

**No. CAP/815/02/2023**  
**CONSULATE GENERAL OF INDIA**  
**CAPE TOWN**

**NOTICE INVITING BIDS**

**Subject:-Provision of Armed/Unarmed Security Guards at  
the Consulate General of India, Cape Town and  
India House**

The Consulate General of India, Cape Town invites bids from reputed companies for provision of security guards at the following properties on 24x7 basis:

<b>SN</b>	<b>Building</b>	<b>Address</b>
1	Chancery / Consulate General of India, Cape Town (Office building- <b>UNARMED</b> )	8 <sup>th</sup> Floor, The Terraces, 34, Bree Street, Cape Town - 8001
2	India House (Consul General's Residence- <b>ARMED</b> )	5, Beaumont Avenue, Bel Ombre, Constantia Cape Town - 7806

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

<http://www.cgicapetown.gov.in/>  
<http://eprocure.gov.in/cppp>

**3. Scope of Work**

The contracted company shall by its service endeavour to prevent or minimize possible damage occasioned by theft, burglary or illegal disturbance to the best of its ability. This is not to be construed as a warrantee that such damage will be prevented or minimized and no guarantee is given in this regard. The service provided is in addition and not alternative to those rendered by the Police, Fire, Ambulance Services as well as insurance cover. The bidding companies should be duly registered and should have good experience of working with other diplomatic missions. For detailed Scope of Work and other terms & conditions, please see the detailed tender document.

**4. Period of work.**

The contract will be signed as per terms and conditions agreed upon for a period of two years from 01 June, 2024 to 31<sup>st</sup> May, 2026 or two years from the date of signing of the contract, whichever is later. The contract may be further extended one more year with mutual consent and subject to satisfactory performance report.

## 5. Inspection of sites

The site can be inspected between 0900 hrs., and 1800 hrs., during working days with prior appointment with Mr. Rajesh Kumar (Office Number -+27214198110) and Mr. Santosh Chouhan (Mobile Number - +27652754344).

6. **Technical queries** if any may be addressed to the Head of Chancery, Consulate General of India, Cape Town at email ID- [hoc.capetown@mea.gov.in](mailto:hoc.capetown@mea.gov.in) with a copy to [admn.capetown@mea.gov.in](mailto:admn.capetown@mea.gov.in).

## 6. Due date for submission of bids

The quotation in Two Separate sealed envelopes (One containing Technical bid and another containing Financial bid) addressed to **Mr. B. Subba Rao, Head of Chancery, Consulate General of India, and Cape Town** should be delivered by hand or post at the Reception of Consulate General of India, Cape Town, 8<sup>th</sup> Floor, The Terraces, 34 Bree Street, Cape Town – 8001 no later than 24.04.2024.

## 7. Brief details for the submission of tender document.

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

- a. The first sealed cover superscripted as 'Technical Bid' should contain only relevant documents as prescribed in **Appendix A** of the Tender Document.
- b. The second sealed envelope superscripted 'Financial Bid' should contain only rates for providing security services as prescribed in **Appendix B**.
- c. Both the sealed covers should be placed in the main sealed envelope superscripted 'Tender for Providing Security Services' addressed to the **Mr. B. Subba Rao, Head of Chancery, Consulate General of India at 8<sup>th</sup> Floor, The Terraces, 34, Bree Street, Cape Town - 8001** and must reach on or before 24 April, 2024 (Office closing time is 1730 hrs for hand delivery). 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. The Consulate will not be responsible for any postal delay.

8. Important schedules and dates are as under:

S.No.	Key Event	Dates
1.	Last date for submission of Bids	24 April, 2024 by 1730 hours

2.	Date of opening of Technical Bids (Participant bidders or their representatives may wish to be present)	25 April, 2024 at 1500 hours
3.	Venue for Opening of Bids	Consulate General of India, 8 <sup>th</sup> Floor, The Terraces, 34, Bree Street, Cape Town- 8001, South Africa
4.	Opening of Financial bids.	To be communicated separately to the bidders whose bids qualify for Financial Bid stage.

**9. Payment:**

The payment will be made by the Consulate to the Agency latest by 25<sup>th</sup> day of each month towards maintenance of Security Guards (SGs) at both the properties round the clock throughout the year.

**10.** All bidders are requested to read and understand the terms & conditions of the contract as detailed in the Attachment before sending their bids. No change or violation of the aforementioned terms and conditions is permissible once the bid is accepted by the Mission.

**Last date for submission of bids is April 24, 2024.**

**(B. Subba Rao)  
Consul (HOC)  
2nd April, 2024**

**Consulate General of India  
Cape Town  
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**DETAILED TENDER DOCUMENT**

**Dated 2<sup>nd</sup> April, 2024**

**Subject:- Invitation for bids for hiring round the clock armed security guards at India House and unarmed security guards at the Consulate General of India (CGI), Cape Town**

**Purpose**

The purpose of the bid is to invite sealed tenders in two bids (Technical Bids & Financial Bids) to submit the proposal with regard to round the clock (24\*7/365) armed guarding at India House and unarmed guarding at the Consulate General of India, Cape Town.

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

The invitation for bids is open to all eligible companies, who have experience in providing security personnel for guarding services and other related services in the field of security in South Africa and have successfully completed similar type of work in Embassy/High Commission, Ministry/Department, etc.

**3. Tendering Process**

Tender is invited in two parts i.e. (i) Technical Bid and (ii) Financial Bid. **Technical & Financial Bid are to be submitted together but in separate sealed envelopes. Both bids should be stamped, dated and signed by the authorized signatory.** In the first stage, only the envelope containing the Technical Bid will be opened on the fixed date and time.

The Technical Bid will be examined and evaluated by the tender issuing authority. Bidding companies, which do not qualify in the technical evaluation, will not be considered for qualification to the Financial Bid stage.

#### **4. Financial bids**

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 tender issuing authority and the financial bids will be opened in their presence. The selected company will be announced after following due process and with the approval of the Competent Authority.

The quotations/bids in sealed envelope addressed to '**Head of Chancery, Consulate General of India, Cape Town**', be delivered by hand at the Reception of the Consulate General of India, Cape Town latest by 24.04.2024.

Schedule of opening of bids is as follows:-

Opening of Technical Bids- **1400 hrs on 25.04.2024.**

#### **5. Scope of Work**

The scope of work is as follows: -

- Round the clock (24X7) **armed guarding (one guard) at India House and unarmed guarding (one guard) at the Consulate General of India, Cape Town.**
- Take periodic patrolling and surveillance for suspected activities of visitors in the premises and outside the premises.
- Keep a watch over for any sabotage, damage, fire in order to safeguard the property, men, material, machines and document system at site.
- To be alert and detect unattended packages and strange objects and respond quickly in emergency situations like fire, law & order, medical, etc.
- Perform all security duties assigned by the Consulate General of India, Cape Town.

#### **6. Attributes of Security Guard**

- Should be physically and mentally fit and should not be suffering from an apparent disability. The provider should submit Medical Fitness Certificate in respect of every Security Guard from an authorized Medical Practitioner.
- Should be alert on duty throughout the shift and report any issues immediately to the supervisory officer in the Consulate/India House.

- Must be well versed with fire emergency procedures and handling of fire extinguisher.
- Must be well versed in English Communication.
- Should be proficient in the local language (so as to deal with local visitors)
- Should be thoroughly proficient and trained in handling of security equipment he is supposed to carry or use.
- Should have possessed training in basic security duties such as access control and anti-sabotage checks (of persons, baggage and vehicles) including use of firearm and basic security tools such as HHMD, DFMD, CCTV monitoring etc.

## 7. Terms & Conditions

- **The validity of the contract will be for a period of two years. There will be no price escalation during the contract period. The contract can be further extended by another year subject to service provider providing satisfactory service. The extension will be at the same rates and at the same terms and conditions.**
- The contract may be terminated by either party by giving one month's notice.
- The agency should be able to provide additional strength of security. Charges of extra manpower should be the same as for the deployed guard.
- Security Guard should not be more than 45 years of age.
- Security Guard should have attended education at least up to 10<sup>th</sup> Standard/Grade 10.
- The agency will submit the Character and Antecedents Certificate of their guards duly vetted by local Government's security department(s) before deployment.
- Security Guard deployment should be regular. In case of any change of regular security guard, it should be immediately reported to the Resident and supervisory officer of the Consulate/India House.
- In the event of deployment of a lethargic guard being negligent in his duties, the guard should be substituted immediately with an active guard.
- The agency should observe and conform to all rules, regulations and bye-laws of the local authority concerned and comply with all

statutory regulations and other laws in any way relating to Security Agency.

- The agency should have a system of undertaking supervisory checks of functioning of their Security Guards to ensure their discipline, alertness, proper uniform, conduct in the course of their duty. Also provide the system of supervision/surprise checks e.g., number of scheduled and surprise visits in a given period.
- The agency should comply at all times with all statutory and other requirements for ensuring the health, safety and welfare of the Security Guards deployed in the Consulate/India House.
- The agency should indemnify and keep indemnified the Consulate General of India, Cape Town against any loss, damages, fines, premium, levies, costs, charges and expenses that the Consulate may suffer or incur on account of breach of any law, rules and regulations of the Government or any local authority or breach of any term or covenant of the contract.
- The Tenderers shall submit documentary evidence in respect of their financial and technical capabilities and also of their experience in execution of similar nature of work.
- The Security Agency to whom contract is awarded, shall be responsible for loss or damage etc., to the property, life and limbs of Mission staff etc., due to negligence of Security personnel or sub-standard services of the security agency and in such case the amount of damage/theft, etc., shall be recovered from the Security Agency.
- In case of arbitration, only rules under South African laws are applicable.
- The proposal should be valid for a minimum period of 120 days to cater for administrative processes.
- No extra payment for the any kind of Holiday - declared or undeclared - will be considered.
- The tender issuing authority reserves the right to withdraw/cancel the tender for any reason whatsoever after publication and before award of the contract.

**8. Penalty for shortcomings in Services:**

Penalty as indicated below will be imposed by the Consulate for shortcomings in services in respect of Local Security Guards:

Sl. No.	Shortcoming	Penalty (in ZAR)
1.	Unauthorized absence	500/-
2.	Guard found sleeping	500/-
3.	Consumption of alcohol or any other narcotics substances while on duty	1000/-
4.	Mishandling/negligent handling of arms in case of armed LSGs	5000/-

**9. Proforma for Technical Bid is placed at Appendix A**

**10. Proforma for Financial Bid is placed at Appendix B**



**TECHNICAL BID PROFORMA (for armed/unarmed guarding services)**

Name of the firm:

Contact details :

<b>Sl. No.</b>	<b>Subject</b>	<b>Remarks</b>
1.	Years of experience in armed guarding services (Attach relevant documents )	
2.	What other security services are provided besides manpower services.	
3.	Details of present contracts of security services undertaken by the company. (Minimum 3 contracts)	
4.	Detail of past contracts of security services undertaken by company. (Minimum 3 contracts)	
5.	Name of Embassy/High Commission/ Consulate, Ministry/Department, etc., where presently providing security services.	
6.	Name of Embassy/High Commission/Consulate, etc., where security services provided in the past.	
7.	Had provided security services ever to High Commission of India or any Consulates of India in South Africa?	
8.	Dedicated paramedical response.	
9.	Manpower/logistic strength (Size of reserve pool of men, response teams, patrol vehicles/security equipment/control room facilities/communication equipment etc.)	
10.	Type of uniform, gears etc.	
11.	Mode of communication availed by guard with the company.	

12.	Firefighting training.	
13.	Take home pay and allowances of the security guards.	
14.	Registered/licensee as security agency with Govt. of South Africa - Complete Details	
15.	Having Industry certification obtained by the company for its quality?	
16.	Agency's relationship/liaison with Local/ Diplomatic Police	
17.	Scope and limit of liability to compensate for its security failures in monetary terms (either from its own resources or through insurance)	
18.	Details of Technology and Supervision mechanisms to monitor guard presence and efficiency.	

**FINANCIAL BID PROFORMA**

Name of the firm :

Contact details :

<b>Sl. No.</b>	<b>Subject</b>	<b>Unit Rate/per Guard</b>	<b>Total Amount (In ZAR)</b>
1.1	Monthly charges for security at - India House, 5 Beamont Avenue, Constantia, Cape Town – one <b>ARMED</b> security guard round the clock (24X7) Inclusive all services and VAT (One Guard for shift of 12hrs a day )		
1.2	Total charges for one year including VAT for the above location		
2.1	Monthly charges for the office location at The Terraces, 8 <sup>th</sup> Floor, 34 Bree Street, Cape Town – one <b>UNARMED</b> security guard round the clock (24X7) Inclusive all services and VAT ( One Guard for shift of 12hrs a day )		
2.2	Total charges for one year including VAT for above location		
3	No. of Locations	<b>2 (Two)</b>	
4.	<b>Total amount for both locations for a year Inclusive of all services and VAT</b>		