

**High Commission of India
Port Louis**

Dated: 06 February 2025

**Tender for Hiring of Local Security Guards (LSGs) for the
Chancery cum Residential Complex at Ebene and
the Indira Gandhi Centre for Indian Culture & Residential
Complex at Phoenix**

The High Commission of India invites sealed Proposals/quotations from reputed, experienced and financially sound Security Agencies registered under relevant Mauritius Companies law which can provide 'Local Security Guards at the Chancery and residences complex of High Commission of India situated at Ebene and at the Indira Gandhi Centre for Indian Culture & Residential Complex at Phoenix initially a period of one year. The Agency should have a minimum of 5 years experience in the field as on **30 June 2024**.

2. The sealed envelopes should be addressed to 'Head of Chancery, High Commission of India, Plot No. 65-C, Cyber City, Ebene, Mauritius. The last date to submit the tender document is **27 February 2025 by 1500 hrs**. The bid will be opened on **27 February 2025 at 1530 hrs** at the High Commission of India, Plot No. 65-C, Cyber City, Ebene.

3. **Scope of Work**

Security of Chancery/Residential Complex, Ebene

- The Chancery and residences complex have boundary wall of height 3 meters and is topped with a fencing of one meter. The complex will have three gates, namely Gate No.1, and 2 for daily use and Gate No. 3 as an emergency exit. The Security Guards should possess the training in basic security duties such as access control and anti-sabotage checks of persons, baggage and vehicles. The security personnel should be trained to monitor the basic security tools such as Door Frame Metal Detector (DFMD), body scan with Hand Held Metal Detector (HHMD), if needed, and X-Ray scan of bags followed by visual search if needed, CCTV Camera/monitoring, baggage and letter scanner etc. Guards should know to operate the electronic sliding gate and the hydraulic blocks for vehicles. He should be thoroughly proficient and trained in handling of arms and other security equipment they are supposed to carry or use.
- Duties of guards to man the gates will be 24x7 and they should be able to position themselves in state of readiness during the entire office hours.
- One Guard should be on patrol duty for 24x7.
- LSG should monitor visitors to Consular hall/VIP alighting point (at the main reception) and undertake periodic patrol duty to parking

area, main drive passage, piazza, multi-purpose hall area and entry passage to residences.

- The people visiting for consular services should be checked properly and also guided by LSG to the consular hall.

Security of Indira Gandhi Centre for Indian Culture & Residential Complex at Phoenix

- The Cultural Centre is spread over 5 acres with low boundary wall height. The complex has three gates, namely Gate No.1, and 2 for daily use and Gate No. 3 as an emergency exit. The Complex includes residence of Director, staff residential block, Auditorium (seating capacity up to 700), Office area, seminar hall and rooms for classes. IGCIC frequently holds various cultural programmes in the Auditorium, which are attended by VVIPs from Mauritius. IGCIC has a daily foot-fall of more than 200 students.
- The Security Guards should possess the training in basic security duties such as access control and anti-sabotage checks of persons, baggage and vehicles. The security personnel should be trained to monitor the basic security tools such as Door Frame Metal Detector (DFMD), body scan with Hand Held Metal Detector (HHMD), if needed, and X-Ray scan of bags followed by visual search if needed, CCTV Camera/monitoring, baggage and letter scanner etc. Guards should be thoroughly proficient and trained in handling of arms and other security equipment they are supposed to carry or use.
- Duties of guards to man the gates will be 24x7 and they should be able to position themselves in state of readiness during the entire office hours.
- One Guard should be on patrol duty for 24x7.
- LSG should monitor visitors to Auditorium/ class rooms/ VIP alighting point (at the main reception) and undertake periodic patrol duty to parking area, main drive passage, class rooms area and entry passage to residences.
- LSG shall be responsible for proper opening and locking of all rooms. In case of any theft, breakage, pilferage of any fixture and/ or fittings/ furniture, equipment etc. the responsibility shall be of the Contractor and it shall report the same to the IGCIC. If, after an enquiry, it is established that the loss has occurred due to the negligence of the LSGs, the IGCIC will have full power to recover the loss in full or adjust from the dues of the Contractor.
- Proper records should be maintained of the people visiting the Cultural Center for any purpose along with vehicle details.

4. Eligibility Criteria

The bidder must be registered under the Mauritius Companies Act and should have all applicable/appropriate licenses in their own name.

All the workers shall be insured with the insurance policy. This will be done at the Companies' cost.

1. LSGs should not be more than 45 years of age.
2. LSGs should be physically and mentally fit and should be not suffering from any apparent disability. Medical fitness certificate from authorized medical practitioner should be provided in case of each employer.
3. Serviced provider would be required to provide verified record, character and antecedents of each Guards vetted by Local Government Security Department(s).
4. LSGs should have training in basic security duties such as access control and anti-sabotage checks (of persons, baggage and vehicles) including use of basic security tools such as HHMD, DFMD, CCTV monitoring, baggage and letter scanner etc. Further, he should possess knowledge of potential threats to a foreign Mission/Post in general terms and also knowledge of what is “suspicious” in terms of men and material in the given local context.
5. LSGs should have a minimum qualification of 10th standard or matriculation equivalent.
6. LSGs should be proficient in the local language and have working knowledge of English to communicate with High Commission/ IGCIC personnel.
7. LSGs appearance should be neat and clean and performs duties in proper uniform.
8. LSGs should perform their duties with full alertness. Duties in an inebriated state is strictly prohibited.
9. LSGs should be thoroughly proficient and trained in handling of arms and other security equipment he supposed to carry or use during the duty period.
10. LSGs and security supervisors deployed should be well trained in fire-fighting and can operate fire extinguishers & provide first-aid.
11. Service provider should equip the security guards with necessary security devices such as radio equipment (for communication), arms etc., as per requirements
12. Service provider should have a routine check of functioning of LSGs to ensure that the supplied LSGs are discharging their duties efficiently and as per High Commission’s/ IGCIC’s requirements. Service provider should occasionally do the surprise checks/visits to monitor workings of supplied Guards.

13. Service provider should agree and able to provide choice of persons three times our requirements to interview and choose from. Further, the service provider should be ready to rotate the LSGs supplied every four months or whenever High Commission/ IGCIC request for such rotation.
14. Service Provider would be required to provide complimentary 5 local security guards twice a year for National Day celebrations at the High Commission/ IGCIC premises.
15. In the event of LSG not reporting, the Contractor should be responsible to make necessary alternate arrangements.

5. **Quality Parameters For Service Provider Companies:**

Service provider is also requested to provide following information along with supporting documents:

1. List of other clients/range of security the Company is serving in terms of supply of LSGs in Mauritius and other countries.
2. Past experiences, service history, achievements of the company as Security Service Provider.
3. Registration Documents of the company under the relevant statutory regulations such as labor laws applicable Mauritius.
4. Size of reserve pool of men and logistics such as response teams, patrol vehicles/security equipment/control room facilities/communications equipment under use etc.
5. Whether the service provider has its own training facility to its personnel or availing facilities being given to its security guards.
6. Details/documentary proof of pay and allowances, gratuity and leave facilities being given to its security guards.
7. Attribution rate of security guards and security supervisors of the company.
8. Industry certification obtained by the company for its quality of service i.e. certificates issued by ISO or other specialized security certification bodies.
9. Scope and limit of liability of the company as well as take home pay and allowances of the security guards.

The duration of the contract will be for a period of one year with a clause to renew the contract for an equivalent period subject to satisfactory performance.

6. **Number of Personnel to be Posted at Site/Timings of Work**

Chancery premises, Ebene	- 04 (Four)
IGCIC premises, Phoenix	- 08 (Eight)
Total Manpower	- 12 (Twelve)

*** Mission may reduce or increase the number of LSGs after a security audit.**

Working Days- Monday to Sunday (24x7).

No Public holidays.

Requirement/Placement of Security Guards

Chancery premises, Ebene

S.No.	Duty Point	Timings	Shift of Duty	No. of LSGs per shift	Total No. of LSGs	Unit Price Per month (to be indicated in MUR)
1.	Chancery Gate, Ebene	0800-2000 hrs.	01 shift lasting for 12 hrs. (0800-2000 hrs) (working days)	01	01	
2.	Chancery Gate/ Residential complex No. 1, Ebene	Round-the-clock	02 shifts of 12 hrs each (0800-2000 hrs and 2000-0800 hrs)	01 during day shift and 02 during night shift	03	

IGCIC premises, Phoenix

S.No.	Duty Point	Timings	Shift of Duty	No. of LSGs per shift	Total No. of LSGs	Unit Price Per month (to be indicated in MUR)
1.	Gate 1	Round-the-clock	02 shifts each lasting 12 hrs (0600-1800 hrs) (1800-0600 hrs)	01	02	
2.	Gate 2	Round-the-clock	02 shifts each lasting 12 hrs (0600-1800 hrs) (1800-0600 hrs)	01	02	
3.	Reception Area	Round-the-clock	02 shifts each lasting 12 hrs	01	02	

			(0600-1800 hrs) (1800-0600 hrs)			
4.	Patrol duty-perimeter & office/residential block	Round-the-clock	02 shifts each lasting 12 hrs (0600-1800 hrs) (1800-0600 hrs)	01	02	

7. **Invoice**

The Contractor will be required to raise separate invoice for the services of LSGs provided at the premises of the High Commission of India, Ebene and the Indira Gandhi Centre for Indian Culture, Phoenix, on a monthly basis.

8. **Bid Security Declaration**

The bid must be supported by a Bid Security Declaration (Form annexed) in lieu of Earnest Money Deposit, duly signed and stamped, on the Bidder's letter head.

9. **Performance Security**

The Contractor shall provide within **fourteen days** from issue of Letter of Acceptance by the Employer, a Performance guarantee from a recognised bank located in Mauritius which shall be approved by the Employer's Representative of an amount equivalent to five (5) percent of the Contract Price for the due performance of the Contract under the terms of a Bank Guarantee. The Bank Guarantee shall be established in Mauritian Rupees and shall remain in full force not later than 28 days from the date of the completion of the Services.

10. **Termination of Contract**

The tendering authority (High Commission of India) reserves the right to terminate the contract not necessarily giving any reason with or without one month notice.

The High Commission may, by written notice sent to the service provider, terminate the contract, in whole or in part at any time without assigning any reasons for its convenience.

11. **Resolution of disputes**

Any issue not covered in the above terms and conditions shall normally be settled by mutual discussion between the Centre and the Contractor. In case of dispute/s not settled by mutual discussion, then the dispute shall be settled by arbitration. The seat and venue of arbitration shall be in New Delhi, India and shall be subject to and governed by the provisions of the Arbitration and Conciliation Act, 1996 as amended time to time by Government of India.

12. **Penalty**

Any non-compliance from the provisions mentioned in para 4 above, may attract a Penalty up to 5% of the monthly Contract amount. The quantum of penalty will be decided by the HCI after considering the representation by the Contractor. The decision of the HCI will be final.

13. **Validity**

The Tender document shall be valid for 180 days from the date of submission by the bidders. A tender valid for a shorter period shall stand rejected.

14. **Visit of Site**

Both sites of work will be open for Inspection/discussions, if required, visit can be scheduled during office hours 10.00 to 13.00 hrs on working days, with prior intimation.

15. **General Instructions for Submission of Tender**

The tenders should be submitted in two sealed covers – the first sealed cover should be marked “**Technical Bid**” To be opened by addressee only and the second sealed cover marked “**Financial Bid**”- **To be opened by addressee only**. **Financial Bid should include quote for the services of LSGs at the Chancery premises, Ebene and at the IGCIC premises, Phoenix, being mentioned separately.** Both the sealed covers should be placed in the main sealed envelope superscribed “**Tender for Security Services at Chancery Building and Residential Complex at Ebene and Indira Gandhi Centre for Indian Culture, Phoenix**” and addressed to ‘Head of Chancery, High Commission of India, Plot No. 65-C, Cyber City, Ebene, Mauritius. For any queries or clarifications, please send an email to admn.portlouis@mea.gov.in or call at 4606600.

(Monika Aggarwal)
Head of Chancery

**FORMAT OF BID SECURITY DECLARATION FROM BIDDERS IN LIEU OF
EMD (On Bidders Letter head)**

Bid Security Declaration Form

Date: _____ **Tender No.** _____

To,

Head of Chancery,
High Commission of India,
Plot No. 65-C, Ebene, Cybercity,
Mauritius.

Sir/ Ma'am,

I/We. The undersigned declare that:

I/ We understand that, according to your conditions, bids must be supported by a Bid Security Declaration.

I/ We accept that I/We may be disqualified from bidding for any contract with you for a period of two years from the date of notification if I am/ We are in a breach of any obligation under the bid conditions, because I/We

- a) have withdrawn/ modified/amended, impairs or derogates from the tender, my/our Bid during the period of bid validity specified in the form of Bid; or
- b) having been notified of the acceptance of our Bid by the purchaser during the period of bid validity
 - (i) fail or refuse to execute the contract, if required, or
 - (ii) fail or refuse to furnish the Performance Security, in accordance with the Instructions to Bidders.

I/ We understand this Bid Security Declaration shall cease to be valid if I am/ We are not the successful Bidder, upon the earlier of

- (i) the receipt of your notification of the name of the successful Bidder; or
- (ii) thirty days after the expiration of the validity of my/ our Bid.

Signature:

Name:

Designation:

Dated on _____ day of _____

Corporate Seal: