

Tender Ref. No. MEL/815/1/2019



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**CONSULATE GENERAL OF INDIA
MELBOURNE, AUSTRALIA**

TENDER NOTICE

HIRING OF ONE (01) UNARMED LOCAL SECURITY GUARD

Tenders in prescribed format are invited from the eligible Security Guard Service Providers in Melbourne for hiring of Security Guard by the Consulate General Of India. Terms and Conditions are detailed under **Annexure-I**.

SCOPE OF WORK

The details of the scope of work are listed as follows:

1. One unarmed security guard for day time duty from **0800 hrs to 1900 hrs** with a lunch break of 1 hour in between (Monday to Friday) at Consulate General of India premises located at 344, St. Kilda Road, Melbourne-VIC.
2. Periodic patrolling and surveillance for suspected activities of visitors inside and in the periphery of Consulate. The following will include the day to day work of security guard:
 - (a.) Allowing visitors to enter through the main entrance gate and to check for any arms/ammunitions.
 - (b.) Keep record of the details of visitors.
 - (c.) Not allowing access to visitors, who behave in an abusive, agitated or violent manner and report such matters to the Chief Security Officer (CSO) of the Consulate. If need arises, local security agencies to be apprised after taking permission of CSO.
 - (d.) Keeping demonstrators outside the Chancery premises.
 - (e.) Performing all security duties assigned by the Consulate.
3. Keeping a watch for any sabotage, damage or fire in order to safeguard the property and personnel at Consulate.
4. To be alert and detect unattended packages and strange objects and respond quickly in emergency situations like fire, law & order, medical etc.

LIST OF ATTRIBUTES OF SECURITY GUARD

The following are the list of attributes mandatory for the security personnel to be hired for the Consulate:

1. The Security personnel should not be over 55 years of age.
2. The Security personnel should be mentally and physically alert.
3. The Security personnel should not be emaciated, feeble and timid in an apparent sense and must be well versed in English language. He should perform duty in smart uniform and overall appearance should be neat and clean.
4. The Security personnel should be trained in basic security duties such as access control, anti-sabotage checks (of persons, baggage and vehicles) and in use of security tools such as CCTV monitoring etc.

5. The Service provider should submit past records, characters, antecedents and other relevant details of the personnel who would be deployed at the Consulate vetted by the local government security department.
6. The Security personnel should be well versed with fire emergency procedures and handling of fire extinguishers.
7. The Service provider should keep provision for real time checks of the functioning of security guard to ensure quality of their work and submit such report to the Consulate officials fortnightly.
8. Any shortcomings in duties performed by the security personnel during duty hours such as unauthorised absence, unattentiveness, consumption of alcohol or drugs etc. will attract penalty as per **Annexure C**.

ATTRIBUTES OF ELIGIBLE COMPANY

1. The Service provider should be a reputed one, having adequate experience in providing the above mentioned services and observing and conforming to all the rules, regulations and by-laws of the local government security agencies and comply with all statutory regulations relating to Security agencies. The Service provider to whom the contract will be awarded will be responsible for providing the medical facilities to the security personnel on duty.
2. The Service provider should have a system of undertaking supervisory checks of functioning of the security personnel to ensure discipline, alertness, etiquity in their course of duty.
3. The Service provider should indemnify the Consulate against any loss, damages, fines, premium, levies, costs, charges and expenses that Consulate General of India may suffer or incur on account of any breach of laws, rules or regulations of the local Government or security agencies.

TENDERING PROCESS

The tendering process will be held in two rounds. The first round will be **Technical bidding** followed by the opening of **Financial bids**. Financial bids of only those bidders who qualify the technical bidding round will be opened. The eligibility criteria for technical and financial bids are detailed in following paragraphs.

TECHNICAL ELIGIBILITY

The Technical bids will be examined and evaluated by the tender issuing authority. Bidding Service providers which do not qualify in the technical

bidding round will not be considered for the Financial bidding round. The detailed technical bidding proforma provided at **Annexure A** should be duly filled and submitted along with bidding document. Further, the technical bids received in improper format or missing details will not be entertained.

FINANCIAL ELIGIBILITY

Only those bidding Service provider, which qualify in the Technical bidding round will be considered eligible for Financial bidding round. The criteria for Financial eligibility is as follows:

1. The rates for hiring of Local Security Guard will remain fix for the entire contract period of 2 years. The Service provider must submit a declaration accepting the fixed rates for the entire contract period.
2. The Bidder has to submit an undertaking to deposit a **Performance Security Deposit (PSD)/Bank Cheque** amounting to 5% of the total contract value if awarded the contract.
3. The Bidder should mention the quotes excluding GST.
4. The validity of quotes in bid should be of a minimum of 120 days.
5. The financial bid should be submitted as per **Annexure B**. Bids received in improper format or missing details will not be entertained.

CRITICAL DATES FOR BIDDING PROCESS

1.	Date of Publishing of Tender	September 21, 2023
2.	Bid submission start date	September 21, 2023
3.	Bid submission end date	October 12, 2023
4.	Date of opening of Technical bids	October 13, 2023
5.	Date of opening of Financial bids	October 13, 2023

OTHER TERMS & CONDITIONS

1. **Separate Technical and Financial Bids should be submitted in two different envelopes.** The envelopes containing technical and financial bids should be clearly marked as "Technical Bid" and "Financial Bid", strictly in the enclosed Proforma. The bids should be addressed to Consulate General of India, Melbourne, 344, St. Kilda Road, Melbourne, VIC-3004. The contact person for the submission of bids will be Mr. Girish Singh Kavia, Head of Chancery (Tel: 03 9682 5800; Email: hoc.melbourne@mea.gov.in).
2. Not more than one tender shall be submitted by any bidder.

3. The Technical Bid will be examined first to ascertain eligibility criteria and submission of required documents. Financial bids of only those Service provider will be opened, who qualify the technical requirements.
4. The bidders have to submit a Bank Cheque of AUD 500 drawn in favour of CGI, Melbourne as **Earnest Money Deposit**. This amount will be refunded to bidders at end of tendering process.
5. The contract will be for a period of 2 years **which may be extended further by one year as per requirement at the same Terms & Conditions** mentioned in this tender document.
6. The deployment of the Security Guard should be on regular basis. In case of any change of regular security guard, Consulate should be informed well in advance.
7. The Consulate General of India Melbourne, reserves the right to accept or reject any or all tenders without assigning any reason. In case of any dispute of any kind and in any respect whatsoever, the decision of Consulate General of India, Melbourne shall be final. If any information furnished by the agency is found to be incorrect even at a later stage, the agency shall be liable to be debarred from the tendering process and black listed for the future.
8. The contract may be terminated by either party by giving three months advance notice.
9. The Tender issuing authority reserves the right to withdraw/cancel the tender for any reason whatsoever after publication/award of contract.
10. The **Performance Security Deposit (PSD)** equivalent to 5% of the contract value should be submitted within two week of the award of contract in form of **Bank Guarantee/Bank Cheque** in favour of CGI, Melbourne. The Contract value to be calculated on the basis of financial bids made for Security charges for working days only and the calculation of this to be provided in Financial Bid proforma. The PSD should remain valid for period of sixty (60) days beyond the end of the contract period. In case, the contract is further extended, the PSD will have to be accordingly renewed. No interest will be paid on the PSD. The PSD will be forfeited by order of competent authority in Consulate in the event of any breach or negligence or non observance of any Terms & Conditions of the contract or on unsatisfactory performance. On expiry of contract, portion of PSD, as may deemed fit by Consulate to cover any incorrect or excess payments made to the company, shall be retained. On due performance and completion of contract in all respects, the PSD will be returned to the company.
11. All bid documents **should have signature of authorised signatory of Security company**. Any handwritten bids will be rejected.
12. The tender issuing authority reserves the right to ask for any additional document(s) from the bidders to substantiate issues related to financial

capability, local police clearance/verification, etc. in order to establish holistic credentials of bidding company.

TECHNICAL BID PROFORMA

1.	Name of Company	
2.	Registered address	
3.	Phone Number	
4.	Fax Number	
5.	E-mail ID	
6.	Name & Contact details of <u>Government organisations/Diplomatic offices</u> for which similar Security Work has been done	
7.	Name & Contact details of <u>Private organisations</u> for which similar Security Work has been done	
8.	Details of technical capabilities including the total number of security work force under deployment with their age	
9.	Details of Registration of company	
10.	Details of character and antecedents verified of the Service provider	
11.	Details of training of security personnel	
12.	Knowledge of languages	
13.	Details of service conditions	

FINANCIAL BID PROFORMA

	Rates	All figures in Australian Dollar (without GST)
1.	Hourly rates for providing one unarmed security guard from 0800hrs to 1900hrs excluding lunch break from 1300hrs to 1400hrs	
2.	Cost of additional work hours, if required by Consulate on certain occasions during (i) Working days (ii) Weekends (Saturday & Sunday) (iii) Public Holidays	
3.	Above cost for providing security guard should include fee for attending training and maintaining security alarm system in place in the Consulate premises.	
4.	Total Cost of providing One unarmed Security guard for the complete 2 year contract period, based on rates mentioned in Col. 1 above	

PENALTY CLAUSE FOR SHORTCOMINGS IN SERVICES

S.No.	Shortcoming in Services	Penalty in terms of % of one day value of contract (excluding GST)
1.	Unauthorised absence	4
2.	Security guard found sleeping on duty	4
3.	Consumption of alcohol or any other narcotic substance while on duty	5
4.	Unnecessary use of mobile phone during duty hours affecting normal performance of duties	3
5.	Inappropriate or unbecoming behaviour with Consulate staff or visitors	4
6.	Unauthorised use of Consulate property	4
7.	Any other unbecoming action which may bring bad image of Consulate	5
8.	Security Guard found involved/conniving with adversary	5
9.	Consulate personnel harmed due to carelessness/negligence of Security Guard	5

