

**TENDER DOCUMENT**

**FOR**

**HIRING OF SECURITY GUARD SERVICES FROM SECURITY AGENCIES  
REGISTERED WITH THE GOVERNMENT OF LAO PDR,**

**AT**

**EMBASSY OF INDIA (House No. 125, Unit 29, Ban Saphanthong Neua, Sisattanak  
District, PO Box No.225, Vientiane, Lao PDR)**

**&**

**EMBASSY RESIDENCE (No. 123, Unit 6, Sisattanak District, Vientiane)**

# TENDER NOTICE

**Tender Reference Number: VIENT/815/1/2021**

**Sub: Tender for Security Guard Service**  
**at**

**EMBASSY OF INDIA (House No. 125, Unit 29, Ban Saphanthong Neua,  
Sisattanak District, PO Box No.225, Vientiane, Lao PDR)**

**&**

**EMBASSY RESIDENCE (No. 123, Unit 6, Sisattanak District, Vientiane)**

The Client (Embassy of India) in Vientiane, invites Bids from Security Agencies registered with the Government of Lao PDR for providing Security Guard Services, at the following locations:-

1. **Embassy of India.** : House No. 125, Unit 29, Ban Saphanthong Neua, Sisattanak District, PO Box No.225, Vientiane, Lao PDR
2. **Embassy Residence.** No. 123, Unit 6, Sisattanak District, Vientiane

<i>Date of Publication</i>	:	<i>15 March, 2021</i>
<i>Pre Bid Meeting</i>	:	<i>30 March, 2021 (11:30 A.M)</i>
<i>Last Date for submission of bids</i>	:	<i>15 April, 2021 (5.00 P.M)</i>
<i>Technical Bid Opening</i>	:	<i>20 April, 2021 (03.30 P.M)</i>
<i>Financial Bid Opening</i>	:	<i>Will be intimated later on</i>

**Contact Details:**

Head of Chancery  
House No. 125, Unit 29, Ban Saphanthong Neua,  
Sisattanak District, PO Box No.225, Vientiane, Lao PDR

**Phone** : +856-21-352301, 352302, 352303

**Email**:-[emb.vientiane@mea.gov.in](mailto:emb.vientiane@mea.gov.in)

**TENDER DOCUMENT FOR PROVIDING 03 shifts @ 8hrs at CHANCERY AND 02 Shifts @8hrs at EMBASSY RESIDENCE**

1. Sealed tenders in conformity with detailed tender call notice are invited from Security Agencies/Firms who meet the following criteria:-
  - (a) Having valid registration certificate.
  - (b) Certification of compliance with laws and statutory regulations in running a private security company.
  - (c) Previous experience of having provided similar services for other Embassies/Government agencies/other reputed public or private organisations.
2. The Security Agencies/Firms having good track record, manpower capacity and relevant experience are eligible to apply.
3. This tender document can also be downloaded from Government of India, e-Publishing System Website <https://eprocure.gov.in> and Embassy of India website: [www.indianembassy Laos.gov.in](http://www.indianembassy Laos.gov.in)
4. The tenders should be submitted in **ONE SEALED ENVELOPE** in the following manner.
  - (a) The **first sealed cover** should be superscribed '**Technical Bid**' and should contain all relevant information showing compliance with the technical requirements listed in this document with all supporting documents. The checklist of documents to be submitted along with technical bid is placed at **Annexure-I**.
  - (b) The **second sealed envelope** should be superscribed '**Financial Bid**' and should contain the duly filled in proforma placed at **Annexure II** and should give costs of the required services.
  - (c) **Both the sealed covers** should be placed in ONE SEALED ENVELOPE superscribed "BID FOR SECURITY SERVICES". This should be addressed to **EMBASSY OF INDIA (House No. 125, Unit 29, Ban Saphanthong Neua, Sisattanak District, PO Box No.225, Vientiane, Lao PDR)** and sent by post or hand delivered **latest by 5.00 P.M. on 29<sup>th</sup> April 2021. The bids will be opened** in the presence of the bidders or their authorised representatives (alongwith authorisation letter from the bidder) at designated time and date 15<sup>th</sup> April, 2021.
5. Tenders received after the due date and time or incomplete and conditional tenders shall not be accepted.
6. Submission of more than one tender paper by a bidder for a particular work will render the bid liable for rejection.

7. **Scope of Work.** To provide Security Guard Services, to be deployed as per the following details:-

<b><u>Sr</u></b>	<b><u>Location</u></b>	<b><u>Services Required</u></b>
(a)	<b><u>Embassy of India</u></b>  <b><u>Address:-</u></b> House no. 125, Unit 29, Ban Saphanthong Neua, District, PO Box No.225, Vientiane, Lao PDR	Security Guard for 24 hr, 7 days a week (03 shifts of 8hr each).
(b)	<b><u>Embassy Residence</u></b>  <b><u>Address:-</u></b> No.123, Unit 6, Sisattanak District, Vientiane	Security Guard for 16hr, 7 days a week (02 shifts of 08hr each) from 1600hrs to <b>08:00hrs</b>

8. **Description of Security Services to be Rendered.** Ensuring security in respect of property and personnel in the premises of the Client including:-

- (a) Not to allow entry of unauthorised persons inside the property.
- (b) Security scanning of all visitors with the proper technical devices (metal detector) before permitting entry into the premises.
- (c) Maintain record of name of all visitors, identification number, purpose of visit and name of officer to be met before permitting entry into the premises. The register would require to be put up to the Chief Security Officer of the Client (Embassy of India) for scrutiny every Monday.
- (d) To report any anomalies within the premises of the Client or intentional attempt to breach security and related regulations by any person visiting the premises.
- (e) To implement any recommendation by the Client to upgrade the security system services provided after mutual consent.

9. **Technical Requirements.**

- (a) Technical conditions for the Security Services Agencies/Firms are as follows:-
  - (i) The Security Agency should provide proof of compliance as regards local laws and statutory regulations in running a private security company.
  - (ii) A security company desirable of providing service should be willing to furnish information about its other Clients including period and type of service rendered in broad terms.
  - (iii) That the agency will be wholly and exclusively responsible for payment of wages to the persons engaged by it in compliance of all the statutory obligations under all related legislations as applicable to it. The agency will have to comply with all statutory provisions of law, rules and regulations and keep this office

informed about any amendment in the law from time to time. The Security Agency should agree to provide details of salary, gratuity, allowances, leave etc it permits for its Security Guards.

(iv) The transportation, food, medical and other statutory requirements in respect of each personnel of the Security Agency shall be the responsibility of the Security Agency.

(v) The Security Agency's personnel shall not divulge or disclose to any person, any details of office, operational process, technical know-how, security arrangements and administrative/organisational matters as all are of confidential nature.

(vi) The Security Agency is to provide security guards who have been vetted by the local Government in terms of past record, character and antecedents. Background details and proof of vetting should be provided to the Client.

(vii) The Security Agency should agree and be able to provide a choice of persons three times our requirement, to interview and choose from.

(viii) The Security Agency is to change the staff periodically, ideally every 4 months.

(ix) The Security Agency's personnel should be polite, cordial, positive and efficient, while handling the assigned work. The Agency shall be responsible for any act of indiscipline on the part of persons deployed by them. The agency shall be bound to prohibit and prevent any of their employees from being intoxicated while on duty, trespassing or acting in any manner detrimental or prejudicial to the interest of the Client. The decision of the Client upon any matter arising under this clause shall be final and binding on the agency.

(x) The Security Agency should have provisions for real time checks of functioning of the Security Guards to ensure that the quality of the provided staff and their service they render is always above the benchmark. The provider should be able to provide proof of this to the Client.

(xi) The functional control over the personnel deployed by the agency will rest with the Client and the disciplinary administrative/technical control will be with the agency.

(xii) The Client may require the Security Agency to dismiss or remove from the site of work, any person or persons, employed by the Security Agency, who may be incompetent or for his/her/their misconduct and the Security Agency shall forthwith comply with such requirements. The Security Agency shall replace immediately any of its personnel, if they are unacceptable to the Client because of security risk, incompetence, conflict of interest and breach of confidentiality or improper conduct upon receiving written notice from office.

(xiii) The Security Agency has to provide Photo Identity Cards to the persons employed by him/her for carrying out the work. These cards are to be constantly

displayed & their loss reported immediately. The following details of the security guards will be provided:-

- (aa) Name.
- (ab) Age.
- (ac) ID card No.
- (ad) Address.

(xiv) The Client will maintain an attendance register in respect of the staff deployed by the agency. The service charges will be paid after the end of each month of service provided upon presentation of invoice by the Security Agency, within the first 05 working days of the succeeding month. The invoice is required to be supported by all legal documentation required under the law.

(xv) The parties expressly agree that under no circumstances the Client may withhold all or part of amounts payable arising from the provision of services outlined in this contract except in case the service provider, fails to deploy Security Guard for more than 02 hours in a day, pertaining to any shift wherein service charges for that shift will be deducted at the end of month of the invoice.

(xvi) The Security Agency will provide the required personnel for a shorter period also, in case of any exigencies as per the requirement of the Client.

(xvii) The Security Agency shall provide a substitute well in advance if there is any possibility of the person leaving the job due to his/her own personal reasons. The payment in respect of the overlapping period of the substitute shall be the responsibility of the Security Agency.

(xviii) The Security Agency shall be contactable at all times and messages sent by phone/e-mail/fax/special messenger from the Client shall be acknowledged immediately on receipt on the same day. The Security Agency shall strictly observe the instructions issued by the Client in fulfillment of the contract from time to time.

(xix) The Client shall not be liable for any loss, damage, theft, burglary or robbery of any personal belongings, equipment or vehicles of the personnel of the Security Agency.

(xx) That the Security Agency on its part and through its own resources shall ensure that the goods, material and equipment etc. are not damaged in the process of carrying out the services undertaken by it and shall be responsible for acts of commission and omission on the part of its staff and its employees. If the Client suffers any loss or damage on account of negligence, default or theft on the part of the employees/agents of the agency, then the agency shall be liable to reimburse to the Client for the same. The agency shall keep the Client fully indemnified against any such loss or damage. The responsibility and liability that will arise of any accident or casualty, occurring during the course of working to any staff engaged by the agency, will remain with the agency. The Client will no way be responsible for this or any other clause mentioned above.

(b) Technical conditions for Security Guards are as follows:-

(i) The Security Guards engaged shall not be below the age of 18 years or above the age of 50. Their supervisor should not be more than 55 years of age.

(ii) The Security Guards should be physically and mentally fit. They should not suffer from any apparent disability including obesity that would hinder efficient discharge of duties.

(iii) The Security Guards should perform their duties in smart uniforms and their overall appearance should be neat and clean.

(iv) The 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 Hand Held Metal Detector (HHMD), Door Frame Metal Detector (DFMD), monitoring CCTV, baggage and letter scanners etc. They should possess knowledge of the potential threats to a foreign Mission in general terms and also possess knowledge of what is 'suspicious' in terms of men and material in the given local context.

10. The successful bidder will enter into an agreement with the Client for the offer of services on these terms and conditions. The contract will be signed in English and Lao and in case of any dispute, the English version will prevail.

11. **Period of Contract.** The initial period of contract would be for 24 months. Service charges/rates quoted by the agency would be fixed for a period of 24 months and any statutory increase in wages/DA etc is to be absorbed by the agency. In case performance is not satisfactory, the contract will be terminated by the Client by giving an advance notice of 30 days in writing.

12. **Right to Acceptance or Rejection of Tenders.**

(a) **The tender is liable to be rejected inter-alia:-**

(i) If it is not in conformity with the instructions and proforma mentioned in the tender paper.

(ii) If it is not properly signed by the bidder.

(iii) If it is received by telex, telegram or by Email.

(iv) If it is received after the expiry of the due date and time.

(b) **This office reserves the right to:-**

(i) Accept/Reject any of the tenders in full or part thereof.

(ii) Revise the requirement at the time of placing the order.

(iii) Add, modify, relax or waive any of the conditions stipulated in the tender specification wherever deemed necessary.

(iv) Reject any or all the tenders in part or full without assigning any reason thereof.

**Annexure-I**  
[Refers to para 4(a)]

**CHECKLIST OF DOCUMENTS TO BE SUBMITTED ALONG WITH TECHNICAL BID**

<b><u>Sr</u></b>	<b><u>Documents to be submitted</u></b>	<b><u>Submitted/ Complied</u></b>	<b><u>Not Submitted/ Not Complied</u></b>	<b><u>Remarks</u></b>
01	Copy of Authorisation from Ministry of Labour, Lao PDR			
02	Copy of Clearance Certificate from Local Police			
03	Copy of Registration Number of the Security Agency			
04	List of Clients indicating period of work executed with them, as proof of experience in this field and references thereof.			
05	Undertaking by the Bidder. <b>(Refer to Annexure III)</b>			
06	Any other supporting documents.			

Signature of Bidder

Seal of Establishment

Full Name of Bidder with address & Date



**Annexure-II**  
[Refers to para 4(b)]

**PROFORMA FOR SUBMITTING FINANCIAL BID**

1. **Name of Bidder:**
2. **Requirement:-**

<b><u>Sr</u></b>	<b><u>Description of Service</u></b>	<b><u>Amount per Month (in Lao KIP)</u></b>
(a)	Security Guard for 24 hr, 7 days a week (03 shifts of 8hr each).  <b>(Address</b> – Embassy of India, No.125, Unit 29, Ban Saphanthong Neua, Sisattanak District, PO Box No.225, Vientiane, Lao PDR	xxx
(b)	Security Guard for 16hr, 7 days a week (02 shifts of 08hr each) from 1600hrs <b>to 08:00hrs</b>  <b>(Address</b> – Embassy Residence, No.123, Unit 6, Sisattanak District, Vientiane	xxx
	Total	xxx
	Tax if any:	xxx
	<b>Grand Total (per month) in figures</b>	<b>xxx</b>
	<b>Grand Total (per month) in words</b>	<b>xxx</b>

Signature of Bidder

Seal of Establishment

Full Name of Bidder with address & Date

**Note:-** The bidders are required to quote their rates both in words and figures and put their signature; they should also sign on any overwriting or any correction made in the tendered rate. The rates filled in figure only and not in words shall be liable for rejection for which no paper cost shall be returned to the bidder(s).

**UNDERTAKING BY THE BIDDER**

This is to certify that I/we before signing this tender have read and fully understood all the terms and conditions contained herein and undertake myself/ourselves to abide by them. I/we further certify that I/we have the ability to meet all the technical conditions and requirements listed in this tender document.

Signature of the Bidder with Seal

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Address: \_\_\_\_\_

Phone No. \_\_\_\_\_

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