



**EMBASSY OF INDIA
Muscat**

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TENDER NO. MUS/815/01/2022

**TENDER DOCUMENT FOR HIRING OF LOCAL SECURITY GUARDS FOR SECURITY
OF CHANCERY BUILDING OF EMBASSY OF INDIA AT DIPLOMATIC AREA,
AL KHUWAIR**

**LAST DATE FOR SUBMISSION OF BIDS
13 August 2024**

**DATE OF OPENING BIDS
14 August 2024 at 1500 Hrs**

**PLACE OF OPENING OF BIDS
Embassy of India, Muscat
Jami'at Al - Dowal Al - Arabiya Street, Diplomatic Area,
Al Khuwair, P.O. Box 1727, PC: 112**

NO. MUS/815/01/2022
EMBASSY OF INDIA
MUSCAT

NOTICE INVITING TENDER FOR PROFESSIONALLY TRAINED ARMED LOCAL SECURITY GUARDS FOR SECURITY OF CHANCERY BUILDING OF EMBASSY OF INDIA

No. MUS/815/01/2022

24 July 2024

1. Introduction

1.1. Sealed tenders in 2 (two) Bid Envelopes System are invited from eligible Bidders located and based in Oman as per terms and conditions set forth in the Tender Document for providing armed male Security Guards (hereinafter called LSG) for security duties at Chancery building of Embassy located at Diplomatic Area, Al Khuwair, as per details given below:

- i. Three (03) armed LSGs for Round the clock (**on 8 hours shift**) on 7 days a week
- ii. One armed LSG for 5 days a week (**only on working days**) from 8AM to 4PM

1.2. This Notice Inviting Tender (NIT) is being issued with no financial commitment and the Embassy reserves the right to change or vary any part thereof of the NIT at any stage. Embassy also reserves the right to withdraw the NIT, should it become necessary at any stage.

1.3. Embassy's decision on the pre-qualification and selection of the Service Provider shall be firm and final.

Important Dates

S.No.	Events	Date
1.	Tender Publish Date	24.07.2024
2.	Document Download Start Date	24.07.2024
3.	Bid Submission end date	13.08.2024
4.	Opening of Technical bids	14.08.2024
5.	Opening of Financial bids	Date to be intimated later

2. Eligibility (Pre-Qualification).

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

2.1. The bidding company should have a minimum of **five years** of overall experience in providing security personnel and related services.

2.2. The bidding company should have authorization/license from Government of Sultanate of Oman to provide armed security services to Diplomatic/Foreign Missions in Oman. A supporting document, in this regard, may be provided in Technical bid.

2.3. The bidding company should have proven expertise in the field of security in the Oman and should have also 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.

2.4. The bidding company must submit a copy of the security related topics covered during training schedule of the guards.

2.5. The 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 Embassy of India, Muscat 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. LSGs should not be more than **50 years** of age and the Supervisor, wherever necessary, should not be more that **55 years** of age.

(b) Physical and Mental Fitness. Security Guards should be physically and mentally fit and should not suffering from an apparent disability. **The Provider should submit Medical Fitness Certificate in respect of every 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 Omani Government's security department(s) in terms of past record, character and antecedents. The Service Provider should provide background details of the LSGs and also proof of vetting.
- (d) **Education**. Security Guards should have attended education atleast upto 10th standard or matriculation equivalent.
- (e) **Uniform**. Security Guards shall perform duties in smart uniform and their overall appearance shall be neat and clean.
- (f) **Training**. Security Guards should 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 shall possess knowledge of the potential threats in general terms and also knowledge of what is "suspicious" in terms of men and material. They should be thoroughly proficient and trained in handling of arms and other security equipment they are supposed to carry or use.
- (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 (so as to deal with local visitors and unruly persons or group of persons). LSG should be in possession of minimum English language skills required to communicate with the Embassy staff.
- (i) **Registration**. Service provider shall provide proof of compliance as regards 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 Embassy shall solely be the liability of the bidding company and not that of the Embassy.

(o) The service provider shall be responsible for dropping and picking up the security staff to/from the Chancery building of the Embassy.

(p) The Bidding Company is to ensure compliance of all mandatory labour laws/regulations laid down by the Government of the Sultanate of Oman and any other relevant Acts and regulations enforceable from time to time without any liability on the Embassy of India, Muscat or without any responsibility for statutory compliance of any kind by the Embassy.

4. **Scope of Work.** The scope of work of the LSGs is as follows:-

- (a) **Round the clock deployment of LSGs at Chancery building of Embassy:** Three (03) armed LSGs for Round the clock (on 8 hours shift) on 7 days a week i.e. one armed Security Guard for a shift of 8 hours on all days
- (b) **Day time deployment of LSG :** One armed guard for 5 days a week on working days (i.e. from Sunday to Thursday) from 8AM to 4PM.
- (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) Use of X-BIS, 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 Embassy.
- (g) Company will ensure to maintain proper supervision over the security personnel with regard to their discipline, alertness, proper uniform, conduct in the course of their duty and carry out periodic inspections.
- (h) Perform all security duties assigned by the Embassy of India, Muscat
- (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 deposited to Embassy of India, Muscat at Diplomatic Area, Al Khuwair, 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 Embassy of India**" and addressed to "Head of Chancery" Embassy of India, Muscat, **latest by 12 August, 2024 upto 1700 hrs**. The bids will be opened at **1500 hrs on 13 August 2024** in the O/o Head of Chancery, Embassy of India, Muscat.

5.3. The Embassy 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 out-rightly.**

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. **Bid Security Deposit**. Bid Security Deposit of OMR 2500/- (**Omani Rial Two Thousand Five Hundred only**), with a validity of **three months** should be submitted vide a demand draft, Fixed Deposit Receipts or Bank Guarantee in favour of Embassy of India, Muscat. ***Tenders submitted without Bid Security Deposit will not be considered for evaluation and will be rejected out-rightly.*** The actual Bid Security Deposit as demand draft, Fixed Deposit Receipts

or Bank Guarantee should be submitted and placed in Technical bid envelope in the form of a Sealed Envelope clearly super-scribed “**Tender for LSG for Embassy of India, Muscat – Bid Security Deposit**”.

5.7. **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 Embassy 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.

7. **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 Embassy and the financial bids will be opened in their presence.

7.2. After opening of the financial bids, L1 will be announced based on the lowest financial quote. The final decision of the Embassy on award of contract will be communicated in due course. The notification of award will constitute the formation of contract. Upon the successful bidders furnishing of performance security, Embassy will notify each unsuccessful bidder and will discharge their Bid Security Deposit. **No interest shall be paid on the Bid Security Deposit.**

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

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 three months 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 Embassy'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 **Embassy** with effect from **date of approval of Ministry of External Affairs, Govt of India**. Initial contract period would be for two years (1+1) subject to the 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 bank transfer or by 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 Embassy 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 Embassy 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 Embassy.

10. Termination of Contract. Embassy reserves the right to terminate the contract at any time by giving **one month's advance notice**. However, Embassy 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 **three months advance notice** with justification for termination of services. Embassy 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 three months 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 Embassy 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 Embassy of India, Muscat.

13. Point of Contact. For any tender-related enquiry/ query/ clarification please contact: -

**Head of Chancery
Embassy of India
Muscat
Email: hoc.muscat@mea.gov.in
Tel. No. +968-24684527**

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

TECHNICAL BID PROFORMA**Hiring of Local Security Guards for Security Of Chancery Building Of Embassy Of India at Diplomatic Area, Al Khuwair**

1. Name of the firm:
2. Address of the Registered Office:
3. Correspondence address:
4. Contact details of company and key contact person:
 - (a) Telephone:
 - (b) Fax:
 - (c) E-mail:

Sl. No.	Requirements
1.	(a) Brief introduction of the company
	(b) Previous experience in the field (minimum of five 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 Oman and other countries
	(b) Details of past contracts of security services undertaken by the firm
	(c) Past experience, service history, achievements of the company and 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) Range of security services provided : Does 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 trams, patrol vehicles/ security equipments/ control room facilities/communication equipments 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) Training Facilities : 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 is the communication system does you have ? What kind of technology and supervision mechanisms does you have to monitor guard presence and efficiency?
- (j) Do you have a 24 x 7 Control Room? What are its salient features?
- (k) What is company's relationship with the local police?
- (l) What is company's industry certifications obtained 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 take home pay and allowances of the security guards?

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

Financial Bid Proforma

Hiring of Local Security Guards for Security Of Chancery Building Of Embassy Of India at Diplomatic Area, Al Khuwair

1. Name of the firm:
2. Address of the Registered Office:
3. Correspondence address:
4. Contact details:
 - (a) Telephone:
 - (b) Fax:
 - (c) E-mail:

Sl. No.	Item	Charges (including taxes) in OMR	Remarks, if any
(I)	Round the clock : Three (03) armed LSGs (on 8 hours shift) on 7 days a week		
(II)	One armed LSG for 5 days a week (only on working days) from 8AM to 4PM		
	Total		

Note: The above quoted price for providing security guards (as per scope of work mentioned in tender document) is complete in all respect as per requirements and terms & conditions mentioned in the document.

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

Performance / Service Guarantee Format

To:

Embassy of India,

Muscat

WHEREAS _____ (Name of the Service Provider) herein called "the Bidder" has undertaken, in pursuance of Contract No. _____ dated _____ to provide a complete security services 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 10% 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.

This guarantee is valid until the _____ day of _____, 20_____.

(Signature and Seal of Guarantors)

Date:

Address:

AFFIDAVIT

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

1. I/We are submitting my/our bid against the Tender Notice no. _____ dated _____ brought out by the Embassy of India, Muscat for providing security services at the Chancery of Embassy of India, Muscat.
2. I/We or my/our partners do not have any relative working in any office of Embassy of India, Muscat.
3. All information furnished by me/us in respect of fulfilment of eligibility criteria and other information given in this tender is complete, correct and true.
4. All documents/credentials submitted along with this tender are genuine, authentic, true and valid.
5. The Price – Bid submitted by me/us is **“WITHOUT ANY CONDITION”**.
6. I/We have not been banned/ delisted by any Government or Omani Government agencies or PSUs.
7. I/We accept all the terms and conditions of tender.
8. If any information or document submitted is found to be false/ incorrect, Embassy 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]