

**The High Commission of India
Pretoria, South Africa**

No. Pre/815/7/2019

16 September 2019

Subject:- Proposal for inviting bids for providing Alarm/Armed response and monitoring services at 16 properties in Pretoria for the period of twelve months w.e.f. 01.01.2020 to 31.12.2020.

Purpose

The purpose of the bid is to invite sealed tenders in two bids (Technical Bids & Financial Bids) to submit the proposal with regard to providing Alarm/Armed response and monitoring services to 16 properties of High Commission of India in Pretoria round the clock.

Eligibility (Pre-Qualification)

The invitation of tender is open at all eligible companies, who have experience in providing Alarm/Armed response and monitoring services in South Africa and have successfully providing similar type services to other Embassies/High Commissions etc.

Note: The tender issuing authority 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.

Tendering Process

Tender is invited in two parts i.e. (i) Technical Bid and (ii) Financial Bid. Technical & Financial Bid are to be submitted together but in separate sealed envelopes. In the first stage, only the envelope containing the Technical Bid will be opened on the fixed date and time.

The Technical Bid will be examined and evaluated by the tender issuing authority. Bidding companies which do not qualify in the technical evaluation will not be considered for qualification to the Financial Bid stage.

Financial bids

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 tender issuing authority and the financial bids will be opened in their presence. The selected company will be announced after following due process and with the approval of competent authority.

Terms & Conditions

The **Alarm/Armed response and monitoring services** shall be provided on 17 office/residential properties of High Commission of India and shall in general entail the following:

- 24/7/365 Monitoring Service.
- Quick reaction in the event of alarm being activated.
- Respond to site with armed personnel in the event of panic /emergency alarm being activated.
- In the event of fire, on the pressing of the emergency button, Fire Brigade must be informed by the Alarm Response Team/Centre.
- End user training by the security agency to use the service.
- Maintenance of privacy of the official residence.
- The validity of the contract will be for a period of one year which may be further extended as per requirement.
- The contract may be terminated by either party by giving one month's notice.
- The agency should be able to provide additional alarm/armed response and monitoring services to other locations, when requested by the HCI.
- A dedicated remote panic button system for the properties, linked to the Security Control Room for the monitoring function must be in operation.
- The agency should be licensee as a security agency with Govt. of South Africa.
- The agency should observe and confirm to all rules, regulations and bye-laws of the local authority concerned and comply with all statutory regulations and other laws in any way relating to Security Agency.
- The agency will be required to execute an indemnity bond for a mutually agreed amount and terms.
- The agency should indemnify and keep indemnified the corporation against any loss, damages, fines, premium, levies, costs, charges and expenses that the Corporation may suffer or incur on account of breach of any law, rules and regulations of the Government or any local authority or breach of any term or covenant of the contract or of these present.

The quotations/bids in sealed envelope addressed to Head of Chancery, High Commission of India, Pretoria be delivered by hand at the Reception of High Commission of India or could be sent at P.O. Box 40216, Arcadia 0007, Pretoria latest by 18th October 2019.

Schedule of opening of bids is as follows:-

Opening of Technical Bids- **1200 hrs on 21st October, 2019**

Appendix A

TECHNICAL BID PROFORMA

Name of the firm:

Contact details :

Sl No.	Subject	Remarks
1.	Year of experience in alarm/armed response and monitoring services	
2.	Detail of present contracts of alarm/armed response and monitoring services undertaken by company.	
3.	Detail of past contracts of alarm/armed response and monitoring services security services undertaken by company.	
4.	Names of Embassy/High Commission, where presently providing alarm/armed response and monitoring services .	
5.	Names of Embassy/High Commission, where providing alarm/armed response and monitoring services in past.	
6.	Having provided alarm/armed response and monitoring services ever to High Commission of India or Consulates.	
7.	Dedicated paramedical response.	
8.	Dedicated remote panic button system.	
9.	Authorized training institutes.	
10.	Manpower strength.	
11.	Operations in the countries.	
12.	Type of uniform, gears etc.	
13.	Mode of communication armed response team with the company.	
14.	Emergency response time.	
15.	Well-equipped control room	
16.	Grievance redressal system	
17.	Licensee as security agency with Govt. of South Africa-Details.	
18.	Standard duty hours for personnel deployed in armed response team.	

Appendix B

FINANCIAL BID PROFORMA

Name of the firm:

Contact details :

Sl. No.	Subject	Details	Amount(ZAR)
1.	Monthly charges for alarm/armed response and monitoring services for one location round the clock (24X7) Inclusive all services and VAT		
2	Yearly charges for one location	_____x12	
3	No. of Locations	16	
4.	Total amount for 16 locations for a year	_____x16	