

DUR/EST/813/02/2023
Consulate General of India, Durban

Subject: Notice seeking quotations for hiring of service provider to provide armed response with maintenance of alarm system and the electric fence installed at India House, 408 Innes Road, Morningside, Durban 4001.

The Consulate General of India, Durban invites bidders to provide armed response with maintenance of alarm system and the electric fence installed at India House, 408 Innes Road, Morningside, Durban 4001.

2. The invitation of tender is open to all eligible companies, who have experience in providing services in the field of security in South Africa and have successfully completed similar type of work in Embassy/High Commission and other Diplomatic Missions in South Africa.

3. The validity of the contract will be for a period of two years, which may be further extended for one year, as per requirement and at same terms and conditions. There will be no price escalation during the contract period.

Scope of Work

4. The detailed scope of work is listed below:

- a) Monthly maintenance of alarm system with armed response
- b) Monthly servicing for monitoring of electric fence and armed response
- c) General check and repair of electric fence during first week of every month.
- d) Dedicated team for Consulate General of India, Durban to address the grievances of the Consulate including public and closed holidays.
- e) 04 free emergency callouts and 02 free Technical assistance callouts for every month
- f) Upon trigger of alarm, the Emergency response time of the security team should be less than 10 minutes.
- g) General check of electric fence should include the following :
 - (i) Full check and testing of energizer and fence line
 - (ii) Re-tension the electric fence wires
 - (iii) Inspection of batteries in the energizer
 - (iv) Inspection of bobbins and warning signs
 - (v) Voltage check of fence lines

Tendering Process

5. The tendering process will be held in two rounds. The first round will be technical bidding round and second round will be financial bidding round. The bidders

who qualify the technical bidding round will be allowed to participate in the financial bidding round. The eligibility criteria for technical and financial bidding round is detailed below.

Technical eligibility criteria

6. The Technical Bid will be examined and evaluated by the tender issuing authority. Bidding companies which do not qualify in the technical bidding round will not be considered eligible for Financial bidding round. The detailed technical bidding proforma of **Annexure A** should be duly filled and submitted. The bidder will be disqualified if the technical bidding proforma is not submitted as per **Annexure A**.

Financial eligibility criteria

7. Bidding companies, which have qualified in the Technical Bidding round, will appear in Financial bidding round. The financial eligibility criteria is as follows:

- i. **The rates will be fixed during the contract period. There will be no change in rates and no escalation in rates will be acceptable during the contract period.** The service provider must submit a declaration regarding acceptance of fixed rate during the contract period as per **Annexure B**.
- ii. The Bidder has to submit an undertaking to deposit a performance security deposit (PSD) amounting 5% of the total contract value if awarded the contract.
- iii. All the final quotes mentioned in the quotation should be excluding VAT. VAT should be mentioned separately.
- iv. The validity period of quotation should be minimum of 120 days.
- v. All the financial quotes should be submitted as per **Annexure B**. The bidder will be disqualified if the financial quote is not submitted as per **Annexure B**.

Pre-bid Meeting

8. A pre-bid meeting will be held to provide prospective bidders with an opportunity to seek clarifications and gather information regarding the contract. The meeting aims to discuss the project scope, technical specifications and any other relevant details. Representatives of prospective bidders may attend the pre-bid meeting, as per the following details:

Date: 21.05.2024

Time: 11:00 hrs

Venue: 1, Kingsmead Office Park (2nd Floor), Durban-4001

It may be noted that queries, if any, by the bidders need to be submitted in advance of the meeting through email at vc.durban@mea.gov.in

Critical date sheet for bidding process

a	Pre-bid meeting	21.05.2024
b	Date of publishing of tender	21.05.2024
c	Bid submission start date	21.05.2024
d	Bid submission end date	12.06.2024
e	Date of opening of technical bid	13.06.2024
f	Date of opening of financial bid	14.06.2024

Terms & Conditions

9. The terms and conditions of this bidding process are as follows :

a) The bidder company shall submit its offer in an envelope, super scripted as **“Notice seeking quotations for hiring of service provider to provide armed response with maintenance of alarm system and the electric fence installed at India House, 408 Innes Road, Morningside, Durban 4001”**. The bid must be submitted as per the format mentioned in Annexure A and Annexure B. Those bids who qualify the technical bidding round will be eligible to become part of financial bidding round. Therefore, only those financial bids will be opened which will qualify technical bidding round. **Thus, it is important to ensure that Technical and Financial bids are kept in separate sealed envelopes and then submitted together in one single envelope.**

b) The bid may be submitted by hand in person or by courier. Bid submitted by Fax or Email will not be accepted. The site can be inspected on any working day with prior appointment with the representative of Consulate General of India, Durban between 0900-1700 hrs to assess the scope of work. Bids received after closing date and time as prescribed in the tender notice, shall not be accepted under any circumstances.

c) The validity of the contract will be for a period of two years, which may be further extended for one year, as per requirement and at same terms and conditions. There will be no price escalation during the contract period.

d) The sealed bid shall be submitted to the Consul General, Consulate General of India, 1 Kingsmead Boulevard, 2nd Floor, Kingsmead Office Park, Durban, South Africa. The contact Person will be Mr. Rajesh Kumar, Vice Consul (Administration), Phone: 0313350300 and email id: vc.durban@mea.gov.in

e) The contract may be terminated by either party by giving one month's advance notice.

f) In case of failure to provide agreed-upon services or breach of the contract, penalty will be imposed by this Consulate as per **Annexure C**.

g) The bidder shall submit documentary evidence in respect of their financial and technical capabilities and also of their experience in execution of similar nature of work. Decision of Consulate General of India, Durban shall be final and binding on all the bidders.

- h) All disputes, differences and questions arising out of or in anyway 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 Consulate General of India, Durban. The arbitration shall be in accordance with the existing rules of South Africa in this regard.
- i) The proposals submitted should be valid for a minimum period of 120 days to cater for administrative processes.
- j) The tender issuing authority reserves the right to withdraw/cancel the tender for any reason whatsoever after publication/award of the contract.
- k) The prospective bidders have to deposit Earnest Money Deposit of ZAR 1,000/- in the form of account Payee Demand Draft/ Pay Order issued by any reputed Bank drawn in favour of "Consulate General of India, Durban" has to be submitted along with the bid. The validity of the Demand Draft/ Pay Order must be up to 120 days from the last date for submission of bids.
- l) The successful bidder has to deposit Performance Security which will be a sum equivalent to 5% of the accepted contract value in favour of Consulate General of India, Durban in form of Bank Guarantee/ Fixed Deposit Receipt (FDR), within two weeks from the date of award of contract. Performance Security should remain valid for a period of sixty days beyond the date of completion of all contractual obligations of the service provider. In case, the contract is further extended beyond the initial period, the Performance Security will have to be renewed accordingly. No interest shall be paid on Performance Security.
- m) The Performance Security will be forfeited by order of the Competent Authority in the Consulate in the event of any breach or negligence or non- observance of any terms & conditions of the contract or for unsatisfactory performance. On expiry of the contract, portion of the Performance Security, as may deemed fit by the Consulate sufficient to cover any incorrect or excess payments made on the bills to the firm, shall be retained. On due performance and completion of the contract in all respects, the Performance Security will be returned to the Service Provider without any interest on presentation of an absolute "No demand certificate" from the service provider.
- n) Consulate General of India, Durban will make monthly payments for the above-mentioned scope of work against properly-submitted vendor invoices. Payment shall be made through EFTs, in local currency, i.e. South African Rand.
- o) The decision of Consulate General of India, Durban in this regard will be final. All proposals shall be confidential and will remain with Consulate General of India, Durban. Consulate General of India, Durban reserves its right to reject any offer without assigning any reasons.
- p) All quotations should have date and signature of the authorised signatory of the service provider company with stamp. All quotations must be neatly typed/computer-printed. Handwritten offer will be rejected.
- q) Contractor shall provide warranty details for equipments (eg. panic button) on proposal form. All equipments shall, if applicable, include a manufacturer's warranty.

r) The tender issuing authority reserves the right to ask for any additional document(s) 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.

(Rajesh Kumar)
Vice Consul (Administration)
Phone: 0313350300
Email id: vc.durban@mea.gov.in
Consulate General of India, Durban

**Consulate General of India
Durban**

Annexure A

Proforma for submission of technical bid

Sl. No.	Criteria	Details	Minimum Eligibility Criteria
1	Registration Number	Attach documents	-
2	Detailed company profile	Attach documents	-
3	Client details	Attach documents	Min. no. of reputed clients = 3
4	Years of experience	Attach undertaking	5 years
5	Registered/ licensee as security agency with Govt. of South Africa	Attach documents	-
6	Detail of present contract of security services undertaken by company.	Attach list	-
7	Detail of past contract of security services undertaken by company.	Attach list	-
8	Name of Diplomatic/ Consular Missions, where presently providing security services.	Attach list	-
9	Name of Diplomatic/ Consular Missions, where provided security services in past.	Attach list	-
10	Manpower strength of response team		-
11	Emergency response time		10 minutes (max.)
12	Mode of communication with armed response team		-
13	Type of gears provided to response team		-
14	Maximum age of personnel deployed in rapid response team		-
15	Acceptance of penalty clause as per Annexure C	Attach undertaking	-

**Consulate General of India
Durban**

Annexure B

Proforma for submission of financial bid

Sl. No.	Description	Details
1	Name of the bidder agency/service provider	
2	Address of the bidder agency/service provider	
3	Contact details of the bidding agency/service provider	
4	Period of bid validity	
5	Number of free emergency callouts per month	04
6	Number of free Technical assistance callouts per month	02
7	Additional charge per callout after exceeding the free call limit	
8	Undertaking to accept rates fixed during the contract period without any escalation	Attach undertaking
9	Undertaking to submit Performance security deposit if awarded the contract	Attach undertaking

Format for submission of quotation of financial bid

Sl. No.	Description	Monthly charges (ZAR)
1	Charges for armed response with maintenance of alarm system and the electric fence at India House	
	VAT (if any) (ZAR)	
	Total (including VAT) (ZAR)	

**Consulate General of India
Durban**

Annexure C

Penalty clause for shortcoming in Services

Penalty, as indicated below, will be imposed by Consulate General of India, Durban for shortcomings in services:

Sl. No.	Shortcoming	Penalty in terms of Percentage (%)	
1.	Malfunction of the alarm (if not repaired within 12 hrs.)	1	
	Incremental after gap of every 12 hrs.	0.5	
2.	Failure to perform scheduled monthly maintenance of the alarm system (for 1 st instance)	1	
	Increase in penalty for subsequent failures	0.5	
3.	Failure to perform scheduled monthly maintenance of the electric fence (for 1 st instance)	1	
	Increase in penalty for subsequent delay	0.5	
4.	Delay in Emergency Response Time (exceeding 10 minutes)	First time in year	2
		Second time in year	2.5 + Termination of service
5.	Unprofessional conduct (for 1 st instance)	1	
	Increase in penalty for subsequent unprofessional conduct	0.5	

Note : Penalty calculated as % of annual contract value.