



ASSISTANT HIGH COMMISSION OF INDIA, CHITTAGONG
(<https://ahcichittagong.gov.in>)

TENDER NO. CHIT/815/01/2023

TENDER DOCUMENT FOR HIRING OF TWO (02) LOCAL SECURITY GUARDS FOR MANNING SECURITY OF CHANCERY-CUM-AHC's RESIDENTIAL BUILDING OF ASSISTANT HIGH COMMISSION OF INDIA, CHITTAGONG AT PLOT NO 2111, ZAKIR HUSSAIN ROAD, KHULSI, CHITTAGONG-4225, BANGLADESH FOR A PERIOD OF ONE (01) YEAR.

LAST DATE FOR SUBMISSION OF BIDS
02 October, 2024 at 1800 Hrs.

DATE OF OPENING BIDS
03 October, 2024 at 1500 Hrs.

PLACE OF OPENING OF TECHNICAL BID
Assistant High Commission of India, Chittagong
Plot No 2111, Zakir Hussain Road, Khulshi, Chittagong-4225.
Bangladesh

No. Chit/815/01/2021
ASSISTANT HIGH COMMISSION OF INDIA
CHITTAGONG

NOTICE INVITING TENDER FOR HIRING OF TWO (02) PROFESSIONALLY TRAINED LOCAL SECURITY GUARDS FOR SECURITY OF CHANCERY-CUM-AHC'S RESIDENTIAL BUILDING OF ASSISTANT HIGH COMMISSION OF INDIA, CHITTAGONG AT PLOT NO 2111, ZAKIR HUSSAIN ROAD, KHULSI, CHITTAGONG-4225, BANGLADESH

1. Introduction

1.1. Sealed tenders in Two (02) Bid Envelope System are invited from eligible Bidders located and based in Bangladesh (preferably in Chittagong), for providing Two (02) trained unarmed male Security Guards (hereinafter called LSG) for security duties at Chancery-cum-AHC's Residential Complex, at Plot No 2111, Zakir Hussain Road, Khulshi, Chittagong-4225, Bangladesh 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 Assistant High Commission of India, Chittagong reserves the right to change or vary any part thereof of the NIT at any stage. Assistant High Commission of India, Chittagong also reserves the right to withdraw the NIT, should it become necessary at any stage.

1.3. Assistant High Commission of India, Chittagong's decision on the pre-qualification and selection of the Service Provider shall be firm and final.

Tender No. CHIT/815/01/2023		
Critical Dates:		
S. No.	Events	Date
1.	Tender Publish Date	11.09.2024 (18:00 hrs)
2.	Bid Submission Start Date	12.09.2024 (9:00 hrs)
3.	Document Download Start Date	12.09.2024 (9:00 hrs)
4.	Bid Submission end date	02.10.2024 (18:00 hrs)
5.	Opening of Technical bids	03.10.2024 (15:00 hrs)
6.	Opening of Financial bids	Date to be intimated later (to only those bidders who meet the minimum eligibility criteria)

2. Eligibility (Pre-Qualification)

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

2.1. Bidding company **should have a minimum of three 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 Government of People's Republic of Bangladesh and should also have provided security services to any Govt./semi govt./autonomous body/Embassy/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. 3(a) to 3(h) as testimony of qualification to perform the contract.

Note: The Assistant High Commission of India, Chittagong 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 50 years of age and the 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/company should submit medical fitness certificate in respect of each LSG from an authorized Medical Practitioner. Additionally, the guard should not be emaciated, feeble and timid in an apparent sense.
- (c) C&A Verified:** The service Provider shall provide only such Security Guards who have been vetted by Government of People's Republic of Bangladesh's security department in terms of past record, character and antecedents. The Service Provider should be able to provide background details of the LSGs and proof of vetting.
- (d) Education:** Security Guards should have attended education at least upto 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 HHMD, DFMD, CCTV monitoring, and baggage scanners, etc. They shall possess knowledge of the potential

threats in general terms and 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 the local language and should possess minimum English language skills.

(i) Registration: Service provider shall provide proof of compliance as regards to 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.

(m) 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 3 months.

(n) 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, medical etc. to the employees deputed at the Assistant High Commission of India, Chittagong shall solely be the liability of the bidding company and not that of this office.

(o) The service provider shall be responsible for dropping and picking up the security staff to/from the Chancery of the Assistant High Commission of India, Chittagong.

(p) The Bidding Company is to ensure compliance of all mandatory labour laws/regulations laid down by the Government of the People’s Republic of Bangladesh and any other relevant Acts and regulations enforceable from time to time without any liability on the Assistant High Commission of India, Chittagong or without any responsibility for statutory compliance of any kind by the Assistant High Commission of India, Chittagong..

4. Scope of Work:

The scope of work of the LSGs is as follows:-

(a) Two LSGs @ 1 LSG in 8 hourly shifts from 8 a.m. to 4 p.m. on all days and 1 LSG from 2 p.m. to 10 p.m. on weekdays at Chancery-cum-AHC’s Residential Complex.

(b) Provision of one Female Security guard when required. The requirement of female security guard will be informed by the Assistant High Commission of India at least one day in advance. The deputation of female security guard will be over and above the usual strength of security guards.

(c) Take periodic patrolling and surveillance for suspected activities of visitors in premises.

(d) Keep watch over for any sabotage, damage, fire and safeguard the property, men, material, machines and document system at site.

(e) 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.

(f) To be alert and detect unattended packages and strange objects and respond in emergency situations like fire, law & order, medical etc.

(g) 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 Assistant High Commission of India, Chittagong.

(h) 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.

(i) Perform all security duties assigned by the Assistant High Commission of India, Chittagong from time to time.

(j) 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. Bids are to be submitted to Assistant High Commission of India, Chittagong at Plot No.2111, Zakir Hussain Road, Khulshi, Chittagong-4225, Bangladesh, in sealed envelopes. Both the technical bid and financial bid envelopes should be sealed separately and clearly marked as "Envelope no. 1 - Technical Bid" and "Envelope no. 2 - Financial Bid". Both the sealed envelopes should be placed in a third larger envelope clearly mentioning "Technical and Financial Bid for Security Guards for Assistant High Commission of India, Chittagong" and addressed to "Head of Chancery" Assistant High Commission of India, Chittagong, latest by 02.10.2024. The bids will be opened at the Office of Head of Chancery, Assistant High Commission of India, Chittagong on 03.10.2024.

5.3. The Assistant High Commission of India, Chittagong 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 outrightly.

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 and Bid Security Deposit 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 the Assistant High Commission of India, Chittagong 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.

6.3. Bid Security Deposit (Earnest Money Deposit)

The bidder should furnish refundable Earnest Money Deposit (EMD) of **BDT 25000/-** (Twenty Five thousand Bangladeshi Taka only) in the form of a Demand Draft/Banker's cheque, Bank Guarantee or online payment to Bank Account in favour of 'Assistant High Commission of India, Chittagong' along with the bid.

Any bid not accompanied with EMD or Bid Security Deposit shall be rejected. The EMD will be forfeited on account of one or more the following reasons:

- The bidder withdraws his bid during the period of bid validity;
- In case of a successful bidder, the selected bidder fails to sign the agreement in time or furnish Performance Guarantee;
- Furnishing of any wrong information.
- The bidder should be ready to provide Performance Guarantee of *5% of accepted contract value before issue of letter of award of work.*

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 Assistant High Commission of India for the opening of Financial bids.

7.2. After opening of the financial bids, L1 will be announced based on the lowest financial quote. The final decision of the Assistant High Commission of India, Chittagong on award of contract will be communicated in due course. The notification of award will constitute the formation of contract. Upon the successful bidder's furnishing.

of performance security, Assistant High Commission of India, Chittagong will notify each unsuccessful bidders

7.3. Performance/Service Guarantee: The successful bidder will submit a Bank Guarantee (in the format given at Annexure C) of 5% of annual contract amount within 10 days of award of work. The bank guarantee must remain valid during the tenure of contract period and additional 60 days. The Guarantee amount in full or part may be forfeited in the following case

7.3.1. When the terms and conditions of the contract are breached.

7.3.2. When the service provider fails to comply with minimum service levels agreed upon.

7.3.3. When the service provider fails to comply with statutory requirements.

7.3.4. The service provider shall forfeit the performance security in full in case the service provider terminates the contract without providing one month termination notice.

7.4. The guarantee money shall be refunded within 60 days after successful completion of contract period provided there is no breach of contract during the period of the contract or there is no claim for damages from Assistant High Commission's side. No interest shall be paid on the service guarantee.

7.5. Price quoted should be on an all-inclusive basis to be paid monthly and shall include the cost of all services, personnel, transportation, rentals taxes, consumables, VAT, social security, insurance of the security guards etc.

8. Commencement of Contract:

The services of the L1 will be availed by the Assistant High Commission with effect from date of signing of the contract for a period of One (01) years subject to approval of Ministry of External Affairs, Govt. of India. Payments in respect of the security services provided by the company will be made on monthly basis in the form of a cheque.

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 Assistant High Commission of India.

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 Assistant High Commission of India reserves the right to accept or reject any or all the tenders without assigning any reasons thereof.

9.4. **Penalties:** In case the service provider 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, service provider will be fully responsible and appropriate penalty will be imposed on the service provider as per existing local rules.

9.5. **Medical Facility:** Service provider is responsible for providing medical facility to the security personnel deployed at the Assistant High Commission.

9.6 **Bidders should furnish information as per Annexure-D & Annex- E.**

10. Termination of Contract:

Assistant High Commission reserves the right to terminate the contract at any time by giving one month advance notice. However, Assistant High Commission 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 one month advance notice with justification for termination of services. Assistant High Commission reserves the right to impose a financial penalty of amount equivalent to the service charges of one month, in case the latter terminates the contract without providing one month termination notice.

11. Force Majeure:

Notwithstanding the provisions of contract, the service provider shall not be liable for forfeiture of its performance security if and to the extent that its delay in performance or other failure to perform its obligations under the contract is the result of an event of 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 Assistant High Commission of India, Chittagong 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 Assistant High Commission of India, Chittagong. The arbitration shall be in accordance with the existing rules of the Government of People's Republic of

Bangladesh 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: -

Assistant Section Officer, Assistant High Commission of India, Chittagong

Email: hoc.chittagong@mea.gov.in

Tel. No. +8801894451171

14. Sign and Seal:

The Bidder must sign and affix his seal on every page of the Tender Document and the completely signed tender document must be submitted along with the affidavit at Annexure D.

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.	Requirements
1.	(a) Brief introduction of the company
	(b) Previous experience in the field (minimum of three 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 past 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. List of other clients the company is serving in terms of supply of LSGs in the Government of People's Republic of Bangladesh and other countries
	(b) Details of past contracts of security services undertaken by the firm
	(c) Testimonials [Clients' letters / certificates etc.]
4.	Provide answers to the following in your technical bid:-
	(a) Do you give your clients direct access to the top manager? How?
	(b) Where does the top manager reside? Locally or far away?
	(c) Are you familiar with local policies, plans and procedures associated with the local contractual requirements and their practical applications?
	(d) What is your policy and practice of visiting the client at regular intervals?
(e) Do you provide only manpower or a wide range of diversified security management services? How wide and diversified?	

(f) Size of the reserve capacity of men and logistics such as response teams, patrol vehicles/ security equipment/ control room facilities/communication equipment under use etc.
(g) Attrition rate of security guards and security supervisors (the average period for which a security guard remains with your firm)
(h) Where do you train your staff? In-house or through another training provider? How good is the training provider in terms of reputation? Details of training curriculum, duration and expense incurred on training?
(i) What kind of communication system do you have? What kind of technology and supervision mechanisms do you have to monitor guard presence and efficiency?
(j) Do you have a 24 x 7 Control Room? What are its salient features?
(k) Describe your relationship with the local police.
(l) What kind of industry certification you have in terms of Quality?
(m) What is the scope and limit of the liability of your company? What type of security failures your firm wants to avoid and what compensation will you offer in case of a failure?
(n) What is the general and specific scope of work your firm would like to put in the contract ?

[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) Name of Contact person:
 - (b) Telephone:
 - (c) E-mail:

Sl. No.	Item	Charges (including taxes) in BDT	Remarks, if any
(1)	Two (02) LSGs @ One (01) LSG in 8 hourly shifts from 8 a.m. to 4 p.m. on all days and One (01) LSG from 2 p.m. to 10 p.m. on weekdays.		

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

Performance / Service Guarantee Format

To:
Assistant High Commission of India,
Chittagong

WHEREAS _____ (Name of the Service Provider) herein called “the Bidder” has undertaken in pursuance of Contract No. _____ dated _____ to provide a complete security service hereinafter called “the Contract”. AND WHEREAS it has been stipulated by you in the said Contract that the Service Provider shall furnish you with a Bank Guarantee by a recognized bank for the sum specified therein as security for compliance with its performance obligations in accordance with the Contract.

AND WHEREAS we have agreed to give the Service Provider a Guarantee. THEREFORE We hereby affirm that we are Guarantors and responsible to you, on behalf of the Service Provider, up to a total of _____ (Amount of the Guarantee in Words and Figures 5% of annual invoice) and we undertake to pay you, upon your first written demand declaring the Service Provider to be in default under the Contract and without cavil or argument, any sum or sums within the limit of _____ (Amount of Guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

The guarantee is valid until the _____ day of _____, 2024

(Signature and Seal of Guarantors)

Date:

Address:

AFFIDAVIT

I/We, _____, representative(s) of M/s _____
solemnly declare that :-

1. I/We am/are submitting my/our bid against the Tender Notice no. _____ dated _____ brought out by the Assistant High Commission of India, Chittagong for providing security services at the Chancery-cum-AHC's Residential Complex of Assistant High Commission of India, Chittagong at Plot No. 2111, Zakir Husaain Road, Khulshi, Chittagong-4225, Bangladesh..
- 2 All information furnished by me/us in respect of fulfillment of eligibility criteria and other information given in this tender is complete, correct and true.
3. All documents/credentials submitted along with this tender are genuine, authentic, true and valid.
4. The Price – Bid submitted by me/us is **“WITHOUT ANY CONDITION”**.
5. I/We have not been banned/ delisted by any Government or Government of People's Republic of Bangladesh or any Government agencies or PSUs.
6. I/We accept all the terms and conditions of tender.
7. If any information or document submitted is found to be false/ incorrect, Assistant High Commission of India, Chittagong may cancel my/our Tender and take any action as deemed fit including termination of the contract/ forfeiture of all dues including Earnest Money and blacklisting of my/our firm and all partners of the firm etc.

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

To
The Head of Chancery
Assistant High Commission of India
Chittagong
Plot No 2111, Zakir Hussain Road,
Khulshi, Chittagong-4225.

This has reference to the Tender document no. **CHIT/815/01/2023** dated 12.10.2024 published by Assistant High Commission of India, Chittagong regarding hiring of Two (02) Local Security Guards for security of Chancery-cum- AHC's Residential Complex Building of Assistant High Commission of India, Chittagong at Plot No. 2111, Zakir Hussain Road, Khulshi, Chittagong-4225, Bangladesh.

2. With reference to the above, it is further certified that:

(a) The Security Guards supplied by M/s _____ would not be more than 50 years of age and the Security supervisor would not be more 50 years of age.

(b) Security Guards would be physically and mentally fit. They would not suffer from an apparent disability including obesity/overweight that would hinder efficient discharge of the duties typical to security guards. M/s _____ would submit medical fitness certificate in respect of each LSG from an authorized Medical Practitioner. Additionally, the guard will not be emaciated, feeble and timid in an apparent sense.

(c) M/s _____ will provide only such Security Guards who have been vetted by Government of People's Republic of Bangladesh's security department in terms of past record, character and antecedents. The service provider should be able to provide background details of the LSGs and proof of vetting.

(d) Security Guards will perform their duties in smart uniforms and their overall appearance shall be neat and clean.

(e) Security Guards will 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 HHMD, DFMD, CCTV monitoring, baggage and letter scanners etc. They will possess knowledge of the potential threats in general terms and knowledge of what is suspicious in terms of men and material.

(f) M/s _____ have a system of undertaking supervisory checks of functioning of LSGs to ensure that the supplied LSGs are discharging their duties with efficiency. A details of 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 is enclosed.

(g) The LSGs would be proficient in the local language and would be in possession of minimum English language skills.

(h) M/s _____ will 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, medical etc. to the employees deputed at the Assistant High Commission of India, Chittagong shall solely be the liability of the bidding company and not that of the Assistant High Commission of India, Chittagong.

(i) M/s _____ will be responsible for dropping and picking up the security staff to/from the Chancery of the Assistant High Commission.

(j) M/s _____ undertakes to comply all mandatory Labour laws/regulations laid down by the Government of the People's Republic of Bangladesh and any other relevant Acts and regulations enforceable from time to time without any liability on the Assistant High Commission of India, Chittagong or without any responsibility for statutory compliance of any kind by the Assistant High Commission.

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