



**EMBASSY OF INDIA
Rabat**

<https://indianembassy rabat.gov.in/>

TENDER NO. RAB/813/01/2023

TENDER DOCUMENT FOR HIRING OF (i) ONE DAY-TIME LOCAL SECURITY GUARD FOR SECURITY OF CHANCERY AT 88, RUE OULED TIDRARINE, SOUISSI, RABAT AND (ii) ROUND THE CLOCK LOCAL SECURITY GUARDS FOR SECURITY OF EMBASSY RESIDENCE OF EMBASSY OF INDIA AT 18, RUE OULED JERRAR, SOUISSI, RABAT

**LAST DATE FOR SUBMISSION OF BIDS
19-05-2023 at 1700 hrs**

**DATE OF OPENING OF TECHNICAL BIDS
22-05-2023 AT 1100 Hrs**

**DATE OF OPENING OF FINANCIAL BIDS
24-05-2023 AT 1100 Hrs**

**PLACE OF OPENING OF BIDS
Embassy of India, Rabat
88, Rue Ouled Tidrarine, Souissi, Rabat**

NO. RAB/813/01/2022
EMBASSY OF INDIA
RABAT

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

No. RAB/813/01/2023

Dated April 27, 2023

1. Introduction

1.1. Sealed tenders in 2 (two) Bid Envelopes System are invited from eligible Bidders located and based in Morocco as per terms and conditions set forth in the Tender Document for providing unarmed male Security Guards (hereinafter called LSG) for security duties as per details given below:

- i. One day-time (on 12 hours shift) unarmed LSG to guard Chancery for all days at Chancery Building of Embassy of India at 88, Rue Ouled Tidrarine, Souissi, Rabat
- ii. Round the clock unarmed LSG (i.e. 02 LSGs for two 12 hours shift period) to guard Embassy Residence (India House) at 18, Rue Ouled Jerrar, Souissi, Rabat

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	27.04.2023
2.	Document Download Start Date	27.04.2023 at 1100 hrs
3.	Last date for Bid Submission	19.05.2023 at 1700 hrs
4.	Opening of Technical bids	22.05.2023 at 1100 hrs
5.	Opening of Financial bids	24.05.2023 at 1100 hrs

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 **five 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 Morocco and should have also provided security services to any govt./semi govt./autonomous body/High Commission/ 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(i)** as testimony of qualification to perform the contract.

Note: The Embassy of India, Rabat 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 that **55 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 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 Moroccan Government's security department in terms of past record, character and antecedents. The Service Providers should be able to 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 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, 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.

(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 be in possession of minimum English language skills.

(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**. *Service provider shall provide police verification of the replacement of existing LSG.*

(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 Kingdom of Morocco and any other relevant Acts and regulations enforceable from time to time without any liability on the Embassy of India, Rabat 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 Embassy Residence:** Two unarmed Local security guards @ one Security Guard at a time on 12 hourly shift from 7 a.m. to 7 p.m. and from 7 p.m. to 7 a.m. on all days at Embassy Residence (India House) of Embassy of India at 18, Rue Ouled Jerrar, Souissi, Rabat.

- (b) Day time deployment of LSG at New Chancery Building: One day time (one 12 hours shift from 7 a.m. to 7 p.m.) unarmed Local Security Guard to guard New Chancery for all days at New Chancery Building of Embassy of India at 88, Rue Ouled Tidrarine, Souissi, Rabat
- (c) Provision of one Female Security guard when required. The requirement of female security guard will be informed by the Embassy of India at least one week in advance. Embassy is expected to at least make requests of 5 days in one year. The deputation of female security guard will be over and above the usual strength of security guards.
- (d) Take periodic patrolling and surveillance for suspected activities of visitors in premises.
- (e) Keep watch over for any sabotage, damage, fire and safeguard the property, men, material, machines and document system at site.
- (f) 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.
- (g) To be alert and detect unattended packages and strange objects and respond in emergency situations like fire, law & order, medical etc.
- (h) 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 regards 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, Rabat
- (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, Rabat at 88, Rue Ouled Tidrarine, Souissi, Rabat, 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, Rabat, Morocco, **latest by Friday**,

19.05.2023, upto 1700 hrs. The Technical bids will be opened at **1100 hrs on Monday, 22.05.2023** in the O/o Head of Chancery, Embassy of India, Rabat. The Financial bids of technically qualified bidders will be opened at **1100 hrs on Wednesday 24.05.2023** in the O/o Head of Chancery, Embassy of India, Rabat.

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 Dh. 4000/- (**Moroccan Dirhams four thousand only**), with a validity of **three months** should be submitted vide a demand draft / Bank Guarantee in favour of Embassy of India ***Tenders submitted without Bid Security Deposit will not be considered for evaluation and will be rejected out-rightly.*** The actual Bid Security Deposit demand draft / Bank Guarantee should be submitted in the form of a Sealed Envelope clearly super-scribed "**Tender for LSG for Embassy of India, Rabat – 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 likely date of commencement of contract is August 01, 2023, subject to approval from Competent Authorities. Initial contract period would be for two years and can be extended for another one year at the same terms and conditions. Payments in respect of the security services provided by the company will be made on monthly basis, in the form of a cheque.

8.2 The price/rates quoted by the service provider will remain unchanged during the entire period of the contract.

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. Embassy may also request the company to provide the additional services (manpower) for specified period of time the same price on proportionate basis.

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, Rabat.

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

**Head of Chancery
Embassy of India
Rabat, Morocco
Email: hoc.rabat@mea.gov.in
Tel. No. 00212-537365801/02**

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**.

**Sd/-
(Neeraj Agrawal)
Head of Chancery
Embassy of India
Rabat (Morocco)
Tel. No. +212-537634732
Email: hoc.rabat@mea.gov.in**

Tender No. RAB/813/01/2023

Subject : Hiring of LSGs for Chancery building and Embassy Residence

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:

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).
	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 Morocco 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) Do you familiar with local policies, plans and procedures associated with the local contractual requirements and their practical applications ?

<p>(d) What is your policy and practice of visiting the client at regular intervals ?</p> <p>(e) Does you provide only manpower or a wide range of diversified security management services ? How wide and diversified ?</p> <p>(f) Size of the reserve capacity of men and logistics such as response trams, patrol vehicles/ security equipments/ control room facilites/communication equipments under use etc.</p> <p>(g) Attrition rate of security guards and security supervisors (the average period for which a security guard remains with your firm)</p> <p>(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 curriculam, duration and expense incurred on training ?</p> <p>(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 ?</p> <p>(j) Do you have a 24 x 7 Control Room ? What are its salient features ?</p> <p>(k) What is your relationship with the local police ?</p> <p>(l) What is your industry certification in terms of Quality ?</p> <p>(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 ?</p> <p>(n) What is the general and specific scope of work your firm willing to put in the contract ?</p> <p>(o) What is the take home pay and allowances including gratuity and leave facilites you pay to your employees working as security guards with clients?</p>

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

Tender No. RAB/813/01/2023

Subject : Hiring of LSGs for Chancery building and Embassy Residence
Financial 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:

Sl. No.	Item	Charges per month (including taxes) in Dh.	Remarks, if any
(I)	<u>Round the clock deployment of LSGs at Embassy Residence:</u> Two unarmed Local security guards @ 1 Security Guard at a time on 12 hourly shift from 7 a.m. to 7 p.m. and from 7 p.m. to 7 a.m. on all days at Embassy Residence (India House) of Embassy of India at 18, Rue Ouled Jerrar, Souissi, Rabat.		
(II)	<u>Day time deployment of LSG at New Chancery Building:</u> One day time unarmed Local Security Guard (one 12 hours shift from 7 a.m. to 7 p.m.) on all days) to guard New Chancery Building of Embassy of India at 88, Rue Ouled Tidrarine, Souissi, Rabat		
	Total (incl. taxes)		

Amounts in words:- Moroccan Dirham----- (inclusive of 20% tax) TTC

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

Performance / Service Guarantee Format

To:

Embassy of India,

Rabat

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, Rabat for providing security services at the Chancery of Embassy of India, Rabat in Souissi, Rabat.
2. I/We or my/our partners do not have any relative working in any office of Embassy of India, Rabat.
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 Moroccan 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]