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

**Request for Bids**

Invitation for competitive bids for 02 year contract for supply of three professionally trained Security Guards for round the clock (24x7) security duty at Chancery located at Consulate General of India, 214 Vo Thi Sau, Ho Chi Minh City (Vietnam) and one professionally trained Security Guard for night duty at India House (Cherry 6, An Phu Superior Villa Compound, 36 Thao Dien)

**TENDER No. HCM/813/01/2024  
Date: 12 JULY 2024**

**LAST DATE FOR SUBMISSION OF BIDS  
02 AUGUST 2024 AT 1100 HRS**

**DATE OF OPENING BIDS  
02 AUGUST 2024 AT 1600 HRS**

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

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214, Vo Thi Sau Street, Vo Thi Sau Ward, District 3, Ho Chi Minh City, Vietnam

Tel: +84-28-37442400

**No. HCM/813/01/2024**  
**Consulate General of India**  
**Ho Chi Minh City**

Ho Chi Minh City, 12<sup>th</sup> July 2024

**NOTICE INVITING TENDER**

**Subject: Invitation for competitive bids for 02 year contract for providing three professionally trained Local Security Guards (LSGs) for round the clock (24x7) security duty at Consulate General of India, 214 Vo Thi Sau, Ho Chi Minh City (Vietnam) and one professionally trained LSG for night duty at India House (Cherry 6, An Phu Superior Villa Compound, 36 Thao Dien)**

Consulate General of India, Ho Chi Minh City (CGI, HCMC) invites Tender under two bid system from registered and authorized firms/service agencies for Hiring of 04 (Four) LSGs for the following locations:

- (i) **03 (Three) LSGs at CGI HCMC** located at 214 Vo Thi Sau, District 3, HCMC for providing round the clock security i.e. one LSG per shift for 3 shifts of 8 hours each; and
- (ii) **01 (One) LSG at India House** (Cherry 6, An Phu Superior Villa Compound, 36 Thao Dien) for night duty (10PM-6AM)

2. The tender document can be downloaded from the website <http://www.eprocure.gov.in> or <http://www.cgihcmc.gov.in> from 12 July to 02 August 2024. Please note that any corrigendum/addendum in the above tender document, if required, will be posted in the website of the **Consulate General of India**, Ho Chi Minh City, i.e. <http://www.cgihcmc.gov.in>.

3. The interested firms/service agencies should submit the bids in two separate sealed covers, superscribed as "Technical Bid" and "Financial Bid". Both sealed covers should be put in a single envelope superscribed as "Tender No. HCM/813/01/2024 for Hiring of 04 (Four) Local Security Guards" and addressed to "**Head of Chancery, Consulate General of India, 214 Vo Thi Sau, Ho Chi Minh City**". The envelope should then be dropped at the Reception of CGI, HCMC at the address given above. *Please note that tender documents will not be accepted after the expiry of stipulated date and time under any circumstances.*

4. The 'Earnest Money Deposit (EMD) / Bid Security' of 20 million VND in the form of Account Payee Demand Draft/Pay Order drawn in favor of "**Consulate General of India, Ho Chi Minh City**" 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.

5. The bidders have an option to submit, in lieu of 'EMD / Bid Security' of 20 million VND, a judicially valid Undertaking to the effect that if they withdraw or modify their bids during the period of validity, or if they are awarded the contract and they fail to sign the contract, or to submit a performance security before the stipulated deadline, they will be suspended for one year period from being eligible to submit bids for contracts with the Consulate.

6. The Technical Bids will be opened on 02.08.2024 at 1600hrs by a Committee authorized by the Competent Authority of the **Consulate General of India** at Consulate General of India located at 214, Vo Thi Sau Street, Vo Thi Sau Ward, District 3, Ho Chi Minh City, in the presence of the authorized representatives of the companies, who may wish to attend.

7. The bid has to be submitted as per the format specified at the Annexes with all the supporting documents. The bid is to be submitted in English.

8. The Competent Authority reserves the right to reject any or all the bids, or cancel the tender, without assigning any reason and the decision of the competent authority of the Consulate shall be final and binding. The financial bids of only those bidders, whose Technical Bids are found responsive, shall be opened by the Committee authorized for the purpose. For any query, please write to [hoc.hcm@mea.gov.in](mailto:hoc.hcm@mea.gov.in) and [admn.hcm@mea.gov.in](mailto:admn.hcm@mea.gov.in).

**9. Pre-bid meeting:** All bidders, if required, may visit the site to understand the specific job requirements. During the meeting, all bidders are welcome to clarify all their concerns regarding submission of bid etc., if any. Consulate's decision on the pre-qualification and selection of the service provider shall be final. The pre-bid meeting will be held on 19.07.2024 at 1500hrs at Consulate General of India.

**10. Validity of Bids:** The bids shall have a minimum validity of ninety days (**90 days**) from the date of opening of bids. A bid for a shorter period of validity shall be rejected.

**11. Payment terms:** The payment will be made to the service provider on monthly basis preferably on the last working day of the month as per the rate of the lowest bidder. This will be subject to satisfactory work.

12. The Tenderer should submit a certificate along with the tender that they would provide prescribed 5% of the annual contract value as 'Performance Security' in the form of a demand draft drawn on any acceptable Bank or a Bank guarantee in favor of Consulate General of India, Ho Chi Minh City, immediately once the tender is awarded, failing which the tender may be awarded to the second lowest bidder. The certificate should have signature of the authorised signatory of the service provider company. The performance guarantee would remain valid for entire duration of the contract.

13. The contract would be valid for a period of two years and the contract could further be extended by the Consulate for one more year at the same cost, terms and conditions and depending upon the performance of the company or until terminated by the Consulate.

14. **Exit Clause:** The Consulate General of India reserves the right to revoke the contract at any time during the contract period or without citing any reason by giving one-month advance notice to revoke the contract.

15. The important schedules and dates are as under:

S. No.	Event	Date
1.	Notice Inviting Tender	12 July 2024
2.	Document download start date / bid submit start date	12 July 2024 (12 AM)
3.	Time and venue for pre-bid meeting	19 July 2024 (1500 hrs) at 214, Vo Thi Sau Street, Vo Thi Sau Ward, District 3, HCMC
4.	Last date for submission of bids	02 August 2024 (11 AM)
5.	Date of opening of Technical Bids	02 August 2024 (4 PM)
6.	Opening of financial bids (of only those who qualify in the technical bid stage)	Date to be intimated later

Sd/-  
(Mahesh Chand Giri)  
Consul (HOC)  
Tel: [+84 02837442400](tel:+8402837442400)  
E-mail: [hoc.hcm@mea.gov.in](mailto:hoc.hcm@mea.gov.in)

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

**SECTION-II**

**SCOPE OF WORK**

1. Objective: To provide fully trained and company vetted Security Guards.
2. Technical Specification:
  - (A) Ensure Access Control at both locations:
    - (i) Members & Employees of the Consulate
    - (ii) Cleaners, Contractors, Caterers and their employees
    - (iii) Visitors, Vehicle & Car Parking
    - (iv) Maintaining of register for entry of visitors/vehicle
    - (v) Baggage Scanning
    - (vi) Safe custody of cell phones/electronic equipments etc. of visitors / guests
  - (B) Security of India House premises: Patrol (Internal & External), Checking of Fire Alarms, CCTV monitoring & Emergency first aid etc. during night time.
  - (C) Carrying out searching/frisking as and when required.
  - (D) Knowledge of Emergency procedure in case of fire, bomb threat & evacuation procedure as per local norms.
  - (E) Dealing with suspects as per local laws.
  - (F) In case of any incident bring it to the notice of CSO immediately.
3. Broad list of work is listed below:
  - (i) Manning the main entrance and exit of the compound and screen baggage/parcel/letter etc. using metal detector and lookout for any kind of firearms or weapons.
  - (ii) Security of the perimeter and to prevent unauthorized parking in front of the Chancery and to prevent any defacing of the Chancery wall/building or disrespect to the National Flag.
  - (iii) To take periodic Patrolling and surveillance for suspected activities of visitors and intruders in the premises, monitoring of CCTV, access to the Chancery and to record the details of persons visiting inside the Chancery premises.
  - (iv) Keep watch over any sabotage, damage, fire and safeguard the property, personnel, documents, systems on site.
  - (v) Monitor X Ray machine if required, use of Hand Held Metal Detector, Door Frame Metal Detector and assist in regulating visitors to the premises while being polite and courteous.
  - (vi) To be alert and detect unattended packages and strange objects and respond in emergency situations like fire, law and order, medical etc.
  - (vii) 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.
  - (viii) 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.
  - (ix) Must possess basic qualification training in Fire Fighting.
  - (x) Perform all security duties assigned by the Consulate General of India including above but not limited to the above duties.
4. **The deployment of Security Guards would be as follows: -**
  - (i) **03 (Three) LSGs at CGI HCMC** located at 214 Vo Thi Sau, District 3, HCMC for providing round the clock security i.e. one LSG per shift for 3 shifts of 8 hours each; and
  - (ii) **01 (One) LSG at India House** (Cherry 6, An Phu Superior Villa Compound, 36 Thao Dien) for night duty (10PM-6AM)

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

**SECTION-III**

**Terms & Conditions**

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

The invitation of tender is open **to** all eligible bidding companies who fulfil following conditions: -

1. Bidding company should have a minimum of **five years** of overall experience in providing security personnel and related services.
2. The company should have proven expertise in the field of security in Vietnam and companies who have also provided security services to any govt/semi govt./autonomous body/Embassy/Consulate, etc. will be given preference. Proof in respect of services provided to such agencies must be provided in the form of copy of contracts, etc.
3. Bidding Company must submit a copy of the security related topics covered during training schedule of the guards.

**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.

**B. Critical Minimum Quality Parameters for Local Security Guards (LSGs)**

- (i) LSGs should not be more than 50 years of age and Supervisor should not be more than 55 years of age.
- (ii) Should have attended education at least up to 10th standard **or** matriculation equivalent.
- (iii) Should be proficient in the local language (so as to deal with local visitors and unruly person (s)). Should possess minimum English language skills to communicate with the staff or Indian community people.
- (iv) Should be physically and mentally fit and should not suffer from an apparent disability. Provider should submit Medical Certificate in r/o every LSGs from an authorized Medical practitioner. LSG's should not be emaciated, feeble and timed in apparent sense.
- (v) Should have been vetted by the Local Government's Security Department(s) in terms of past record, character and antecedents. The service provider should be able to provide details of the Security Guard and also proof of their vetting.
- (vi) Security Guards should perform their duty in smart uniform and their overall appearances should be neat and clean.
- (vii) Should possess basic training in security duties such as access control and anti-sabotage checks (of person, baggage and vehicle) including the use of basic security tools such as HHMD, DFMD, monitoring of CCTV, baggage and letter scanners etc.
- (viii) Supervisor should have provisions for real time checks of functioning of the Security Guards to ensure that the quality of the provided staff and service rendered is above benchmark.
- (ix) LSG should be thoroughly proficient and trained in handling of arms and other security equipments that they are supposed to carry or use.

**C. Quality parameters for service provider companies:**

Listed below are 10 basic parameters against which competing security companies shall be awarded marks out of 100 (10 marks for each parameter). The bidders are thus requested to

provide detailed information along with supporting documents for the Technical Evaluation Committee to verify its authenticity and award marks against each parameter.

1. Provide list of other clients being served currently by the company in terms of supply of LSGs in the host and other countries to ascertain the level of global security knowledge and experience.
2. Past experiences, service history, achievements of the company.
3. Evidence of registration of the company under relevant statutory regularities such as labour laws applicable in the host country (if registered under more than one law, the same may be furnished).
4. Evidence of range of security services provided by the company.
5. Size of reserve pool of men and logistics such as response time, patrol vehicles/security equipment/control room facilities/communication equipment etc. under use. Whenever a new LSG is posted to replace the previous one, a brief CV of the new LSG must be provided to CGI for record. Provision of periodical rotation of LSGs.
6. Attrition rate of security guards and security supervisors (the average period for which a security guard remains with the company).
7. Training facilities: Does the company have its own training facilities (details thereof)? or tie up with another provider or a company that focuses on training? What is the curriculum and duration of training of security guards and supervisors?
8. Industry certification obtained by the company for its quality, company relationship with local police.
9. Scope and limit of liability of the company.
10. Take home pay and allowances of the LSGs.
11. 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.
12. 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.
13. 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.

Note: It is also desirable that security companies also provide details of contracts completed in the last 5 years, wherein, security services have been rendered to Diplomatic Missions, Government Offices and reputed establishments, which demonstrates their experience in fulfilling requirements of our scope of work.

**D. Other terms and conditions that should be a part of the Service Agreement:**

- Penalty Clause: In case the security agency fails to provide the desired services or breaches the contract or if there is any loss or damage, if any, to property, life and limbs of Consulate staff etc., due to negligence of the security personnel or substandard services of the security agency, the damages will be assessed by a committee formed by the Consulate for fixing liabilities. In case of any damages, the security deposit of 5% will be withheld / forfeited as penalty. The decision of the Consulate regarding fixing of damage/liability and withholding/forfeiting of security charges will be final and binding.
- Medical / other facilities: Transportation, food, medical and other statutory requirements in respect of each personnel of the security agency shall be the responsibility of the security agency.

- **Security Deposit:** The Performance Security made out to the value of five percent (5%) of the Accepted Annual Contract Price in the form of Bank Guarantee/ Demand Draft shall be submitted by tenderer. The Bank Guarantee/Demand Draft shall remain valid for a period of 24 months w.e.f. the date of commencement of the contract. In case, security agency fails to provide the desired services or breaches the contract, the security deposit will be forfeited.
- **Arbitration:** All disputes and differences arising between the parties shall be resolved mutually through dialogue and consultation as per applicable laws.

## **E. Miscellaneous**

1. Interested companies should be willing to furnish information about their other clients including period and type of service rendered in broad terms.
2. Service conditions of Security Guards: The security company should agree to provide details of salary, gratuity, allowance, leave, other benefits/facilities etc. provided to LSGs.
3. Option to choose and retain: Service provider should agree and be able to provide good English speaking LSGs for interview in order to select them for duty at Chancery and India House.
4. Take home pay and allowances of the Security Guards: It is mandatory for the bidder to disclose the take home pay and other allowances including gratuity and leave facilities provided to their security guards. This is one of the most important criteria as LSG service is human centric and motivation is critical for better performance.
5. Rotation of Staff: The company should have sufficient security guards for periodic rotation, if required.
6. The Security Guards deployed, if required, could also be temporarily used during the events organised by the Consulate inside/outside the premises and also during holidays/beyond office hours, if felt necessary.
7. Only Government of India Holidays as notified by Consulate General of India will be applicable to them. The three security guards at the Chancery will perform round the clock duties with three shifts of 8hrs each.
8. The Consulate reserves the right to deny engagement of LSGs of certain nationalities and of origin due to security considerations.

**Note:-** ➤ The Consulate reserves the right to remove any Security Guard in case his/her conduct/performance/behavior/background is found unsatisfactory. In such case, the service provider shall provide replacement in not later than 48hrs of removal of security guard(s).

➤ The contract could be terminated by the Consulate at any time without assigning any reason after giving one-month notice in advance.

## **F. Terms and Conditions of Contract**

**Quoted price shall be exclusive of VAT:** The quoted price should include lump sum charges for labour/transportation for complete work. In case the amount quoted include element of VAT/Customs, the break-up of the same shall be provided specifically.

**Commencement date of work** shall be counted from the 5 days of Issue of Letter of Acceptance or Letter of Award or from the date of handing over of site whichever is later.

**Payment:-** Payment shall be released on a monthly basis after each month of satisfactory services received by the Consulate.

**Force Majeure and EoT clause:** In the event of force majeure i.e. unforeseeable events such as war, floods, earthquake etc. beyond the reasonable control of the Parties to the contract which prevent either party from meeting their obligations under this contract, the contractual obligations as far as affected by such event shall be suspended for as long as the force majeure continues provided that the other party is notified within two weeks after occurrence of the force majeure. Force Majeure shall not include insufficiency of funds or failure to make any payment required hereunder. In the event of force majeure either party shall be entitled to prolongation of this Contract equal to the delay caused by such force majeure.

**Validity of the Contract:** This Contract shall become effective and valid from the date of signing of the Contract by both the parties.

**Additional Work:** CGI HCMC shall not allow any claims for additional work or services performed by contractor unless the additional work/ service is authorized by the Consulate in writing prior to the performance of the additional work or the incurrence of additional expenses. Any additional work / service authorized by the Consulate shall be compensated at a rate mutually agreed to by the parties.

**Termination of Contract:** The Consulate may terminate this contract, by giving a written notice of minimum 30 days to the service provider being unable to perform a particular portion of the services for a period of more than seven (07) days

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

(ii) 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.

(iii) The Consulate reserves the right to accept or reject any or all the tenders without assigning any reasons thereof.

(iv) 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.

(v) All bidders are requested to read and understand the terms and conditions of the contract before submitting their bids. No change or violation of the aforementioned terms and conditions is permissible once the quotation is accepted by the Consulate.

(vi) Any liabilities arising out of payment of bonus, other benefits etc. will be the responsibility of the bidder / security agency.



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

**SECTION-IV**

**Annex**

**A. Introduction and Credentials of Bidder**

**(To be submitted by the bidder)**

**Note:** This shall be submitted by the bidder. This should be a brief introduction, background, company details, credentials, VAT & other registration and past performance of the bidder. They may attach any other documents such as company profile, company brochures, achievement of the company etc.

**Company profile**

1.	Name of the company	
2.	Registered address	
3.	Phone Number	
4.	Fax Number	
5.	E-mail ID	
6.	Name & Contact details of firms for which similar security work has / is being provided	
7.	Details of technical capabilities including the total number of security work force under deployment	
8.	Details of Registration of company	
9.	Details of character and antecedents verified	
10.	Details of training of security personnel	
11.	Knowledge of languages	
12.	Details of service conditions	

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

**B. Bids Securing Declaration**

**(To be submitted by the bidder)**

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, or to submit a performance security before the deadline defined in the request for bids document, I/we will be suspended for the period of one year as mentioned in the notice from being eligible to submit bids for contracts with the Consulate General of India.

Date:  
Place:

Name:  
Signature:

### **C. Technical Bid Proforma**

1.	Name and brief introduction of the company	
2.	Registered address / Correspondence address	
3.	Phone /Fax Number, E-mail ID	
4.	Previous experience in the field (minimum five years)	
5.	Local level security industry knowledge	
6.	Name & Contact details of firms for which similar security work has / is being provided	
7.	Details of technical capabilities including the total number of security work force under deployment	
8.	Registration Certificate & license for the services (duly attested copies to be enclosed)	
9.	Qualification and experience of the security guards proposed to be deployed for the job	
10.	Details of Current contracts of security services undertaken by the firm	
11.	Details of past contracts of security services undertaken by the firm	
12.	Testimonials [Clients' letters / certificates etc.]	

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

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### **TECHNICAL BID SPECIFICATIONS**

The following details, inter alia, should be included in the TECHNICAL BID in addition to the parameters prescribed above:-

- (i) Annual business turnover of the company.
- (ii) Number of employees in the company.
- (iii) Registration details of the company and certification that the company works along industry standards.
- (iv) Experience in providing similar services and period for which the company has been operating.
- (v) Major organization/Embassy/Consulate to which the company has provided services and testimonies about the company's work.
- (vi) Are the security guards well trained? From where and how are the staff supervised and controlled? How security guards are replaced at short notice during sickness etc.? Do the guards have terms of employment (max. Hours allowed to work per week)? (viii) Liability and indemnity insurance details of the company. If the written contracts are issued and also to state if the company sub-contracts the services?

### **D. 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:

The Financial bid may be submitted in the format as below:

S. No.	Duty point	Required for specific hours	To be covered in how many shifts	No. of LSG (s) in one shift	Total No. of LSG(s)	Quoted price per month (in VND)	Remarks, if any
1	Consulate General of India, HCMC	24*7 (round the clock security)	3	1	3		
2	India House	10PM-6AM	1	1	1		
<b>GRAND TOTAL</b>					<b>4</b>	<b>TOTAL MONTHLY PRICE:</b>	

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

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**E. DECLARATION**

**(To be submitted by the bidder)**

I certify that the information furnished above is full and correct to the best of my knowledge. **I hereby agree to all terms and conditions as per the tender document.**

**(Signature of the authorized signatory)**

Dated \_\_\_\_\_

**Name and address of the Agency/Company**

**Seal of the firm**