional payment.

(viii). The agency should comply with all the prevalent labour and related laws of the Republic of Armenia. The Embassy would not accept any liability on account of taxes, fees and other statutory payments.

Quality parameters

Quality parameters for the LOCAL SECURITY GUARDS (LSGs) - Bidding companies in their technical bids should agree to comply with these parameters. These are the critical minimum requirements and any inability to meet any or all of these requirements would make the bids liable for rejection at the technical bid stage itself. Failure to comply with any of these parameters subsequent to the award of the contract to a company would entitle the Embassy to terminate the contract prematurely.

1. LSGs deployed for duty should be under 50 years of age. The Supervisor, wherever necessary, should be under 55 years of age.

2. The LSGs should be physically and mentally fit and should not be suffering from any disability. The SSP should submit Medical Fitness Certificate to this effect in respect of every LSG from an 'Authorized Medical Practitioner'. Additionally, the LSGs should not be emaciated, feeble and timid.

3. The LSGs should have been vetted by local Government's security department(s) in terms of past record, character and antecedents. The SSP should provide background details of the LSGs and also proof of their vetting.

4. The LSGs should possess training in access control and anti-sabotage checks (of persons, baggage and vehicles), including use of basic security tools such as Hand Held Metal Detector (HHMD), Door Frame Metal Detector (DFMD), CCTV monitoring, baggage and letter scanners etc.

5. The LSGs should have attended education at least up to 10th Standard or matriculation equivalent and should possess basic knowledge of English language in addition to proficiency in local language.

6. The LSGs should sport smart uniforms, with neat and clean overall appearance.

7. The LSGs should be proficient and trained in handling of arms and other security equipments that they are supposed to carry or use. A list of gadgets that the LSGs would be carrying may be provided.

8. The SSP should have a system of undertaking supervisory checks of functioning of LSGs to ensure that the LSGs on duty are discharging their duties with efficiency and as per the requirements of the Embassy. The SSP should clearly spell out as to what will be the system of supervision / surprise checks so as to achieve the desired objective. Please indicate the proposed number of scheduled and surprise visits in a given period.

QUALITY PARAMETERS FOR Security SERVICE PROVIDER (SSP) - Please provide
detailed information in descriptive terms along with supporting documents and records.

1. List of other clients the SSP is serving in terms of supply of LSGs in the host and other countries.

2. Past experience, service history, achievements of the company.

3. 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).

4. Evidence of range of security services provided, including certificates of appreciation, if any.

5. 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.

6. Attrition rate of security guards and security supervisors (the average period for which a security guard remains with the company).

7. Does the company have its own training facility? Details thereof.

8. Does the SSP 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?

9. Industry certification obtained by the company for its quality.

10. Company's relationship with local police.

11. Scope and limit of liability of the company.

12. Take home pay and allowances of the security guards - It is mandatory that the bidders disclose the take home pay and other allowances including gratuity and leave facilities they give to their security guards. They should also agree to allow perusal of pay slips/bank account statements to cross-check the claim. This information may please be incorporated in the 'Financial Bid' part of the bids. The Embassy would endeavour to provide desired confidentiality to these figures.

13. **Important Notes:**

   i. Prospective bidders should quote unit price for each LSG with reference to duty hours (such as per person per hour or per shift mentioning the number of hours such a shift would have) instead of giving a lump sum quote.

   ii. The hiring agreement would have a clear exit clause wherein either side can end the agreement after giving a notice of 1-3 months (negotiable).

   iii. The information / data sought in quality parameters should be incorporated by the bidders in 'Technical Bids'.

   iv. **The selection exercise would involve Two-stage bidding Process** - 'Technical'
followed by ‘Financial’. The sole objective of two-stage bidding process is to weed out substandard SSPs. Thus, each bidder has to provide bids in two separate, sealed covers, one marked ‘Technical Bid’ and the other, ‘Financial Bid’. There should be no overlap.

v. The quotations / envelopes should have date and signature of the authorized signatory of the service provider company with stamp.

vi. In no case, the date on the quotation should be prior to date of publication of this Tender Notice.

vii. Quotations in local language should be accompanied by their English translation.

viii. The period of Contract would be one year from date of commencement, unless otherwise agreed to by the two parties.

ix. No enhancement in the rates / cost of services will be agreed to by the Embassy during the currency of the agreement. However, if the enhancement is due to sovereign orders of the host government like increase in minimum wages or imposition / increase of some tax component or levying of some cess etc, the Embassy could consider such proposals, duly documented and justified.

x. **Penalty Clause:** In case the SSP fails to provide the desired services or breaches the contract or causes loss or damage, if any, to the life, property, during the course of duties due to negligence on the part of the LSG or SSP, reasonable compensation would have to be paid by the SSP.

xi. **Medical Facility:** The Embassy would not be responsible for providing any medical assistance to the LSGs on duty, whatever, be the circumstances. The SSP should provide appropriate medical cover to the LSGs, the details of which should be communicated to the Embassy in advance.

xii. **Security Deposit:** It is desirable to have a security deposit after issuance of Work Order. The amount would be 10% of the total contract value (annual).

xiii. **Arbitration:** Any dispute that may arise out of the contract would be resolved amicably by mutual discussion.

3. **Invitation for bids from Service Providers:**

   In the above context, Embassy of India invites sealed cover bids(s) from reputed and experienced ‘Security Service Providers (SSP)’ in Yerevan. The process involves ‘Two-stage Bidding’—‘Technical’, followed by ‘Financial’. The sole objective of two-stage bidding process is to weed out sub-standard service providers.

   Each bidder has to simultaneously provide bids in two separate, sealed covers (indicating kind of bid, stamped and signed by authorized signatory of the bidder). One cover should contain “Technical Bid”—incorporating details of service to be provided, terms and conditions, supporting documents etc. The second cover should contain ‘Financial Bid’—containing bid amount and other financial details. Each bid should have independent content that should not overlap.

   Figures should be quoted in US dollars, indicating monthly charges, all inclusive.
Embassy would not be responsible for paying any additional amount on account of taxes, VAT, levies etc.

The bids should remain valid for at least 3 months w.e.f. 01/08/2018.

Last date for Submission of bids: June 28, 2018 (1700 Hrs)

4. **Contact Person:** This advertisement shall be placed on the Central Public Procurement Portal. Embassy’s website and quotations will be accepted till 28.06.2018 (1700 Hrs). The sealed quotations (four copies each), in separate covers marked “Technical Bid” and “Financial Bid” should be addressed to Mr. Nikhilesh Mohan Dhirar, First Secretary & HOC, Embassy of India, Yerevan at 50/2 India Street (formerly Dzorapi Street), Yerevan (Armenia) 0015. He can also be contacted on E-mail (only): hoc.yerevan@mea.gov.in for queries/clarifications, if any.

5. **Evaluation & Selection:** Only the ‘Technical Bids’ would be opened at the Embassy on 29.06.2018 (1100 Hrs) in the presence of interested bidders at Chancery premises of the Embassy. All bids would be evaluated by a Committee with a view to short listing technically satisfactory bids. The short listed bidders would be informed of the date of opening of their ‘Financial bids’ covers which would be opened in the presence of their Representatives on the selected date. Normally, the contract would be awarded to the lowest bidder; however, Embassy retains the right, without providing any explanation to the bidders, to make an alternative choice.

(Nikhilesh Mohan Dhirar)
Head of Chancery
Dated: June 1, 2018