

19th August 2024

TENDER NOTICE

Subject: Hiring of 04 (Four) Local Security Guards (LSG) in 12 hours shift each LSG for providing round-the-clock security at Consulate General of India, Medan.

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Chapter I -Tender Details and General Instructions

1. Bids from experienced & registered firms, complete in all respects should be submitted in sealed envelopes addressed to the Consul General, Consulate General of India, Medan in person, or by postal mail or courier to reach before the deadline of 1700 hrs. on 11th September 2024. Two Separate sealed envelopes containing Technical Bid and Financial Bid proposals must be sent. These two sealed envelopes should be clearly marked "Technical Bid for tender for hiring of 04 (Four) Local Security Guards (LSG) services for providing round-the-clock security at Consulate General of India, Medan." and "Financial Bid for tender for hiring of 04 (Four) Local Security Guards (LSG) services for providing round-the-clock security at Consulate General of India, Medan.". All tenders received after the deadline will be summarily rejected.

2. All bidders should submit along with the Tender the following documents:
- Separate bids in the sealed envelopes in the prescribed Technical Bid Document and Financial Bid Document (proforma 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 Indonesian authorities.
- iv. Undertaking from the agency (in the format attached at Annexure I) that the agency complies with all the rules and regulations of Govt. of Indonesia including the payment of minimum wages etc. Technical bids received without undertaking would be summarily rejected.
- v. The financial bid should be on an all-inclusive basis to be paid monthly by the consulate to the agency and it shall include the cost of all services, personnel, transportation, rentals, taxes, consumables, social security, insurance, medical of the security guards etc. to be incurred by the agency excluding Value Added Tax (VAT) component. VAT component, if any, needs to be provided separately.
- vi. Details of experience in the field of security services with Embassies / reputed Companies/Government agencies.
- vii. To safeguard against a bidder's withdrawing or altering the bid during the bid validity period, Earnest Money Deposit / Bid Security of IDR 12.000.000/- (Indonesian Rupiah Twelve Million Only) in the form of Account Payee Demand Draft or Fixed Deposit Receipt or Banker's Cheque or Bank Guarantee from any of the Commercial Banks valid for a period of forty-five days beyond the final bid validity period or payment online in an acceptable form in favour of "Consulate General of India, Medan" must be submitted by the bidder along with the technical bid document. No interest shall be payable for EMDs. The technical bids without Earnest Money Deposit / Bid Security will be rejected. Earnest Money Deposit / Bid Security of the unsuccessful bidders will be returned to them at the earliest after expiry of the final bid validity and latest on or before the 30th day after the award of the contract. Earnest Money Deposit / Bid Security of unsuccessful bidders during technical evaluation will be returned within 30 days of declaration of results of technical evaluation. Earnest Money Deposit / Bid Security of the successful bidder will be refunded on receipt of performance security. Earnest Money Deposit / Bid Security of the successful bidder will be forfeited in case of withdrawal or modification of the bid during the period of validity or if they are awarded the contract and they fail to sign the contract or fail to furnish the required performance security within the specified period.

3. (a) The critical minimum quality parameters needed for Local Security Guards (LSGs) shall be as detailed in this paragraph. Inability to meet any or all of these parameters would make bidder liable for rejection at the technical bid stage. Also, failure to comply with any of the parameters mentioned in the list subsequent to the award of the contract to a company at a later stage during the contract period, would entitle the Consulate to terminate the contract. The minimum quality parameters related to Security Guards are as detailed below:
- (i) The security guard shall not be more than 50 years of age.
 - (ii) The security guard should be physically and mentally fit. He should not suffer from an apparent disability including obesity / overweight. The provider should submit Medical Fitness Certificate in r/o every LSG from an authorized Medical Practitioner. Additionally, he should not be emaciated, feeble and timid in an apparent sense.
 - (iii) The company should provide only such security guards whose antecedents have been vetted by local government's security departments in terms of past record, character and antecedents. Also the company shall provide background details of the security guards and also proof of their vetting.
 - (iv) 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.
 - (v) The security guard should have passed at least 10th standard or matriculation equivalent.
 - (vi) Besides being proficient in the local / native language, the security guards should have working knowledge of English language.
 - (vii) The security guards should perform their duties in smart uniforms and their overall appearance should be neat and clean.
 - (viii) The security guards should be thoroughly proficient and trained in handling of arms and other security equipments they are supposed to carry or use.
- (b) The following are required from the service provider companies:
- (i) The security company should have provisions for real time checks of the functioning of the security guards and should produce the proof thereof.
 - (ii) The bidding security company should be eligible in all aspects to participate in the tendering process for providing Local Security Guards to the Consulate General of India, Medan and should provide proof of compliance as regards local laws and

statutory regulations. Also, the bidding security company should submit the declaration attached at Annexure I.

(iii) Subject to above condition, the company should have sufficient security guards on its roll so that the staff is rotated periodically, as and when desired by Consulate General of India, Medan.

(iv) The interested company should agree and be able to provide a choice of persons three times our requirement to interview and choose from. Consulate General of India, Medan should have option to retain a particular good performing guard.

(v) Company should furnish the information about its other clients including the period and type of service rendered.

(vi) The company should agree to provide the details of salary, gratuity, social security, insurance, leave, other allowances etc. paid to the security guards.

(vii) Security agency / firm must have their own security and communication gadgets / equipments and transportation arrangements for sending guards to the place of duty.

4. Quality parameters for service provider companies :

(i) List of other clients the company is serving in terms of supply of LSGs in Indonesia and other countries.

(ii) Past experience, service history, achievements of the company

(iii) Evidence of registration of the company under relevant statutory regulations such as labour laws etc. applicable in Indonesia

(iv) Evidence of range of security services provided.

(v) Size of the reserve pool of men and logistic such as response team, patrol vehicle / security equipment / control room facilities / communication equipment etc.

(vi) Attrition rate of security guards and security supervisors (the average period for which a security guard and supervisor 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) (a) Industry certification obtained by the company for its quality .

(b) Companies relationship with local police.

(ix) Scope and limit of liability of the company. What are the assurances to compensate for different security failures in monetary terms either from its own resources or through insurance.

(x) Take-home pay and allowances of the security guards

5. The bidder should be a company / firm / agency duly registered with the concerned authorities in Indonesia as a private security company for providing security guards / services. Bidder must be a company / firm / agency with a past record of providing security services in Indonesia.

6. The bids will remain valid for 120 days from bid end date for award of contract after obtaining approval of competent Indian authorities. No price escalation would be allowed. Bidders have an option to offer longer bid validity period.

7. The successful bidder has to sign a contract with the Consulate General of India, Medan in an appropriate form to be decided by the Consulate General of India, Medan for execution of the contract. No mid-term price escalation shall be allowed for entire contract period.

8. Successful bidder shall also be required to submit Performance Guarantee of 5% of total contract value in the form of Account Payee Demand Draft or Fixed Deposit Receipt or Banker's Cheque or Bank Guarantee from any of the Commercial Banks of Indonesia or payment online in an acceptable form in favour of "Consulate General of India, Medan" and should be valid beyond 60 days of expiry of contract period. EMD of successful bidder would be refunded on the receipt of Performance Guarantee. No interest shall be payable for Performance Guarantee.

9. The contract with successful bidder will be for a period of 2 years which can be terminated by either side after giving an advance written notice of 1 month. The contract can be further extended by 01 year on mutual consent subject to service provider providing satisfactory service and at the same rates and at same terms and conditions. If contract is extended, the validity of performance guarantee also has to be extended suitably to cover extended period of contract. However, the contract cannot be extended in case there has been a levy of cumulative penalty of 5% of total contract value during the period of the contract.

10. 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.

11. The winning bidder shall be responsible for its security guards in terms of their antecedents and conduct, service performance & behaviour and also the payment of salaries, compensation, social security, medical facility etc. Consulate General of India, Medan shall not be responsible for any dues other than the agreed contract amount to the service provider.

12. The LSG shall not have any claim for regularization of their services or enhancement of wages with the Consulate General of India, Medan.

13. The winning bidder would be required to provide one supervisor / manager as a single point of contact who can be contacted for all queries / requirements.

14. The actual number of LSG's required by Consulate General of India, Medan may increase or decrease during the contract period due to functional reasons or any exigency. In that case, the security agency / firm shall provide the required number of LSGs or decrease the strength of LSGs deployed, as the case may be, upon instructions from Consulate. In case of any increase / decrease in the number of LSGs, the payment shall be made on the pro-rata basis.

15. Payment will be made on monthly basis and for the number of security guards actually deployed on duty. Claims for payment should be made through invoice at the end of each month.

16. The service provider shall not replace / substitute a security guard already deployed without prior intimation and consent of the Consulate General of India, Medan.

17. A list of shortcomings for which penalty would be imposed on service provider during the period of contract is enclosed in the attached annexure II. The penalties are indicative and does not preclude the right of the Consulate General of India, Medan to terminate the contract of service provider for deficiency in the services.

18. Any dispute arising between the parties and not resolved with mutual discussion, shall be subject to arbitration under the Govt. of India rules.

19. ASSIGNMENT SPECIFIC INFORMATION IN BRIEF:

- a. LAST DATE FOR BID SUBMISSION: 1700 hrs. on 11 September 2024. (Wednesday)
- b. DATE OF OPENING TECHNICAL BIDS: 1100 HRS on 12 September 2024. (Thursday)
- c. DATE OF OPENING FINANCIAL BIDS will be intimated separately to the technically qualified bidders.

20. Bids may be submitted physically or by courier / post to Consul General, Consulate General of India, Medan. Address:- JL Uskup Agung A Sugiopranoto 19, Medan, 20152, Petisah Hulu, Medan Baru, Medan City, North Sumatra 20152

21. For clarifications / queries, if any, prior to submission of bid, prospective bidders may contact Mr. Vipul Sharma, Vice Consul on the Tel No. - (+62 61) 4531308 / 4556452 / +62-81396114848.

22. The Consulate General of India does not bind itself to accept the lowest tender. The Consulate General of India reserves the full rights to reject any tender without assigning any reasons.



(Ravi Shanker Goel)
Consul General

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Tel No. - (+62 61) 4531308 / 4556452

RAVI SHANKER GOEL
CONSUL GENERAL
Consulate General of India
Medan - Indonesia

Chapter II - TECHNICAL BID PROFORMA
(to be submitted as part of Technical Bid)

1. Name of the firm:
2. Address of the Registered Office:
3. Correspondence address:
4. Contact details:

Telephone:

Fax:

Mob.:

E-mail:

5. The bidder has to mention Yes / No in the column **REPLY** and attach relevant documents. In case of partial fulfillment, the bidder has to mention which conditions cannot be fulfilled in the column **REMARKS**.

Sl. No.	Requirements	Reply	Remarks, if any
1	List of other clients the company is serving in terms of supply of Local Security Guards in Indonesia and other countries.		
2	Brief about Past experience, service history, achievements of the company		
3	Evidence of registration of the company under relevant statutory regulations such as labour laws etc. (The certificate / licence should be submitted with English translation)		
4	Evidence of range of security services provided. Any other security services other than manpower services provided to the Clients should be mentioned.		
5	Provide information on size of the reserve pool of men and logistic such as response team / patrol vehicle / security equipment / control room facilities / communication equipment etc.		
6	Attrition rate of security guards and security supervisors. (The average period for which a security guard / supervisor remains with the company).		

7	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?		
8	Industry certification obtained by the company for its quality . Also specify company's relationship with local police		
9	Scope and limit of liability of the company. What are the assurances to compensate for different security failures in monetary terms either from its own resources or through insurance.		
10	Please specify take-home pay and allowances of the security guards. (in IDR. Monthly figures)		

Chapter III - FINANCIAL BID PROFORMA
(to be submitted as part of Financial Bid)

1. Name of the bidder agency / company:

2. Address of the Registered Office:

3. Correspondence address:

4. Contact details:

Telephone:

Fax:

Mob.:

E-mail:

5. Item details: Hiring of 04 (Four) Local Security Guards and each guard having 12 hours shift duty for 24 hours round the clock manned security at two duty points at the Consulate General of India, Medan. (02 Duty Points X 02 shifts of 12 hours each at one duty point X 1 LSG at a duty point in one shift)

6. Charges per month (excluding VAT) for hiring of 04 (Four) Local Security Guards as detailed at Sr. no. 5 above:

Amount in figures : IDR _____

Amount in words : IDR _____

7. VAT amount payable per month on charges at Sr. no. 6 above:

Amount in figures : IDR _____

Amount in words : IDR _____

8. Total Payable by Consulate General of India, Medan per month (Sr. no 6 + 7) :

Amount in figures : IDR _____

Amount in words : IDR _____

Note : Price quoted at sr. no. 8 above should be on an all-inclusive basis to be paid monthly by Consulate General of India, Medan and shall include the cost of all services, personnel, transportation, rentals taxes, consumables, VAT, social security, insurance, medical of the security guards etc.

Declaration: I / We hereby certify that the information furnished above is full and correct to the best of my / our knowledge.

(Signature of Authorized Signatory)

Name

Designation

Date

Seal of the company

<to be submitted on the letter head of the bidding agency>

UNDERTAKING

I / We, < Name and Address of Agency> , having registration number_____ hereby declare that we are eligible in all aspects to participate in the tendering process for providing Local Security Guards to the Consulate General of India, Medan in response to tender no. MED/813/01/2024 dt. 19 August 2024.

I / We state that our company <Name of company> is not black listed, disqualified by any agency of the Govt. of Indonesia and our company has no conflict of interests in the proposed tendering / bid submission and that we have not been punished for an offence relating to the concerned profession or business.

I / We hereby declare that our firm / company / agency fully comply with all the laws of the land including the payment of minimum wages and other relevant allowances etc. It would be the sole responsibility of my / our agency for payment of minimum wages and any other compensation to the security guards as per the local rules and regulation applicable at all the times during the term of contract period with Consulate General of India, Medan.

I / We hereby also declare that my / our firm / company is not associated in any illegal activities.

(Signature & Seal of Authorized Signatory)

Name

Designation

Date

Penalty clause for shortcoming in services

Penalty as indicated below will be imposed by CGI Medan for shortcomings in services in respect of Local Security Guards.

Sr. no.	Shortcoming	Penalty in IDR
1	Unauthorized absence	1 Million
2	Guard found sleeping of duty	1 Million
3	Consumption of alcohol or any other narcotic substances while on duty	1 Million
4	Use of mobile phone for chatting / watching videos / making unnecessary calls which may affect his normal performance of his duty	0.5 Million
5	Inappropriate or unbecoming behaviour with staff or visitors	1 Million
6	Unauthorized use of Mission's property	0.5 Million
7	Any other unbecoming action which may bring bad name to the Consulate	1 Million
8	Guards found involved / conniving with adversary	1.5 Million
9	Failure to discharge duty properly	0.5 Million
10	Consulate General of India's personnel harmed due to carelessness / negligence of Local Security Guards	1.5 Million
