

Embassy of India  
Panama

Tender Notice

Subject : Tender Notice for hiring of Local Security Guards (LSGs) for Embassy of India, Panama.

**Invitation of bid for 'Contract' services for hiring of 24 hrs. armed Security Guards for security at the Chancery building, 10325, Avenida Federico Boyd, Bella Vista and security at India House, 22, Avenida Republica de la India, Altos del Golf, San Francisco, Panama City.**

1. The Embassy of India, Panama (hereinafter referred as EOI) invites sealed tenders from professional security companies/firms for providing armed Security Guards for 24 hrs at the following places:

- (i) Embassy of India's building , 10325, Avenida Federico Boyd, Bella Vista, Panama City.
- (ii) India House, 22, Avenida Republica de la India, Altos del Golf, Sanfrancisco, Panama City.

2. The tenders are invited under two bid system viz. Technical Bid and Financial Bid from reputed and experienced firms having regular office preferably in Panama City.

3. The tender document can be downloaded from the following websites:

[www.indianembassyinpanama.com](http://www.indianembassyinpanama.com)  
<http://eprocure.gov.in/cppp>

Bidders are requested to go through the terms & conditions contained in the bid documents.

4. The tender should be submitted in two sealed envelopes as below:

(a) The first sealed cover superscripted as “Technical Bid” should contain details of technical capabilities of the firm (with documentary evidence) as per Section-IV

(b) The second sealed envelope superscripted “Financial Bid” should contain rates only for the contract as per Section-V of the Tender Document.

(c) Both the sealed covers, should be placed in the main sealed envelope superscripted “Tender for Contract Services for Security Guards” addressed to the Head of Chancery, Embassy of India, 10325, Avenida Federico Boyd, Bella Vista, Panama City and must reach on or before 11<sup>th</sup> February 2019 by 1700 hrs. Bids may be hand delivered or sent by post at the aforementioned address so as to reach on or before the prescribed date and time. EOI will not be responsible for any postal delay.

5. The Contract would be valid for a period of 1 year which could be further be extended by the Embassy upto one year more on same cost, terms and conditions depending upon the performance of the company.

6. After examining the Technical bids of all the valid quotations received, and being fully satisfied on the basis of the above criteria, companies will be shortlisted and Financial Bid of only those shortlisted companies will be opened. Embassy reserve the right to disqualify any company in the

Technical Evaluation.

7. Embassy reserves the right to amend any of the terms and conditions contained in the Tender Document or reject any or all applications/offers without giving any notice or assigning any reason thereof. The decision of the Mission in this regard will be final and binding upon the bidders.

8. The important schedules and dates are as under :

S. No.	Key Event	Dates
1	Date of publication of bids	22/01/19
2	Last date for submission of bids	11/02/19
3	Date of opening of Bids	14/02/2019
4	Venue of pre-bid and opening of bids	Embassy of India 10325, Avenida Federico Boyd.

9. All bidders are requested to read and understand the terms & 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 Mission.

10. For any tender related enquiry/clarification/site visit, please contact Embassy of India, Nos. 507-642416/2643043/2648780 [e-mail-hoc.panama@mea.gov.in](mailto:hoc.panama@mea.gov.in).

(Vinay K. Wadhwa)  
Head of Chancery

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**Section-II**

**Subject : Tender Notice for hiring of Local Security Guards (LSGs) for Embassy of India, Panama**

**SCOPE OF WORK**

**1. Embassy of India's building**

**(A) Access control of the premise such as:**

- (i) Members & Employees of the High Commission.
- (ii) Cleaners, Contractors, Caterers and their employees
- (iii) Visitors, Vehicle & Car Parking and garaging.
- (iv) Checking of visitors, Entry of visitors/vehicle in the register.
- (v) checking of baggage, cell phones and electronic equipment, etc.
- (vi) Guests

**(B) Carrying out searching/frisking as defined by Security threat and Mission internal procedure.**

- (i) Person, Bags, materials, Vehicles & Premises.

**(C) Emergency procedure in case of fire, Bomb threat & Evacuation procedure as per Local norms.**

**(D) Dealing with suspects as per Local legislation.**

**(E) In case of any incident, to bring it into the notice of CSO immediately.**

**(G) Communication: Through Telephone, verbal or written.**

2. The deployment of Security Guards would be as follows:- S.No.	Details of the premises	No. of security Guards required
(i)	10325, Avenida Federico Boyd, Bella Vista, Panama City.	1 (24 hrs)
(ii)	India House, 22, Avenida Republica de la India, Altos del Golf, Sanfrancisco, Panama City	1 (24 hrs)

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**Section-III**

**Subject : Tender Notice for hiring of Local Security Guards (LSGs) for Embassy of India, Panama.**

**Terms & Conditions**

**A. Quality parameters for local security guards (LSGs):**

1. LSGs should not be more than 50 years age and Supervisor should not be more than 55 years of age.
2. Should have attended education at least up to 10<sup>th</sup> standard or matriculation equivalent.
3. Should be proficient in local language as well as basic knowledge of English language.
4. Brief CV of LSGs for record is mandatory. It can have details such as: name, DOB, Place of Birth, Gender, Passport Number, Nationality (Current and previous if any), Cell Phone No., Residential address, Education qualification, Language spoken and Industry skill certification.
5. 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. LSGs should not be emaciated, feeble and tired in apparent sense.
6. 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.
7. Security Guards should perform their duty in smart uniform and their overall appearances should be neat and clean.
8. Should possess training in basic 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 scanner etc.
9. 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. The provider should be able to provide proof of this to the Mission.
10. Counter Terrorism Clearance (CTC) of each Security Guard.

**B. Quality parameters for service provider companies: -**

There are 10 basic parameters against which competing Security companies shall provide detail information along with supporting documents and records. TEC shall go through the record and documents verify and cross checks the authenticity through due diligence and award marks on a scale of 10 against each parameter. This way each bidder shall have a composite score out of 100 marks.

1. List of other clients to which the company is serving in terms of supply of LSGs in the host country and other countries to ascertain the level of global security knowledge and experience the bidder has.
2. Past experience, service history, achievement of company.
3. Evidence of registration of the company under relevant statutory regularities such as labour laws applicable in the host country.
4. Evidence of range of security services provided.
5. Size of reserve pool of men and logistics such as response time, security equipment/control room facilities/communication equipment etc. Whenever a new person is posted to replace the previous one, the brief CV of the new person must be provided to the consignee for record. Provision of periodical rotation of LSGs.
6. Attrition rate of security guards and security supervisors.
7. Training facilities does the company have its own training facilities or tie up with another company. What is the duration of training of security guards?
8. Industry certification obtained by the company for its quality company relationship with local police.
9. Scope and limit liability of the company.
10. Take home pay and allowance of the LSGs

**C. 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 and for loss or damage, if any, to property, life and limbs of Mission staff etc due to negligence of the security personnel or substandard services of the security agency.
- > **Medical Facility:** No. ambiguity should be left as to who would be responsible for providing medical facility to the security personnel provided by the company.
- > **Security Deposit:** It is desirable to have a 5 % of the contract value as security deposit by

the company after issuance of Work Order which will be refundable on expiry of contract.

> **Arbitration:** Rules applicable to the contract of that country must also be specified in the contract for reasons of arbitration.

#### **D. Miscellaneous**

(a) A security company desirable of providing service to our Mission should be willing to furnish information about its other clients including period and type of service rendered in broad terms.

(b) Service Condition of the Security Guards; The Security company should agree to provide us details of salary, gratuity, allowance, leave, other benefits/facilities etc.

(c) **Option to choose and retain:** Service provider should agree and be able to provide a choice of LSGs three times our requirements for interview in order to select them for duty at India House and Embassy's building.

(d) **Take home pay and allowances of the Security Guards:** Obviously, higher the pay and allowances, higher the marks. It is made mandatory that the bidder have to 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 is one of the most important criteria as LSG service is human centric and motivation is critical in better performance and better pay is crucial.

(e) **Rotation of Staff:** The Company should have sufficient Security Guards on its roll so that the Security Guards is rotated periodically, if needed.

(f) The Security Guards deployed if required could also be temporally used at the events organised by the Embassy inside/outside the premises, if required as well as on some holidays, if felt necessary.

(g) The Embassy reserves the right to deny engagement of LSGs of certain nationalities and of origin due to its security considerations.

#### **Note:-**

(i) The Embassy reserve the right to remove any Security Guards in case his conduct s/performance/behaviour/ background are found unsatisfactory. In such a case the service provider shall provide replacement immediately after removal of security guard(s). Provider should have reserve pool of manpower for replacement.

(ii) The contract could be terminated by the Embassy at any time without assigning any reason after giving one months notice.

(iii) Industry certification obtained by the company for its quality.

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**Section-IV**

**Subject : Tender Notice for hiring of Local Security Guards (LSGs) for round the clock (24 hrs) for Embassy Residence and Chancery building.**

**TECHNICAL BID SPECIFICATIONS**

**The following details, inter alia, should be included in the TECHNICAL BID in addition to the parameters prescribed in the terms & conditions:-**

- (i) Annual turnover of the company.
- (ii) Number of employees in the company.
- (iii) Registration detail of the company in the Panama and certification that the company works to industry standards.
- (iv) Experience in handling similar works and period for which the company has been operating
- (v) Major organization/Embassy to which the company has/is providing services and testimonies about the company's work.
- (vi) Are the security guards trained and does the company have license? 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)? How is staff vetted?
- (vii) Liability and indemnity insurance details of the company.
- (viii) If the written contracts are issued and also to state if the companies sub-contract the services?

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**Section-IV**

**Subject : Tender Notice for hiring of Local Security Guards (LSGs) round the clock (24 hrs) for Embassy Residence and Chancery building.**

<b>The FINANCIAL BID may be submitted in the format as given below: S.No.</b>	<b>Duty Point/Be at</b>	<b>FINANCIAL BID SPECIFICATIONS</b>			<b>Unit Price *(per hour/per shift/per month) in US\$</b>
		<b>Required for specified hours</b>	<b>To be covered in how many shifts</b>	<b>No. of LSGs in one shift</b>	
(i) 1	(ii) 22, Avenida Republica de la India, Altos del Golf, San Francisco, Panama City	(iii) Round the clock 24 hrs.	(iv) Two	(v) 01	(vii)
2	10325, Avenida Federico Boyd, Bella Vista, Panama City	Round the clock 24 hrs	Two	1	