



**Consulate General of India  
Ho Chi Minh City**

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**INVITES QUOTATIONS FOR**

**HIRING/SUPPLY OF  
THREE LOCAL SECURITY GUARDS**

**IN CONSULATE GENERAL OF INDIA, Ho Chi Minh City**

**(214 Vo Thi Sau, District 3, Ho Chi Minh City)**

**FOR ONE (01) YEAR**

**TENDER NO. HCM/813/01/2021**

**LAST DATE FOR SUBMISSION OF BIDS:  
17 March 2022 UP TO 1700 HRS (Local Time)**

**DATE OF OPENING BIDS:  
18 March 2022 AT 1000 HRS (Local Time)**

**PLACE OF OPENING OF BIDS: Consulate General of India  
214 Vo Thi Sau, District 3, Ho Chi Minh City  
TEL NO: +84-28-37442400**



**No. HCM/813/1/2021**  
**Consulate General of India**  
**Ho Chi Minh City**

**NOTICE INVITING TENDER FOR Three (03) PROFESSIONALLY TRAINED  
LOCAL SECURITY GUARDS IN THE OFFICE OF CONSULATE GENERAL OF  
INDIA, HO CHI MINH CITY (214, Vo Thi Sau, District 3, Ho Chi Minh City)**

**HCM/813/1/2021**

**Dated 16<sup>th</sup> February 2022**

**1. Introduction**

- 1.1.** Sealed tenders in 2 (two) Bid Envelopes System are invited from eligible bidders located and based in Vietnam, for providing three (3) trained male Security Guards (hereinafter called LSG) for security duties at the office of Consulate General of India, 214 Vo Thi Sau, Ho Chi Minh City as per terms and conditions set forth in the Tender Document.
- 1.2.** This Notice Inviting Tender (NIT) is being issued with no financial commitment and the Consulate reserves the right to change or vary any part of the NIT at any stage. Consulate also reserves the right to withdraw the NIT, should it become necessary at any stage.
- 1.3.** Consulate's decision on the pre-qualification and selection of the Service Provider shall be firm and final.

**2. Eligibility (Pre-Qualification)**

The invitation of tender is open to all eligible bidding companies who fulfil conditions as mentioned below: -

- 2.1.** Bidding company should have a minimum of **five years** of overall experience in providing security personnel and related services.
- 2.2.** The company should have proven expertise in the field of security in the Vietnam and should have also provided security services to any govt/semi govt./autonomous body/High Commission/ Consulate, etc. Proof in respect of services provided to such agencies must be provided in the form of copy of contracts, etc.
- 2.3.** Bidding Company must submit a copy of the security related topics covered during training schedule of the guards.
- 2.4.** Bidding Company must include, as part of its tender, attested copies of documents mentioned at **Sl. No. (a) to (f)** mentioned below as testimony of qualification to perform the contract.

**Note:** The Consulate General of India, Ho Chi Minh City reserves the right to ask for any additional documents from the bidders to substantiate issues related to financial health of the company, local police clearance/ verification, partnership agreements, etc, in order to establish holistic credentials of the bidding company.



### 3. Critical Minimum Quality Parameters of Security Guards.

The Service Provider shall meet the following critical minimum quality parameters for security guards: -

- (a) **Age.** Security Guards should not be more than **40 years** of age. Security supervisor should not be more than **50 years** of age.
- (b) **Physical and Mental Fitness.** Security Guards should be physically and mentally fit. They should not suffer from an apparent disability including obesity/ overweight that would hinder efficient discharge of the duties typical to security guards. **Firm should submit medical fitness certificate in respect of every LSG.**
- (c) **Character & Antecedents Verification:** The service Provider shall provide only such Security Guards who have been vetted by Vietnam Government's security department in terms of past record, character and antecedents. The Service Providers should be able to provide background details of the LSGs and also proof of vetting.
- (d) **Education.** Security Guards should have got education at least up to 10th standard or matriculation equivalent.
- (e) **Uniform.** Security Guards shall perform their duties in smart uniforms and their overall appearance shall be neat and clean.
- (f) **Training.** Security Guards shall 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 Handheld Metal Detector (HHMD), Door Frame Metal Detector (DFMD), CCTV monitoring, baggage and letter scanners, etc. They shall possess knowledge of the potential threats in general terms and also knowledge of what is "**suspicious**" in terms of men and material.
- (g) **Supervision.** The provider should have a system of undertaking supervisory checks of functioning of LSGs to ensure that the supplied LSGs are discharging their duties with efficiency. The service provider should clearly spell out as to what will be the system of supervision/ surprise checks so as to achieve the above objective e.g. number of scheduled and surprise visits in a given period.
- (h) **Knowledge of Language.** The LSGs should be proficient in local language and should possess English Language Skills.
- (i) **Registration.** Service provider shall provide proof of compliance as regards local laws and statutory regulations in running a private security company.
- (j) **Other Clients.** Service provider shall furnish information about its other clients including period and type of service rendered in broad terms.



(k) **Service Conditions of Security Guards.** Service provider shall provide details of salary, gratuity, allowances, leave, etc of the security guards.

(l) **Rotation of Staff.** Service provider shall have sufficient number of LSGs on its roll so that the staff is rotated periodically. Ideally the staff shall change after every **4 months**.

(m) The service provider shall not pay wages lower than minimum wages of labour as fixed by the local authorities. Payment of other admissible benefits, if any, like bonus, leave etc. to the employees deputed at Consulate General of India, Ho Chi Minh city shall solely be the liability of the bidding company and not that of the Consulate.

(n) The service provider shall be responsible for dropping and picking up the security staff to/from the Consulate.

(p) The Bidding Company is to ensure compliance of all mandatory labour laws/regulations laid down by the Government of the Vietnam and any other relevant Acts and regulations enforceable from time to time without any liability on the Consulate of India, Ho Chi Minh City or without any responsibility for statutory compliance of any kind by the Consulate.

**4. Scope of Work.** The scope of work of the LSGs is as follows: -

- (a) Three Local security guards @ 1 Security Guard at a time in three 08 hourly shifts from 6 a.m. to 2 p.m., from 2 p.m. to 10 p.m. and from 10 p.m. to 6 a.m. X 7 days a week at the Centre.
- (b) Take periodic patrolling and surveillance for suspected activities of visitors in premises.
- (c) Keep watch over for any sabotage, damage, fire and safeguard the property, men, material, machines and document system at site.
- (d) Monitor X-ray machine, use of Hand Held Metal Detector, Door Frame Detector and assist in regulating visitors to the premises while being polite and courteous with visitors.
- (e) To be alert and detect unattended packages and strange objects and respond in emergency situations like fire, law & order, medical etc.
- (f) Security Guards to be very alert on duty, both physically and mentally throughout the shift and report any issues immediately to the supervisory officer in the Consulate.
- (g) 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.
- (h) Perform all security duties assigned by the Consulate General of India, Ho Chi Minh City.



- (i) Must possess basic qualification for training in Fire Fighting.

## 5. Tendering Process

- 5.1.** Tender is invited in two parts i.e. (i) Technical Bid (containing Bid Security Deposit) and (ii) Financial Bid.
- 5.2.** Interested bidders may like to send the bids as per Annexure C in sealed condition and with clear identification on envelope through post addressed to Head of Chancery, Consulate General of India, 214 Vo Thi Sau, District 3, Ho Chi Minh City, clearly marked as '**Technical and Financial Bid for Security Guards for Consulate General of India, Ho Chi Minh City**', latest by **17 March 2022 up to 1700 hrs.** Bids will open at **1000 hrs on 18 March 2022.**
- 5.3.** The Consulate will not be responsible for any delay in receipt of bids or missing of bids while in transit/post. **Bids received by email/ fax will be rejected out-rightly.**
- 5.4.** The validity of the bids must be for six months with effect from the date of opening of the bids. All bids should be in English language only.
- 5.5.** The proforma for technical and financial bids is placed at **Annexure A** and **Annexure B** respectively.
- 5.6. Late Applications.** Any application received after the last date and time for submission for the same, shall not be accepted. Applications received after the last date shall be summarily rejected and returned to addressee unopened.

## 6. Technical Bid Evaluation.

- 6.1.** In the first stage, only the envelopes, containing the Technical Bid will be opened on the appointed date and time, in presence of the bidding companies (one representative each) and shown as a token of receipt of the documents in time. The sealed envelope containing the Financial Bid will be shown to the members present, but will not be opened at this stage.
- 6.2.** The Technical Bids will be examined and evaluated by Consulate subsequently on the basis of responses to the NIT. Bidding companies which do not qualify in the technical evaluation will not be considered for qualification to the Financial Bid stage and their financial bids will be returned unopened.

## 7. Financial bids

- 7.1.** Bidding companies, which have qualified in the Technical Bid stage, will be informed by email to be present on the date and time fixed by the Consulate and the financial bids will be opened in their presence.
- 7.2.** After opening of the financial bids, Lowest Bidder will be announced based on the lowest financial quote. The final decision of the Consulate on award



of contract will be communicated in due course. The notification of award will constitute the formation of contract.

**8. Payment Term.** The Services of the Lowest Bidder will be availed by the Consulate, **subject to competent.** Payments in respect of the security services provided by the company will be made on monthly basis, through bank transfer.

**9. Additional Information**

**9.1.** The Bidder shall not utilize or publicize or disclose or part with any statistic, data or information collected with assignment/contract without the express written consent of Consulate General of India, Ho Chi Minh City.

**9.2.** No terms and conditions other than as stipulated above will be entertained. Tenders without acceptance of the terms and conditions stipulated above are liable to be rejected.

**9.3.** The Consulate reserves the right to accept or reject any or all the tenders without assigning any reasons thereof.

**9.4. Medical Facility.** Service provider is responsible for providing medical facility to the security personnel deployed at the Consulate.

**10. Termination of Contract.** The Consulate reserves the right to terminate the, contract at any time by giving **one month's advance notice.** However, the Consulate shall also have the right to terminate the Contract by giving a lesser period of Notice under special circumstances, such as security considerations, violation of privacy laws etc. The Service Provider may terminate the contract by giving **three months advance notice** with justification for termination of services.

**11. Force Majeure.** For the purpose of this clause, "Force Majeure" shall mean an event beyond the control of the service provider and not involving the service provider's fault or negligence. If a Force Majeure situation arises, the service provider shall promptly notify the authority in writing of such conditions and the cause thereof. Unless otherwise directed by the Consulate in writing, the service provider shall continue to perform its obligations under the contract as far as is reasonably practical.

**12. Settlement of Disputes and Arbitration.** All disputes, differences and questions arising out of or in any way touching or concerning this agreement or subject matter thereof or the representative rights, duties or liability of the parties shall be referred to the sole arbitration of any person nominated by the Consulate General of India, Ho Chi Minh City. The arbitration shall be in accordance with the **existing rules of Vietnam** in this regard. The arbitrator shall be entitled to extend the time of arbitration proceedings with the consent of the parties.

**13. Point of Contact.** For any tender-related enquiry/ query/ clarification please contact:

**Head of Chancery**  
**Consulate General of India Ho Chi Minh City**  
**Email: [hoc.hcm@mea.gov.in](mailto:hoc.hcm@mea.gov.in)**  
**Telephone- +84-28- 37442400/13**



**14. Sign and Seal.** The Bidder must sign and affix his seal on every page of the Tender Document and the complete signed tender document must be submitted.

### TECHNICAL BID PROFORMA

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

S. No.	<b>Requirements</b>
1.	(a) Brief introduction of the company
	(b) Previous experience in the field (minimum of five years)
	(c) Local level security industry knowledge (documented references of Govt and private clients needed).
	(d) Registration Certificate & license for the services (duly attested copies to be enclosed)
2.	Qualification and experience of the security guards proposed to be deployed for the job
3	(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.]
4.	(a) Details of company's own training facility or avails the facility of another company that only focus on training.
	(b) Curriculum and duration of training of security guards and supervisors.

[Signature(s) of the Tenderer(s) with Name, Designation, Date & Seal]



**Annexure 'B'**

**Financial Bid Proforma**

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

<b>Ser</b>	<b>Item</b>	<b>Charge s</b> (in VND)	<b>Remarks, if any</b>
(a)	Shift charges per person		
(b)	Monthly charges for Three Security Guard (8 hours shift of each, duty 24 x 7 days per week)		

[Signature(s) of the Tenderer(s) with Name, Designation, Date & Seal]

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**AFFIDAVIT**

I/We, \_\_\_\_\_, representative(s)  
of M/s. \_\_\_\_\_ solemnly declare that:-

1. I/We are submitting my/our bid against the Tender Notice no. dated \_\_\_\_\_ brought out by the Consulate General of India, Ho Chi Minh City for providing security services at the India House.
2. I/We or my/our partners do not have any relative working in any office of Consulate General of India, Ho Chi Minh City.
3. All information furnished by me/us in respect of fulfilment of eligibility criteria and other information given in this tender is complete, correct and true.
4. All documents/credentials submitted along with this tender are genuine, authentic, true and valid.
5. The Price - Bid submitted by me/us is "**WITHOUT ANY CONDITION**".
6. I/We have not been banned/ delisted by any Government or Vietnam Government agencies.
7. I/We accept all the terms and conditions of tender.
8. If any information or document submitted is found to be false/ incorrect, Consulate may cancel my/our Tender and take any action as deemed fit including termination of the contract, forfeiture of all dues and blacklisting of my/our firm and all partners of the firm etc.