

**High Commission of India
Lilongwe

No. LIL/813/01/2024

21 May, 2024

Tender for Hiring of Two Local Security Guard at High Commissioner's Residence (India House) in Area 9, Lilongwe.

Important Schedule & Dates

Key Event	Dates/Remarks
Total No. of Security Guards Required	2 (Two), one guard in 12 hours shift (total 2 shifts)
Duration of Contract	For two years from 01.09.2024 to 31.08.2026
Publishing of Tender	22.05.2024
Bid Submission Start Date	23.05.2024
Visit to the premises	03.06.2024 to 05.06.2024
Last date for submission of Bids	10.06.2024 by 1200 hrs
Validity of Bids	120 days
Opening of Bids	11.06.2024 at 1500 hrs
Venue for opening Bids	High Commission of India, Plot No. 55, Area 9, Lilongwe, Malawi

1. **Scope of Work:** The High Commission of India, Lilongwe invites Technical and Financial bids/quotations for hiring of Local Security Guard for the High Commissioner's Residence (**India House**) which is located at **Plot No. 51 & 52 in Area 9, Lilongwe.**

2. The Technical bid consisting of Company profile, all technical details along with commercial terms and conditions. The financial bid indicating price for items mentioned in the technical bid. **The technical bid and the financial bid should be sealed by bidders in separate covers and both sealed covers are to be put in a bigger cover which should be duly super scribed - "Bid for hiring of two Local Security Guards for India House".**

3. The job specifications of local security agency services are as follows: -
(a) To prevent any unauthorised entry of person/object inside premises
(b) Patrolling India House premises (24X7) courtyard and intervention and necessary action

- (c) Informing local police, authority and activating panic button in case of any attack or crises situation
- (d) Prevent unauthorised parking in front of India House.
- (e) Assist in case of Fire, Medical or other emergencies
- (f) Prevent any defacing of India House wall /building or disrespect to the national flag.
- (g) Record the details of persons permitted inside India House. Also maintain record for any vehicle permitted e.g. GDIP, Traffic Police, Ambulance, Fire van etc.
- (h) 24 hour watch/vigil of High Commissioner's Residence premises

Technical Bid - Eligibility Criteria for perspective companies

4. The bidder should provide the following detailed information in descriptive terms along with **supporting documents and records** as part of technical bid: -

- (a) The bidder should have an experience of providing such services for atleast 3 years. Documents for past experience, service history, achievements of the company must be enclosed.
- (b) The bidder should have experience in providing services in security to sensitive organisations, offices and large commercial establishments.
- (c) The bidder should be able to provide user satisfaction certifications from at least 3 organisations
- (d) The bidder should provide valid service Tax and VAT number
- (e) The bidder should provide LSGs which have been vetted by Local Government security department in terms of past records, character and antecedents. Background details of LSG along with proof of vetting to be provided.
- (f) List of other clients the company is servicing in terms of supply of local security guards.
- (g) Evidence of Registration of the company under relevant statutory regulations applicable to Malawi.
- (h) Range of security services provided by the firm
- (i) Reserve pool of men and logistics such as response teams, patrol vehicles, security equipment and communication equipments under use etc.
- (j) Average period for which as security guard and security supervisors remain with the company.
- (k) Training facilities, does the company have its own training facility? Or does the company avail the facility of another provider or company that only focus on training? What is the curriculum and training duration of security guards and the supervisor?

- (l) Industry certificate obtained by the company for its quality and companies relationship with local police.
- (m) Average home take pay allowances for security guards.

Technical Bid - Eligibility Criteria for local security Guard (LSG)

5 The parameters pertain to personal qualities and attributes of LSGs and their eligibility criteria to be provided by the firm along with Technical details as follows: -

- (a) **Age Limit:** - LSG should not be more than 45 years of age
- (b) Physically and mentally fit and should not suffer from apparent disability including obesity/overweight etc. The provider should provide fitness certificate in respect of every LSG from an authorised medical practitioner. LSG should not be emaciated, feeble and timid in an apparent sense.
- (c) Provide background details of the LSGs along with certification vetted by the Government security department in terms of record, character and antecedents.
- (d) Should perform their duties in smart uniform and their overall appearance should be neat and clean
- (e) Should have attended school at least up to 12 Standard/ Form IV Level.
- (f) Besides local language, should be able to speak and read English.
- (g) Should be thoroughly proficient and trained in handling of arms/other security equipment they are permitted to carry as per Local regulation.
- (h) Option to choose & retain: An interested security company should agree and be able to provide a choice of persons three times our requirement to interview and choose from. In case of good performance our Mission should have the option of retaining a particular LSG.
- (i) Rotation of Staff: subject to above condition, the company should have sufficient LSGs on its roll so that the staff is rotated periodically. Ideally the staff should change after every 3 months.

6 **Visit to High Commission premises:-** Registered Interested parties may visit the High Commission from 03.06.2024 to 05.06.2024 to familiarise with India House premises.

7 **Commencement of Services:-** The service will need to be made operational w.e.f. 01.09.2024 for a period of two years till 31.08.2026 with no escalation in monthly rates. The High Commission reserves the right to cancel the contract and award it to another agency in case of failure to deliver satisfactory services.

8 **Instructions for bidders**

(a) Bidders are required to submit their bids by **10.06.2024** by **1200 hrs** to the address mentioned below.

Address details

High Commission of India
Plot Number 55, Area 9
Lilongwe
E-mail: hoc.malawi@mea.gov.in
Tel: +265 1 755 348

(b) Bidders shall furnish all the documents, data/information called for under the bidding documents to the complete satisfaction of the High Commission falling which the Bid will be considered as incomplete and non-responsive and the High Commission reserves the right to reject the Bid.

(c) All data information and any other material submitted by the bidders in the process of bidding and part of bidding documents shall remain the exclusive property of the High Commission all the time.

(d) A prospective bidder requiring any clarification may contact undersigned in writing, either by e-mail at least three-four business days before the deadline of the submission of the Bid.

(e) The Bid and all correspondence and documents relating to the Bid exchanged between the Bidder and the High Commission shall be written **in English Language**.

(f) The Bid shall contain no alterations, omissions or additions overwriting except those to comply with instructions issued by the High Commission or as necessary to correct errors made by the bidders, in which case the person or persons signing the Bid shall initial all such corrections.

(g) The High Commission reserves the right to accept/ reject the Bid and does not bind itself to accept the lowest bid or any Bid and can reject any or all of the bids or to scrap the RFP in whole or in part.

(h) The Successful Bidder should not sub-contract any part of the scope of work to be undertaken by them without written permission from the High Commission. The Bidder to whom the contract is awarded is solely responsible to the High Commission for the completion of the awarded contract.

9. Financial Bid: The price to be quoted by the Bidders shall be in **Malawi Kwacha only**. The price shall include all, VAT, taxes, miscellaneous services, overtime duties and services. However, VAT amount must be specified separately. The prices quoted by the bidder shall be kept open and valid for acceptance for a minimum period of one hundred and twenty (120) days. The Financial Bid should be submitted on the official Letter Head of the Firm in the below format:

Name of the Firm	
Address of the Firm	
Contact Person and Mobile No.	
E-mail ID	
Unit Rate per Security Guard (without VAT)	
VAT Amount	
Total amount for two Security Guards (with VAT)	

10. Terms of Payment. The settlement of the bills for the company selected for the job would be on monthly basis and through company cheque.