

No. BAG/551/4/2010  
Embassy of India  
Baghdad  
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(REQUEST FOR PROPOSAL)

**Sub: Hiring of Local Security Guards at Chancery building and Embassy Residence of Embassy of India, Baghdad**

1. **Background:** This RFP is for inviting the interested companies/agents dealing in for providing of Local Security Guards in office premises and residence. The proposal is hiring of security guards at office premises at *Embassy of India, Baghdad at House No. 20, Street No.23, District 714, Zeyonacity, Al-Mansour, Baghdad, Iraq* and Embassy Residence at *House No. 18, Street No.16, Mohalla 609, Al-Mansour, Baghdad, Iraq*
2. **Scope of work:** The following would be scope of work:-
  - Providing of Local Security Guards at Chancery premises at *Embassy of India, Baghdad* and at *the Embassy residence at House No. 18 & 20, Al-Mansour, Baghdad* as per following details:
    - Chancery:** 24-hour Security Services for seven days a week (including public holidays, Saturdays and Sundays)
    - Embassy Residence:** 24-hours Security Services for seven days a week (including public holidays, Saturdays and Sundays)
  - For change of shift, no security guard is allowed to leave until his or her replacement has arrived, including lunch break.
  - No security guard shall leave the guard room or place of duty unattended at any point of time.
3. **Eligibility Criteria, Contract Terms and Conditions:**
  - The contract term shall be Twenty four (24) months starting from the date of commencement. The Embassy of India, Baghdad (hereafter referred as Embassy) reserves the right to exercise the option to extend the contract term by another one year on the same terms and conditions.
  - Age of the LSGs should not be more than 50 years
  - Physical and Mental Fitness: A Local Security Guard should be physically and mentally fit. He should not suffer from an apparent disability including obesity/overweight. The Guard should not be emaciated, feeble and timid in an apparent sense.
  - The service provider should provide only such SGs who have been vetted by local government's security department(s) in terms of past record, character and antecedents. The Service Provider should be able to provide background details of the SGs and also proof of their vetting. The Service Provider shall enclose a list of 5 prospective SGs along with their bio-data to enable Embassy to scrutinize their eligibility.
  - Uniform: The Service Provider will provide full uniform with appropriate footwear for SGs. SGs should perform their duties in smart uniforms and their overall appearance should be neat and clean.



- Training: LSGs 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, monitoring CCTV, baggage and letter scanners etc.
- Supervision: Service provider should have provision for real time checks of function of the LSGs to ensure that the quality of the provided staff and the services they render is always above the benchmark.
- Education and Language: LSGs should possess minimum education qualification up to 10<sup>th</sup> standard and should know the local/native language and speaking and writing knowledge of English.
- The SGs shall assist in case of any fire, medical or any other emergencies.
- In the event of any Security Guard is absent for whatever reason, the provider will responsible for providing relief security guard having same qualification immediately.
- The Service Provider should have proper license to provide Security Guards and paid wages that are in line with prescribed wages under local laws.
- The SGs shall cordially receive all visitors to Chancery and maintain a record of such visitors and purpose of their visit. No visitor is allowed after office hours without the permission of Chief Security Officer (CSO). At the Embassy residence, no visitors will be allowed in the premises without the permission of the Ambassador.
- The Security Guard shall assist in crowd and traffic control during reception, national day Celebrations or any other gathering.
- The Service provider shall be deemed to have inspected and examined the site and its surroundings and to have satisfied himself before submitting his tender as to the nature of the site, the form and the nature of the buildings and the extent and nature of work, No extra claim, whatsoever, shall be entertained in this regard.
- The Service provider is required to exercise firm control over the conduct of his personnel at the Chancery and Embassy Residence. The provider shall immediately dismiss any person whose continued employment thereon is in the opinion of Embassy undesirable. The provider should have a system of undertaking supervisory checks of functioning of Security Guards.
- The Embassy shall make payment to the service provider on satisfactory completion of services for a particular month. The bill for the services shall be submitted in the first week of following month along with a copy of attendance sheet.
- Bidders should give an undertaking that they have not been barred/black-listed by the Government/Organization in India/Iraq or elsewhere
- Price should be on monthly basis and payment will be made on monthly basis only.

**4. Inviting bids/quote from companies and evaluation:**

- Interested companies are requested to visit the Embassy of India, Baghdad at above-mentioned address during office hours for further discussions and inspection of the premises. Bid/Question should be in two parts viz Technical bid and Financial bid. The Technical Bid



and Financial bid should be sealed by bidders in separate covers duly super-scribed **"Financial Bid or Technical Bid"** as the case may be and both these sealed covers are to be put in a bigger cover which should be duly super-scribed as **"Bid for Providing Security Guards at Embassy of India, Baghdad"**. The bidder should sign all the pages of bid documents. No price should be mentioned in Technical Bid.

**Part I:** Technical bid should consist of the details of services along with terms and conditions. Technical bid will be evaluated mainly on the following parameter:

- Should possess experience of providing such security services/providing security guards for at least 3 years supported by user satisfaction certificate and other documents like achievements of the company. Ability to provide User Satisfaction Certificate from at least 3 organizations indicting period and type of service rendered by the Service Provider.

**Part II:** Financial bid should indicate service wise price for the services mentioned in the technical bid. Financial bids of only those tenders would be opened who are found technically sound and qualified. The assessment in terms of technical qualifications shall be done by the Embassy and shall be final.

- The Financial bid should indicate cost of providing Security service for Chancery and Embassy residence.
  - The validity of bid/quote should for minimum period of 90 days from the opening of bid/quote.
  - The Embassy reserves the right to accept or reject the Bid/Quote and does not bind itself to accept the lowest bid or any bid and can reject all the bids or scrap the proposal in whole or in part. The bid/quotation offering as per scope of work, good credentials and best prices would be selected for the award of the job.
  - The successful bidder should not sub-contract any part of the scope of work to be undertaken by them without written permission from the Consulate. The bidder to whom the contract is awarded is solely responsible to the Consulate for the completion of the awarded contract.
5. **Contact Person:** The advertisement would be placed on the **Central Public Procurement Portal (CPPP)**, Embassy's website and bid/quotation would be accepted till afternoon of **12.05.2020 and bid/quote will be opened on 13.05.2020**. The quotations in sealed covers super-scribed as **"Bid for Providing Security Guards at Embassy of India, Baghdad"** should be submitted to Mr. Bhupendra S. Nikhurpa, HoC, at *House No. 20, Street No.23, District 714, Zeyonacity, Al-Mansour, Baghdad, Iraq*. **He can be contacted at Tel: +964-7726180972 E-mail: hoc.baghdad@mea.gov.in**



(Bhupendra S. Nikhurpa)

Head of Chancery