

**Consulate General of India
Jeddah**

No. Jed/E/815/01 /2022

29th May, 2024

**Tender for Hiring of Three Unarmed Local Security Guards for Consulate General of
India in Jeddah**

Consulate General of India, Jeddah invites technical and financial bids for hiring of Local Security Guards for securing its Chancery premises at Building of Mr. Mansoor Abdul Rahman Al Hueesh , Villa No. 34, (Behind SNB Bank)Near Al Huda Mosque, Tahlia street, Jeddah for a period of two years from the date of award of the contract as per the following details:-

1. **Scope of Services:-**

(a) The scope of services includes the following:

(i) The provision for 24 hour security services for seven days a week (including public holidays, Fridays and Saturdays) for the Chancery premises situated at Tahliya street, behind NCB Bank. Security services shall be performed in three shifts (eight hour shift by each security guard). It means three security guards per day.

(ii) The service provider shall provide licensed security guards for each shift and shall be responsible for the security of the building and its occupants.

(iii) For change of shift, no security guard is allowed to leave until his replacement has arrived, including lunch break.

(iv) No security guard shall leave the place of duty unattended at any point of time.

(v) Foot patrol around the premises shall be conducted at interval of every two hours for the night shift. The patrol shall cover all grounds around and within buildings including surveillance on all the facilities in the buildings. During patrol, the security guard shall check all gates, fencing to ensure that there is no tempering or any loss or damage to the property.

(vi) The security guards have to maintain a register to record all particulars including name, Iqama No., time and reasons of persons entering and leaving the premises.

(vii) The Security guard shall assist in crowd and traffic control during reception, national day celebration or any other gathering.

(viii) The Security Guard shall cordially receive all visitors to Chancery or other buildings and maintain a record of such visitors and purpose of their visit.

(ix) The Security Guard on patrol is required to report immediately to CGI, Jeddah on any incident concerning safety and damage to CGI property.

2. **Contract Terms and conditions:**

(a) The contract term shall be of two (2) years starting from the date of commencement. The Consulate General of India, Jeddah (hereafter referred as CGI, Jeddah) reserves the right to exercise the option to extend the contract term by another one year on the same terms and conditions on mutual consent.

- (b) The service provider shall be licensed by the local Government for providing Security Services.
- (c) The service provider shall provide full uniforms with appropriate footwear for all security guards whether on relief or full time employment. All the security guards shall, at all time, be in proper uniform with names and identification tags and shall be provided with necessary equipment for proper security duties.
- (d) The Security Guards deployed must have valid Iqama (residence permit) and should preferably be of Indian origin.
- (e) The maximum age of security guards deployed by the service provider shall not be more than 50 years.
- (f) The security guards should possess minimum education qualification up to 10th std/ matric level. Beside local language, should also possess good knowledge of English and Hindi written as well as verbal.
- (g) The Security Guard should be physically and mentally fit and he should not suffer from an apparent disability including obesity/overweight etc. The Service provider should submit Medical Fitness Certificate in respect of every Security Guard from an authorized Medical Practitioner. The Guard should not be emaciated, feeble and timid in an apparent sense.
- (h) The security guard shall assist in case of any fire, medical or any other emergencies and should be well trained in handling such emergencies.

- (i) The Security Guard shall screen baggage/parcel/letter etc. using metal detectors and lookout for any kind of firearms or weapon that is intended to be brought inside the premises by any visitor. Any such incident shall be brought immediately into the knowledge of Chief Security Officer of CGI.
- (j) The Security Guard should possess training in basic security duties such as access control and sabotage checks (of person, baggage and vehicles) including use of basic security devices such as HHMD, DFMD, CCTV baggage and letter scanners.
- (k) In the event that any security guard on duty is absent for whatever reason, the service provider is responsible for providing relief security guard immediately. For failure to provide for replacement beyond 1 hour, the deduction amount shall be SAR 500/- per security guard per day. An attendance register shall be maintained by the Consulate for this purpose.
- (l) Bidders are to note that security companies must be licensed and must ensure their security guards receive the required training and are paid wages that are in line with the prescribed wages under Saudi Laws.
- (m) The provider shall be deemed to have inspected and examined the site and its surroundings and to have satisfied himself before submitting its 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.
- (n) The service provider is required to exercise firm control over the conduct of his personnel at CGI, Jeddah properties. The provider shall immediately dismiss any person whose continued employment thereon is in the opinion of CGI undesirable.

- (o) The service provider should have a system of undertaking supervisory checks of functioning of Security Guards. The provider should indicate as to how the system of supervision and checks would be done.
- (p) CGI, Jeddah 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.

3. **Evaluation of bids:**

- (a) CGI, Jeddah shall follow two bids system i.e. 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 "**quote for providing security services**". **The technical bid should be in the prescribed proforma (Annexure-I).**
- (b) The technical bids will be evaluated mainly on the following parameters:
 - (i) Should possess experience of providing such security services for at least 5 years. Supported by user satisfaction certificate and other documents like achievements of the company.
 - (ii) Ability to provide User Satisfaction Certificate from at least 3 organizations.
 - (iii) Evidence of registration with concerned authorities of Government of Kingdom of Saudi Arabia
 - (iv) List of Security Guards approved by the Saudi Authorities in terms of training, character and antecedents.

- (v) List of other clients the company is serving in terms of supply of local security guards.
 - (vi) Range of security service provided by the Company.
 - (vii) Reserve pool of men and logistics such as response team, patrol vehicles/ security equipment/ control room facilities/ communication equipment under use etc.
 - (viii) Average period for which a security guard and security supervisors remains with the company.
 - (ix) Training facilities, does the company have its own training facility? Or does company avail the facility of another provider or a company that only focus on training?
 - (x) Industry certificate obtained by the company for its quality and company's relationship with local police.
 - (xi) Average take home pay and allowances of security guards.
- (c) Financial bids of only those Tenderers would be opened who are found technically sound and qualified. The assessment in terms of technical qualification shall be done by CGI, Jeddah and shall be final.
- (d) The Financial bid should indicate cost for providing security services for Chancery premises for each Security Guard on monthly basis. Taxes, if any, shall be indicated separately and shall not be taken into account while deciding the lowest quote.
- (e) The total cost involved in providing Security Guard for Chancery premises shall be taken into account while deciding the lowest quote.
- (f) For any clarification, prospective Bidders may visit the Consulate (Building of Mr. Mansoor Abdul Rahman Al Hueesh , Villa No. 34, (Behind SNB Bank) Near

Al Huda Mosque, Tahlia street, Jeddah) or send their queries on e-Mail - **admin.jeddah@mea.gov.in (Tel. No. +966 126646147 during office hours from 08:30 AM to 05:00 PM on working days)**

(g) Last date for submission of bids:-

Bids, complete in all respects and in the manner provided, may be submitted at the address given below by 1ST July, 2024 in person or by Post/Courier. (Please see Annexure-II for critical dates)

**Head of Chancery,
Consulate General of India,
Tahliya Street (Behind NCB Bank),
PO Box No. 952, Jeddah – 21421, Saudi Arabia**

- (h) All data, information, and any other material submitted by the bidders in the process of bidding and part of bidding documents, shall remain the exclusive property of the Consulate General of India, Jeddah at all times.
- (i) The bid and all correspondence and documents relating to the bid, exchanged between the bidder and CGI, Jeddah shall be in English language or submitted along with the English translation.
- (j) The price to be quoted by the bidders shall be in Saudi Riyal only. The bid should be valid for a minimum period of 90 days.

- (k) The Bid shall contain no alteration, omission or additions, overwriting except those to comply with instructions issued by CGI, Jeddah or as necessary to correct errors made by the bidders, in which case the person or persons signing the Bid shall initial all such corrections.

- (l) CGI, Jeddah reserves the right to accept/reject the bid 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.

- (m) The successful Bidder should not sub-contract any part of the scope of work to be undertaken by them without written permission from CGI, Jeddah. The bidder to whom the contract is awarded is solely responsible to CGI, Jeddah for the completion of the awarded contract.

- (n) The successful bidder shall be required to give performance guarantee of 10% of the total annual amount in the form of bank guarantee or banker's cheque or similar mode of security.

(Technical Bid Proforma)

To,

Consulate General of India
 Building of Mr. Mansoor Abdul Rahman Al Hueesh ,
 Villa No. 34, (Behind SNB Bank)
 Near Al Huda Mosque,
 Tahlia street, Jeddah

Subject: TECHNICAL BID

Sir,

I/We submit following details for your perusal.

Sl. No.	Parameters	Yes/No	Whether supported by documents (yes/no)
1	Experience of providing security services for at least 5 years. Supported by documents like appreciation letters and certificate of incorporation of company		
2	Ability to provide User Satisfaction Certificate from at least 3 organizations		
3	Registration with local Saudi Authorities		
4	List of Security Guards employed by the service provider and approved by the Saudi Government		
5	Documents of registration of the company under relevant statutory regulations		
6	Reserve pool of men and logistics such as response team, patrol vehicles/ security equipments / control room facilities/ communication equipment under use etc.		
7	Training facilities, does the company have its own training facility? Or does company avail the facility of another provider or a company that only focus on training?		
8	Experience of providing security services to any other Diplomatic Mission (enclose work orders/ certificate)		
9	Average take home pay and allowances of the security guards (to give salary certificate etc.)		
10	Evidence of range of security services provided (eg. Activities other than supplying manpower)		
11	Attrition rate of security guard employed with the company.		

This is to further confirm that I/We agree to abide by all the terms and conditions mentioned in the tender. I further declare that information given by me is true. If at any time the information given by me is found to be incorrect or false, the Consulate General of India in Jeddah can take any action including termination of contract.

(Signature with name and address)

(Official seal of the company)

Critical Dates

1	Publish Date	03.06.2024
2	Document Download Date	03.06.2024
3	Clarification Start Date	03.06.2024
4	Bid Submission Start Date	04.06.2024
5	Pre Bid Meeting Place	CGI, Jeddah
6	Pre Bid Meeting Date	24.06.2024 1400 hours
7	Document Download End Date	29.06.2024
8	Clarification End Date	29.06.2024
9	Bid Submission End Date	01.07.2024
10	Bid Opening Date	02.07.2024 1400 hours
11	Bid Opening Place	CGI, Jeddah