

Consulate General of India,
Medan (Indonesia)

Tender Notice

No. MED/576/1/2001 (PT)

Dated: 24.02.2022

Subject: Hiring of Local Security Guard (LSG) for Consulate General of India, Medan, Indonesia.

The Consulate General of India invites financial bids from reputed registered private Local Security Guards (LSG) companies for providing Two Security Guard on hiring basis to ensure round the clock security of the premises of the Consulate General of India.

2. The minimum quality parameters needed to meet our requirement of Security Guards is as follows:

- **Age:** An LSG should not be more than 50 years of age.
- **Educational Qualification** - An LSG should have attended education at least upto 10th Standard or matriculation equivalent.
- **Physical and Mental Fitness:** An LSG should be physically and mentally fit.
The LSG should not suffer from an apparent disability including obesity/overweight.
The provider should submit Medical Fitness Certificate in r/o of every LSG from an authorized medical practitioner.
- **Character & Antecedents verified:** The service provider should provide only such LSG whose antecedents have been vetted by local government's security department(s).
The service provider should be able to provide background details of the LSGs and proof of their vetting.
- **Uniform:** LSG should perform their duties in smart uniforms and their overall appearance should be neat and clean.
- **Training:** LSG should possess training in basic security duties such as access control and antisabotage checks (of person, baggage and vehicles) including the basic security tools such as HHMD, DFMD, monitoring CCTV, baggage and letter scanners etc. He should possess knowledge of the potential threats to a foreign Mission/Post in general terms and also knowledge of what is "suspicious" in terms of men and material in the given local context.
- **Supervision:** Service provider should have provisions for real time checks of functioning of the LSGs to ensure that the quality of the provided staff and the service they render is always above the benchmark. The provider should be able to provide proof of this to the Consulate.
- **Knowledge of Language:** Besides the local/native language, LSG should have rudimentary working knowledge of either English or Hindi.
- **Registration:** The private service provider should provide proof of compliance as regards local laws and statutory regulations in running a private security company.
- **Other clients:** A security company desirable of providing service to our Mission/Post should be willing to furnish information about its other clients including period and type of service rendered in broad terms.
- **Service conditions of the LSGs:** The security company should agree to provide us details of salary, gratuity, and allowances, leave etc provides to LSGs.
- **Option to choose:** An interested security company may agree and be able to provide a choice of persons three times our requirement to interview for our selection process.
- **Rotation of staff:** Subject to above condition, the company should have sufficient LSGs on its roll so that the staff is rotated every 4 months.
- **The company should provide the following information in descriptive terms along with supporting documents and records:**

(i) List of other clients the Company is serving in terms of supply of LSGs in the host country and other countries to ascertain the level of global security knowledge and experience the bidder has.



- (ii) Past experience, service history, achievements of the company.
- (iii) Evidence of registration of the company under relevant statutory regulations such as labour laws applicable in the host country (if registered under more than one law, the same be furnished).
- (iv) Evidence of range of security services provided.
- (v) Size of the reserve pool of men and logistics such as response teams, patrol vehicles / security equipment / control room facilities / communication equipment under use etc.
- (vi) Attrition rate of security guards and security supervisors (the average period for which a security guard remains with the company).
- (vii) Training Facilities: Does the company have its own training facility (details thereof)? Does it avail the facility of another provider or a company that only focuses on training? What is the curriculum and duration of training of the security guards and the supervisors?
- (viii) Industry certification obtained by the company for its quality & Company's relationship with local police.
- (ix) Scope and limit of liability of the company.
- (x) Take home pay and allowances of the security guards.

3. The period of the Rate Contract will be valid for one year. The contract period may be extended for one more year at the same rate and conditions subject to satisfactory completion of the contract by the service provider.

4. The Consulate General of India invites sealed tenders for hiring of Local Security Guard as detailed above. This is a two-part bid system, wherein the financial bid of the only technically qualified candidates is opened. The bid has to be submitted as per the format specified at Annexures attached. Annexure I (Financial Bid) should be submitted in a sealed envelope and labeled as "FINANCIAL BID". Annexure II and III supporting document are mandatorily to be filled and submitted in separate envelope labeled as "TECHNICAL BID". Both envelopes should be kept in one sealed TENDER ENVELOPE/PACKET and submitted as per the details above to the Head of Chancery, Consulate General of India, 19 Jl Uskup Agung, A. Sugiopranoto, Medan- 20152. Queries, if any, may be addressed to the Administration Division of the Consulate at email addresses hoc.medan@mea.gov.in or cg.medan@mea.gov.in further queries/clarifications at Tel. No. 4531308 or by sending email to: hoc.medan@mea.gov.in

5. The important schedule and dates:

Sl No.	Critical details	Dates and time
1.	Bid submission start date	25 February 2022 (15:00 hrs)
2.	Bid submission end date	17 March 2022 (17:00 hrs)
3.	Bid opening date	24 March 2022 (11:00hrs)
4.	Venue for opening of bids	Consulate General of India, Medan19 Jl Uskup Agung, A. Sugiopranoto, Medan-20152

6. The Consulate General of India does not bind itself to accept the lowest tender and reserves the right to reject any tender without assigning any reasons.




 (Shubham Singh)
 Consul General of India

Annexure- I

**PROFORMA TO BE FILLED UP AND SUBMITTED IN THE BID (IN ENGLISH)
(FINANCIAL BID)**

1.	Name of the Bidder Agency/Company.	
2.	Address of the Bidder Agency/Company.	
3.	Contact details of the Bidding Agency/Company.	
4.	Registration and incorporation particulars of the Agency/Company. (Submit English translations of the licenses submitted)	
5.	Period of Bid validity.	
6.	Experience (in number of years) in supply of Local Security Guards. To be substantiated by a document.	

FINANCIAL BID	Amount incl. VAT (IDR)
Description	
Total	

Break-up of the total cost:

Duration of provision of LSGs	No. of shifts with duration of each shift	LSGs in one shift	No. of LSGs {(ii) x (iii)}	Unit Price (per month)	Total Amount (IDR) {(iv)x(v)}	VAT, if any (IDR)
(i)	(ii)	(iii)	(iv)	(v)	(vi)	(vii)
Round the clock						

Declaration

I hereby certify that the information furnished above is full and correct to the best of my knowledge.

(Signature of the authorized signatory)

Dated _____
Name and address of the Agency/Company _____
Seal of the firm

(To be submitted as part of Technical Bid)

QUALITY PARAMETERS FOR LOCAL SECURITY GUARDS (LSG)

The bidder has to write Yes or No in the column REMARKS. In case of partial fulfillment, the bidder has to write which conditions cannot be fulfilled.

S. NO.	Item/ Description	REMARKS
1.	LSGs should not be more than age of 50 and supervisor, wherever necessary, should not be more than 55 years of age.	
2.	LSGs should be physically and mentally fit. Service provider should submit Medical Fitness Certificate in r/o every LSG from an Authorized Hospital/Medical practitioner	
3.	LSGs should be vetted by local Government's security departments. The Provider should give the background details of the LSGs and also proof of their vetting.	
4.	LSGs should possess training in basic security duties such as handling gadgets like Fire Extinguishers, access control, conduct anti-sabotage checks X- Ray Baggage Scanner, Vehicle Scanner, Under deck Scanner, HHMD, DFMD, CCTV monitoring, letter scanners etc.	
5.	LSGs should have passed at least 10 th Standard or equivalent and should be proficient in local language and possess minimum English Language Skills to communicate with the Mission's officials.	
6.	LSGs should perform duties in smart uniform and their overall appearance should be neat and clean.	
7.	Should be thoroughly proficient and trained in handling of arms and various security equipment they are supposed to carry/use.	

Annexure-III

(To be submitted as part of Technical Bid)

QUALITY PARAMETERS FOR SERVICE PROVIDER COMPANIES

In case of partial fulfillment, the bidder has to write which conditions cannot be fulfilled.

S. No.	Item/ Description	Remarks
1.	Provide a list of other clients in Indonesia as well as in other countries, if any. Also any present contract with other Foreign Government organisations/Embassies	
2.	Submit a brief of past experience, service history and achievements of the company	
3.	Submit proof of Registration of the company under relevant statutory regulations such as labour laws, arms licences etc. (The certificate/ licence should be submitted with English translation)	
4.	Any other security services other than manpower services provided to the Clients should be enumerated	
5.	Provide the information on current size of the reserve pool of men and logistics such as response teams, petrol vehicles, security/communication equipment etc.	
6.	Attrition rate of Security guards and supervisors (the average period for which a security guard remains with the company)	
7.	Provider should clearly mention whether it has its own training facilities or take the services of any third party for training of Local Security Guards. Also to indicate curriculum and duration of training of the security guards and the supervisors	
8.	Industry certification obtained by the provider for its quality from the specialized security certification bodies. Also to specify provider's relationship with local police.	
9.	Scope and limit of liability of the company in terms of compensating for its security failures in monetary terms.	
10.	Provide the information on take home pay and other allowances of the security guards. (in IDR, Monthly figures)	
