



सत्यमेव जयते

**EMBASSY OF INDIA  
HANOI**

**[www.indembassyhanoi.gov.in](http://www.indembassyhanoi.gov.in)**

**INVITES QUOTATIONS FOR**

**HIRING/SUPPLY OF  
THREE LOCAL SECURITY GUARDS**

**IN THE INDIA HOUSE (41, Ly Thuong Kiet, Hoan Kiem  
Distt, Hanoi) FOR TWO (02) YEARS**

**TENDER NO. HAN/815/01/2024**

**LAST DATE FOR SUBMISSION OF BIDS:  
08<sup>th</sup> April 2024 UP TO 1700 HRS (Local Time)**

**DATE OF OPENING BIDS:  
09<sup>th</sup> April 2024 AT 1000HRS (Local Time)**

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**PLACE OF OPENING OF BIDS: EMBASSY OF INDIA,  
58-60 Tran Hung Dao Street, Hoan Kiem District, Hanoi  
TEL NO: +84-24- 38244989/90**

**Notice Inviting Tender For Three (03) Professionally Trained Local Security Guards For India House (41, Ly Thuong Kiet, Hoan Kiem Distt, Hanoi)**

**No. HAN/815/1/2024**

**Dated; 08<sup>th</sup> March 2024**

**1. Introduction**

1.1. Sealed tenders in 2 (two) Bid Envelopes System are invited from eligible bidders located and based in Vietnam, for providing three (3) trained male Security Guards (hereinafter called LSG) for security duties at India House located at 41, Ly Thuong Kiet, Hoan Kiem Distt, Hanoi as per terms and conditions set forth in the Tender Document.

1.2. This Notice Inviting Tender (NIT) is being issued with no financial commitment and the Embassy reserves the right to change or vary any part thereof of the NIT at any stage. Embassy also reserves the right to withdraw the NIT, should it become necessary at any stage.

1.3. Embassy's decision on the pre-qualification and selection of the Service Provider shall be firm and final.

**2. Eligibility (Pre-Qualification)**

The invitation of tender is open to all eligible bidding companies who fulfil conditions as mentioned below: -

2.1. Bidding company should have a minimum of **three years** of overall experience in providing security personnel and related services.

2.2. The company should have proven expertise in the field of security in the Vietnam and should have also provided security services to any govt./semi govt./autonomous body/High Commission/ Consulate, etc. Proof in respect of services provided to such agencies must be provided in the form of copy of contracts, etc.

2.3. Bidding Company must submit a copy of the security related topics covered during training schedule of the guards.

2.4. Bidding Company must include, as part of its tender, attested copies of documents mentioned at **Sl. No. (a) to (f)** mentioned below as testimony of qualification to perform the contract.

**Note:** The Embassy of India, Hanoi reserves the right to ask for any additional documents 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.

### **3. Critical Minimum Quality Parameters of Security Guards.**

The Service Provider shall meet the following critical minimum quality parameters for security guards: -

(a) **Age.** Security Guards should not be more than **40 years** of age. Security supervisor should not be more than **50 years** of age.

(b) **Physical and Mental Fitness.** Security Guards should be physically and mentally fit. They should not suffer from an apparent disability including obesity/ overweight that would hinder efficient discharge of the duties typical to security guards. **Firm should submit medical fitness certificate in respect of every LSG.**

(c) **Character & Antecedents Verification:** The service Provider shall provide only such Security Guards who have been vetted by Vietnam Government's security department in terms of past record, character and antecedents. The Service Providers should be able to provide background details of the LSGs and also proof of vetting.

(d) **Education.** Security Guards should have got education at least up to 10th standard or matriculation equivalent.

(e) **Uniform.** Security Guards shall perform their duties in smart uniforms and their overall appearance shall be neat and clean.

(f) **Training.** Security Guards shall 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 Handheld Metal Detector (HHMD), Door Frame Metal Detector (DFMD), CCTV monitoring, baggage and letter scanners, etc. They shall possess knowledge of the potential threats in general terms and also knowledge of what is "**suspicious**" in terms of men and material.

(g) **Supervision.** The provider should have a system of undertaking supervisory checks of functioning of LSGs to ensure that the supplied LSGs are discharging their duties with efficiency. The service provider should clearly spell out as to what will be the system of supervision/ surprise checks so as to achieve the above objective e.g. number of scheduled and surprise visits in a given period.

(h) **Knowledge of Language.** The LSGs should be proficient in local language and should possess English Language Skills.

(i) **Registration.** Service provider shall provide proof of compliance as regards local laws and statutory regulations in running a private security company.

(j) **Other Clients.** Service provider shall furnish information about its other clients including period and type of service rendered in broad terms.

(k) **Service Conditions of Security Guards.** Service provider shall provide details of salary, gratuity, allowances, leave, etc of the security guards.

(l) **Rotation of Staff.** Service provider shall have sufficient number of LSGs on its roll so that the staff is rotated periodically. Ideally the staff shall change after every **4 months**.

(m) The service provider shall not pay wages lower than minimum wages of labour as fixed by the local authorities. Payment of other admissible benefits, if any, like bonus, leave etc. to the employees deputed at Embassy shall solely be the liability of the bidding company and not that of the Embassy.

(n) The service provider shall be responsible for dropping and picking up the security staff to/from the India House.

(p) The Bidding Company is to ensure compliance of all mandatory labour laws/regulations laid down by the Government of the Vietnam and any other relevant Acts and regulations enforceable from time to time without any liability on the Embassy of India, Hanoi or without any responsibility for statutory compliance of any kind by the Embassy.

**4. Scope of Work.** The scope of work of the LSGs is as follows:-

(a) Three Local security guards @ 1 Security Guard at a time in three 8-hourly shifts 7 (0600-1400 hours, 1400-2200 hours & 2200-0600 hours) days a week at the India House.

(b) Take periodic patrolling and surveillance for suspected activities of visitors in premises.

(c) Keep watch over for any sabotage, damage, fire and safeguard the property, men, material, machines and document system at site.

(d) Monitor X-ray machine, use of Hand Held Metal Detector, Door Frame Detector and assist in regulating visitors to the premises while being polite and courteous with visitors.

(e) To be alert and detect unattended packages and strange objects and respond in emergency situations like fire, law & order, medical etc.

(f) Security Guards to be very alert on duty, both physically and mentally throughout the shift and report any issues immediately to the supervisory officer in the Embassy.

(g) Company will ensure to maintain proper supervision over the security personnel with regards to their discipline, alertness, proper uniform, conduct in the course of their duty and carry out periodic inspections.

(h) Perform all security duties assigned by the Embassy of India, Hanoi.

(i) Must possess basic qualification for training in Fire Fighting.

## 5. Tendering Process

5.1. Tender is invited in two parts i.e. (i) Technical Bid (containing Bid Security Deposit) and (ii) Financial Bid.

5.2 **Bid Security Declaration:** Prospective bidders are required to submit a signed Bid Security Declaration (Annexure-III) along with their bids to the effect and stating that if they withdraw or modify their bids during the period of validity, or if they are awarded the contract and they fail to sign the contract, or to submit a performance security before the deadline defined in the tender documents, they will be suspended for the period of one year from the date of committing such breach for bidding/award of all future contract(s) of Embassy of India, Hanoi.

5.3 **Performance Security:** The successful bidder will have to furnish the Performance Security equivalent to 5% of the monthly charge at the time of entering into contract with Embassy. In case the successful bidder fails to accept and undertake the contract and does not deliver services according to the terms and conditions of the tender, the performance security will be forfeited.

5.4. Bids are to be deposited to the Embassy of India, Hanoi, **58-60 Tran Hung Dao Street, Hoan Kiem District, Hanoi**, in sealed envelopes, clearly marked as '**Technical and Financial Bid for Security Guards for Embassy of India**', latest by **08<sup>th</sup> April 2024 up to 1700 hrs**. Bids will open at **1000 hrs on 09<sup>th</sup> April 2024**.

5.5. The Embassy will not be responsible for any delay in receipt of bids or missing of bids while in transit/post. **Bids received by email/ fax will be rejected out-rightly.**

5.6. The validity of the bids must be for six months with effect from the date of opening of the bids. All bids should be in English language only.

5.7. The proforma for technical and financial bids is placed at **Annexure A** and **Annexure B** respectively.

5.8. **Late Applications.** Any application received after the last date and time for submission for the same, shall not be accepted. Applications received after the last date shall be summarily rejected and returned to addressee unopened.

## **6. Technical Bid Evaluation.**

6.1. In the first stage, only the envelopes, containing the Technical Bid will be opened on the appointed date and time, in presence of the bidding companies (one representative each) and shown as a token of receipt of the documents in time. The sealed envelope containing the Financial Bid will be shown to the members present, but will not be opened at this stage.

6.2. The Technical Bids will be examined and evaluated by Embassy subsequently on the basis of responses to the NIT. Bidding companies which do not qualify in the technical evaluation will not be considered for qualification to the Financial Bid stage and their financial bids will be returned unopened.

## **7. Financial bids**

7.1. Bidding companies, which have qualified in the Technical Bid stage, will be informed by email to be present on the date and time fixed by the Embassy and the financial bids will be opened in their presence.

7.2. After opening of the financial bids, Lowest Bidder will be announced based on the lowest financial quote. The final decision of the Embassy on award of contract will be communicated in due course. The notification of award will constitute the formation of contract.

**8. Commencement of Contract.** The Services of the Lowest Bidder will be availed by the Embassy with effect from **01 July, 2024, subject to approval of Ministry of External Affairs, Govt of India**. Initial contract period would be for two year subject to the approval of Ministry of External Affairs, Govt of India. Payments in respect of the security services provided by the company will be made on monthly basis, through bank transfer.

## **9. Additional Information**

9.1 All rates and lump-sum amount, if any, shall be firm throughout the duration of the contract and no deviation shall be entertained by Embassy of India Hanoi in this context.

9.2. The Bidder shall not utilize or publicize or disclose or part with any statistic, data or information collected with assignment/contract without the express written consent of Embassy of India.

9.3. No terms and conditions other than as stipulated above will be entertained. Tenders without acceptance of the terms and conditions stipulated above are liable to be rejected.

9.4. The Embassy reserves the right to accept or reject any or all the tenders without assigning any reasons thereof.

9.5. **Medical Facility.** Service provider is responsible for providing medical facility to the security personnel deployed at the Embassy.

**10. Termination of Contract.** The Embassy reserves the right to terminate the, contract at any time by giving **one month's advance notice**. However, the Embassy shall also have the right to terminate the Contract by giving a lesser period of Notice under special circumstances, such as security considerations, violation of privacy laws etc. The Service Provider may terminate the contract by giving **three months advance notice** with justification for termination of services.

**11. Force Majeure.** For the purpose of this clause, "Force Majeure" shall mean an event beyond the control of the service provider and not involving the service provider's fault or negligence. If a Force Majeure situation arises, the service provider shall promptly notify the authority in writing of such conditions and the cause thereof. Unless otherwise directed by the Embassy in writing, the service provider shall continue to perform its obligations under the contract as far as is reasonably practical.

**12. Settlement of Disputes and Arbitration.** All disputes, differences and questions arising out of or in any way 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 Embassy of India, Hanoi. The arbitration shall be in accordance with the **existing rules of Vietnam** in this regard. The arbitrator shall be entitled to extend the time of arbitration proceedings with the consent of the parties.

**13. Point of Contact.** For any tender-related enquiry/ query/ clarification please contact: -

**Head of Chancery  
Embassy of India  
Hanoi  
Email: hoc.hanoi@mea.gov.in  
Telephone- +84-24- 38244989/90**

**14. Sign and Seal.** The Bidder must sign and affix his seal on every page of the Tender Document and the complete signed tender document must be submitted.

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**Annexure 'A'**

**TECHNICAL BID PROFORMA**

1. Name of the firm:
2. Address of the Registered Office:
3. Correspondence address:
4. Contact details:
  - (a) Telephone:
  - (b) Fax:
  - (c) E-mail:

S. No.	Requirements
1.	(a) Brief introduction of the company
	(b) Previous experience in the field (minimum of five years)
	(c) Local level security industry knowledge (documented references of Govt and private clients needed).
	(d) Registration Certificate & license for the services (duly attested copies to be enclosed)
2.	Qualification and experience of the security guards proposed to be deployed for the job
3	(a) Details of Current contracts of security services undertaken by the firm
	(b) Details of past contracts of security services undertaken by the firm
	(c) Testimonials [Clients' letters / certificates etc.]

[Signature(s) of the Tenderer(s) with Name, Designation, Date & Seal]



**Annexure 'B'**

**Financial Bid Proforma**

1. Name of the firm:
2. Address of the Registered Office:
3. Correspondence address:
4. Contact details:
  - (a) Telephone:
  - (b) Fax:
  - (c) E-mail:

Sl. No.	Item	Charges (in VND)
A	Monthly charges for Three Security Guard (8 hours day shift duty 7 days per week) <b>(Without VAT)</b>	
B	VAT amount	
C	Monthly charges for Three Security Guard (8 hours day shift duty 7 days per week) <b>(With VAT)</b>	

[Signature(s) of the Tenderer(s) with Name, Designation, Date & Seal]

**FORMAT OF BID SECURITY DECLARATION FROM BIDDERS IN LIEU OF  
EARNEST MONEY DEPOSIT (EMD)**

**(On Bidders Letter head)**

I/We, the authorized signatory of M/s. \_\_\_\_\_,  
participating in the subject tender No. \_\_\_\_\_ for the item/job of  
\_\_\_\_\_, do hereby declare:

- (i) That I/we have availed the benefit of waiver of EMD while submitting our offer against the subject Tender and no EMD being deposited for the said tender.
- (ii) That in the event I/we withdraw/modify our bid during the period of validity Or I/we fail to execute formal contract agreement within the given timeline Or I/we fail to submit a Performance Security within the given timeline Or I/we commit any breach of Tender Conditions/Contract, I/we will be suspended from being eligible for bidding/award of all future contract(s) of Embassy of India, Hanoi for a period one year from the date of committing such breach.

Signature of the Authorised  
Signatory of the Bidder with  
Seal of the firm/company  
Name: \_\_\_\_\_  
Mobile No. \_\_\_\_\_  
Date: \_\_\_\_\_