

**EMBASSY OF INDIA,
OUAGADOUGOU
PARCEL13, LOT 38, SECTOR 15, 10 BP
13977 OUAGADOUGOU 01 OUAGA 2000,
BURKINA FASO**

Tender No. OUAG/ADMIN/813/01/2019

Dated: 18th September 2024

NOTICE INVITING TENDER

The Embassy of India, Ouagadougou invites sealed quotations from reputed Licensed Private Security Agencies for providing armed as well as unarmed Security Guards at the Chancery premises of the Embassy of India, Ouagadougou, Burkina Faso. The deployment will commence after signing of agreement with the Embassy. The period of contract will initially be for 2 years and may be reduced or extended at the discretion of the Embassy.

Schedule to the invitation of Tender:

1	Date of issue of Bid Document	19 th September 2024 at 0900 hrs
2	Time and last date of Depositing tender/bid	30 th September 2024 till 1500hrs
3	Time and date of opening of Qualifying Bid (Technical Bid)	1 st October 2024 at 1500 hrs
4	Place of Opening of Tender	Embassy of India, Ouagadougou, Parcel 13, Lot 38, Sector 15, 10 BP-13977, Ouaga 2000, Ouagadougou, Burkina Faso

Service to be provided:

Sl No.	Type of Guards	Duty (round-the-clock)	Total No.of LSGs
1	Security Guards (04 02 armed, 02 unarmed and with basic training in access control and anti-sabotage checks for 24X7)	24X7 3 shifts	04 02 Armed 02 Unarmed

Intending eligible bidders may obtain Bid document, which may be downloaded from the official Website of the Embassy of India, Ouagadougou i.e. [\(https://www.eoiburkinafaso.gov.in/tenders/\)](https://www.eoiburkinafaso.gov.in/tenders/).

Sd/-

Charges d' Affaires, Embassy of India, Burkina Faso

Tender no. OUAG/ADMIN/813/01/2019

Dated 18th September 2024

TENDER

FOR HIRING PRIVATE SECURITY SERVICE

**FOR THE OFFICE OF THE CHANCERY PREMISES OF EMBASSY OF INDIA,
OUAGADOUGOU AT PARCEL13, LOT 38, SECTOR 15, 10 BP
13977 OUAGADOUGOU 01 OUAGA 2000,BURKINA FASO**

**ISSUED BY
EMBASSY OF INDIA,
OUAGADOUGOU**

TENDER DOCUMENT

Embassy of India

Ouagadougou

No. OUAG/ADMIN/813/01/2019

Dated 18th September 2024

Tender for Hiring of Local Security Guards for the Chancery Premises, Embassy of India, Ouagadougou

The Embassy of India, Ouagadougou, Burkina Faso invites Technical and Financial bids/ quotations for hiring of Local Security Guards for a period of two years for the Chancery located at PARCEL13, LOT 38, SECTOR 15, 10 BP 13977 OUAGADOUGOU 01 OUAGA 2000, BURKINA FASO.

1. Scope of work

1.1. To provide Local Security Guards for the Chancery Premises, as detailed below:

S. No.	Duty Point	Duration	To be covered in how many shifts	Total No.of LSGs
1.	Chancery (Embassy of India, Ouagadougou)	Round-the-clock	03 shifts lasting for 08hours each (24X7)	02 Armed & 02 Unarmed

1.2 The job specifications of local security agency services are as follows: -

- (a) To prevent any unauthorized entry of person/ object inside the Chancery.
- (b) Patrolling of Chancery premises, courtyard and intervention & necessary actions.
- (c) Informing local police authority in case of any attack or crises situation.
- (d) Prevent unauthorized parking in front of Chancery.
- (e) Keep watch over any sabotage, damage, fire and safeguard the property, men, material, machines and document system at site. Assist in case of any Fire, medical or any other emergencies.
- (f) Screen baggage/ Parcel/ Letter etc. using Metal Detector and lookout for any kind of firearms or weapons.
- (g) Security Guards have 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.
- (h) Prevent any defacing of Chancery wall/ building or disrespect to the National flag of India.

- (i) Record the details of Persons permitted inside Chancery. Also, maintain Record for any vehicle permitted e.g. GDIP, Traffic Police, Ambulance, Fire Van etc.
- (j) 24 hours watch/ vigil of Chancery premises.

2. Instructions to bidders:-

2.1 Tender documents can be downloaded from:-

[\(https://www.eoiburkinafaso.gov.in/tenders/\)](https://www.eoiburkinafaso.gov.in/tenders/).

2.2. The tender is invited in two parts **(i) Technical Bid** : (along with Bid Security Declaration and Affidavit as per the Annexures I,II, III, V and VII) and **(ii) Financial Bid** : (Annexure IV)

(a) First envelope – super-scribed as **“Technical Bid – Local Security Guard”** and

(b) Second envelope – super-scribed as **“Financial Bid – Local Security Guard”**

Both sealed envelopes shall be kept inside a large sealed envelope i.e. in a third envelope super-scribed as **“Tender Quotation for Local Security Guard”**. It should also be super-scribed at the bottom left corner with the Full name, Postal address, Fax, E-mail, Telephone number of the bidder.

The first sealed cover super-scribed as **“Technical Bid”** should contain details of technical capabilities of the firm (with documentary evidence i.e. firm registration paper, experience with other offices/organizations etc.) The second envelope super-scribed as **“Financial Bid”** should contain rates only, which are to be quoted as proforma at **Annexure-IV**.

2.3 Bidders are required to **submit their bids (by hand or by courier/post) by 30th September,2024** to the address mentioned below :

Embassy of India,
Parcel 13, Lot 38,
Sector 15, 10 BP
13977
Ouagadougou
Ouaga 2000

2.4 The Embassy will not be responsible for any postal delay. The Embassy, at its discretion may extend the deadline for submission of Bids by amending the bidding documents, in which case all rights and obligations of the Embassy and the Bidders previously subject to the original deadline will thereafter be subject to the deadline as extended.

2.5 Bidders shall furnish all the data/ information called for under the bidding documents to the complete satisfaction of the Embassy, failing which the Bid will be considered as incomplete and non-responsive and the Embassy reserves the right to reject the Bid.

2.6 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 Embassy at all times.

2.7 A prospective Bidder requiring any clarification may contact the undersigned in writing, either by post, fax or email at least three-four business days before the deadline for submission of the Bid.

2.8 The Bid and all correspondence and documents relating to the bid, exchanged between the Bidder and the Embassy shall be written in English Language.

2.9 The price to be quoted by the Bidders shall be in CFA only. The price shall include all taxes (excluding VAT/ TVA), miscellaneous services and duties. The prices quoted by the Bidder shall be kept open and valid for acceptance for a minimum period of Ninety (90) business days.

2.10 The Bid shall contain no alterations, omissions or additions, overwriting except those to comply with instruction issued by the Embassy 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.

2.11 The Embassy reserves the right to accept/reject the Bid and does not bind itself to accept the lowest id or any Bid and can reject any or all of the bids or to scrap the RFP in whole or in part.

2.12 The successful Bidder should not sub-contract any part of the Scope of work to be undertaken by them without written permission from the Embassy. The Bidder to whom the contract is awarded is solely responsible to the Embassy for the completion of the awarded contract.

3 Technical Bid Evaluation

3.1 In the first stage, only the envelope containing the Technical Bid along with the Bid Security Declaration 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.

3.2 The Technical Bids will be examined and evaluated by the Embassy subsequently on the basis of responses to the NIT (Notice Inviting Tender). Bidding companies which do not qualify in the technical evaluation will not be considered for qualification to the Financial Bid stage.

4. Financial bids

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

4.2 After opening of the financial bids, L1 bidder will be announced based on the lowest financial quote. The final decision of the Embassy on awarding the contract will be communicated in due course. The notification of award will constitute the formation of contract.

5. Performance Security : The successful bidder will submit a performance Security in the form of Bank Draft or Bank Guarantee (as per format given at Annexure VI) of 5% of annual contract amount withing 1 month of award of work. The bank guarantee must remain valid 60 days beyond tenure of contract period. The Guarantee amount in full or part may be forfeited in the following cases: -

5.1 When the terms and conditions of the contract are breached.

5.2. When the service provider fails to comply with minimum service levels agreed upon.

5.3. When the service provider fails to comply with statutory requirements.

5.4. The Guarantee amount/ performance security will be forfeited in full in case the service provider terminates the contract without providing three months termination notice.

6. Eligibility Criteria : The bidder should provide the following detailed information in descriptive terms along with the supporting documents and records as part of **technical bid**: -

6.1 The bidder should have an experience of providing such services for at least 3 years. Past experience, service history, achievements of the company.

6.2. The bidder should have experience in providing services in security sensitive organizations, offices and large commercial establishments.

6.3. The bidder should be able to provide User Satisfaction certifications from at least 3 organizations.

6.4 The bidder should provide valid service Tax number.

6.5. The bidder should provide LSGs which have been vetted by the local Government security department in terms of past record, character and antecedents. Background details of LSG along with proof of vetting to be provided.

6.6 List of other clients, the company is serving in terms of supply of local security guards.

6.7 Evidence of registration of the company under relevant statutory regulations applicable to Burkina Faso.

6.8 Range of security services provided by the firm.

6.9 Reserve pool of men and logistics such as response teams, patrol vehicles/ security equipment/ control room facilities/ communication equipment under use etc.

6.10 Average period for which a security guard and security supervisors remains with the company.

6.11 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? What is the curriculum and duration of training of security guards and the supervisor?

6.12 Industry certificate obtained by the company for its quality and company's relationship with local police.

6.13 Average take home pay and allowances of the security guards.

7 Eligibility Criteria for Local security Guard: The parameters pertain to personal qualities and attributes of LSGs and their eligibility criteria to be provided by the firm along with the **technical bid** are as follows: -

7.1 **Age Limit:** - LSG should not be more than 50 years of age. Preferably Male. Physically and Mentally fit and he/she should not suffer from an apparent disability including obesity/ overweight etc. The provider should submit Medical Fitness Certificate in respect of every LSG from an authorized Medical practitioner. Additionally, the security guards should be of good physique, alert and agile. LSG should not be emaciated, feeble and timid in an apparent sense.

7.2 Bidders are requested to go through **Annexure II**

8. The Embassy reserves the right to amend any of the terms and conditions contained in the tender document or reject all bids without giving any notice of assigning any reason thereof. The decision of Embassy in this regard will be final and binding upon all the bidders.

9. Bidders are requested to go through the terms & conditions of the contract (**Annexure I**).

10. **Bid Validity:** Bid will remain valid for a period of 90 days.

11. **Commencement of Services.** The services will need to be made operational within 30 days from award of contract failing which the Embassy reserves the right to cancel the contract and award it to another agency.

11. Terms of payment. Successful bidder would be paid the amount on satisfactory completion of work and / or as per the agreed contract.

12. For any tender related inquiry/query/clarification/site visit, please contact the Attache (Admin) by email: admn.ouag@mea.gov.in. The premises can be inspected within the bid submission date with prior appointment.

Terms and Conditions

1. The Embassy of India, Ouagadougou (hereinafter referred to as Embassy) shall award the contract to the eligible bidder whose technical bid has been accepted and determined as the lowest evaluated commercial tender. The lowest price criteria shall be applied on the total.
2. The bidder shall submit a Bid Security Declaration (**Annexure-V**). Failure to honour the Bid Securing Declaration shall render the bidder ineligible to participate in any tender on behalf of Government of India, for a period of two years from the date of publication of the Tender in which the default has happened.
3. Price quoted by the bidder and agreed by the Embassy shall be considered final and no price escalation will be permitted thereafter (for entire contract period). Bidders must quote the price in the format given at **Annexure-IV** of this document.
4. In case of any ambiguity/dispute in the interpretation of any of the clauses in this tender document, Embassy's interpretation of the clauses shall be final and binding on all parties.
5. The successful bidder, on award of contract must send the contract/acceptance in writing within 07 days of award of contract, otherwise the contract will be awarded to the next successful bidder i.e. L-2.
6. The bid will remain valid for a period of 90 days.
7. The contract will be valid for a period of 02 years from the date of acceptance by the Embassy subject to renewal for 01 more year on same terms and conditions depending on the performance as per the satisfaction of the Embassy.
8. The agency shall arrange for suitable reserve personnel in lieu of weekly off or leave period of the regular security guard. No separate payment shall be made for such arrangements.
9. Compliance with labour regulations/laws of the Government of Burkina Faso will be the sole responsibility of the company. They shall comply with all the requirements of taxes, fee and other statutory payments as are required by the concerned authorities. The Embassy will have no responsibility, whatsoever, in this regard.
10. The company is prohibited from subletting/outsourcing the job to any other agency.
11. Medical facility/health insurance/social security/transport for the security guards will be the sole responsibility of the company. The Embassy will have no responsibility, whatsoever, in this regard.
12. The service providers are hereby clearly informed that fulfillment of conditions, as mentioned in Technical bid, is mandatory and these are our critical minimum requirement and any inability to meet any or all of these would make them liable for rejection at the technical bid stage itself.

13. Security agency should have sufficient security guards on its roll so that staff is rotated periodically.
14. All quotations should have date and signature of the authorized signatory of the service provider company with stamp. All quotations must be neatly typed/computer printed. Handwritten offer will be rejected.
15. Embassy will not be responsible to compensate for any expense or losses which may be incurred by the Tenderer in the preparation and submission of his Tender.
16. Bidding company should have a minimum of three years of overall experience in providing security personal and related services.
17. **Penalties:** In case the service provider fails to provide the desired services or breaches the contract and for loss or damage, if any, to property, life and limbs of Mission Staff etc due to negligence of the security personnel or substandard services of the security agency, service provider will be fully responsible and appropriate penalty will be imposed on the service provider as per existing local rules.
18. **Termination of Contract:** Embassy reserves the right to terminate the contract at any time by giving one month's advance notice. However, Embassy shall also have the right to terminate the contract by giving a lesser period of Notice under special circumstances, what so ever the Embassy be wound up and close, security considerations, violation of privacy laws etc. The Service Provider may terminate the contract by giving three month's advance notice with justification for termination of services. Embassy reserves the right to impose a financial penalty of equivalent to the service charges of one month, in case the latter terminates the contract without providing three months termination notice.
19. The Agency shall be responsible for the security of the entire premises of the Embassy including the building, structure, movable and immovable properties throughout the period of contract. The Agency and its security Guards shall take necessary action as may be directed by the Embassy to prevent theft, pilferage, burglary, loss or damage to any of the Embassy's property given to them specifically for guarding.
20. The Agency shall provide the number of Security Personnel as desired and required by the Embassy from time to time on hire basis. However, the security personnel deployed shall be in the service of the Agency and shall not be deemed to be employee of the Embassy in any manner.
21. The Embassy shall be free to ask the Agency to withdraw any particular Guard/Guards and any number of security guards without disclosing any reason for the same. The Agency has agreed to change any of its guard/guards as and when demanded by the Embassy.
22. The expenses on uniforms, other accessories, rainy-wear etc. shall be borne by the bidder alone.
23. The guards must report to duty strictly for specified hours in each shift, seven days a week as per the roster or duty schedule to be prepared in this regard.

24. A log sheet, specifying daily reporting and relieving time of security guards shall be maintained for each guard. The Agency should submit the duly filled in log sheet, signed by the controlling officer, along with the bill, on monthly basis.
25. Guards should be trained to undertake preventive fire-fighting operations in the event of commencement of fire with the available fire-fighting equipment's installed in the office premises of the Embassy to the extent possible with the said appliance.
26. Once the Guard has been allotted a spot/site he shall remain in the same position till he/she is shifted.
27. Replacement of security guards should be provided in the event of sickness or in any other circumstance, when the guard is absent, with approval of the Embassy.
28. The security personnel shall not indulge in any criminal activities/malpractices, alcohol or substance abuse or undesirable acts. In such cases they will be dealt with under the provision of law and the Agency shall be fully responsible for it.

Annexure-II

QUALITY PARAMETERS* FOR LOCAL SECURITY GUARDS (LSG)

The bidder is required to write 'Yes' or 'No' in the column REMARKS. In case of partial fulfillment, the bidder requires to mention which conditions cannot be fulfilled.

S.No.	Item/Description	REMARKS
1.	LSGs should not be more than age of 50 and supervisor, wherever necessary, should not be more than 55 years of age.	
2.	LSGs should be physically and mentally fit. Service providers should submit Medical Fitness Certificate in respect of every LSG from an Authorized Hospital/Medical practitioner.	
3.	LSGs should have been vetted by local Government's security department(s) in terms of past record, character and antecedents. The Provider should provide background details of the LSGs and also proof of their vetting.	
4.	LSGs should possess training in basis security duties such as handling gadgets like Fire Extinguishers, access control, conduct anti-sabotage checks including use of X-Ray Baggage Scanner, Vehicle Scanner, Under deck Scanner, HHMD, DFMD, CCTV monitoring, letter scanners etc.	
5.	LSGs should have passed at least Grade 10 or equivalent.	
6.	LSGs should be fluent in local languages and possess minimum English language skills to communicate with the Mission's officials.	
7.	LSGs should perform duties in smart uniform and their overall appearance should be neat and clean.	
8.	LSGs should be thoroughly proficient and trained in handling of arms and other security equipment they are supposed to carry/use.	
9.	Service provider should have provisions for real time check of functioning of the security guards to ensure that the quality of the provided staff and the service they render is always the benchmark. The provider should be able to provide proof of this to the Embassy.	

***These parameters are Embassy's critical minimum requirement and any inability to meet any or all of these would make the service provider liable for rejection at the technical bid stage only.**

Declaration

I hereby certify that the information furnished above is full and correct to the best of my knowledge.

(Signature of the authorized signatory)

Dated _____

Name and address of the Agency/Company

Seal of the firm

Annexure-III

QUALITY PARAMETERS FOR SERVICE PROVIDER COMPANIES

In Case of partial fulfillment, the bidder is required to mention which condition cannot be fulfilled.

S.No.	Item/Description	REMARKS
1.	Provide the list of other clients like embassies, international organizations, reputed companies, Govt offices/Ministries etc. to whom the company is serving in Senegal as well as in other countries, if any.	
2.	Submit a brief of past experience, service history and achievements of the company.	
3.	Submit evidence of registration of the company under relevant statutory regulations such as labour laws, arms licenses etc.	
4.	Any other security services other than manpower services provided to the clients should be enumerated.	
5.	Provide the information on current size of the reserve pool of guards and logistics such as response teams, patrol vehicles, security/communication equipment, control room facilities under use etc.	
6.	Attrition rate of security guards and supervisors (the average period for which a security guard remains with the company)	
7.	Provider should clearly mention whether it has its own training facilities or avail the facility of another provider or a company that only focuses on training. Also to indicate curriculum and duration of training of the security guards and the supervisors.	
8.	Industry certification obtained by the provider for its quality from the specialized security certification bodies. Also to specify service provider's relationship with local police.	
9.	Scope and limit of liability of the company in terms of compensation for its security failures in monetary terms.	
10.	Provide the information on take home pay and other allowance of the security guards. (Monthly figures in CFA)	

***Responses shall be filled in the given column and relevant documents shall be enclosed with the technical bid.**

Declaration

I hereby certify that the information furnished above is full and correct to the best of my knowledge.

(Signature of the authorized signatory)

Dated _____

Name and address of the Agency/Company

Seal of the firm

FINANCIAL BID

PROFORMA TO BE FILLED UP AND SUBMITTED IN THE BID (IN ENGLISH)

1.	Name of the Bidding Agency/Company	
2.	Address of the Bidding Agency/Company	
3.	Contact details of the Bidding Agency/Company	

Break-up of the total cost:

Sr. No.	Duty Point	No. of shifts with duration of each shift	LSGs in one shift	Total No. of LSGs	Unit Price (monthly)	Total Amount (in CFA)
1.	Chancery Premises Parcel 13 Lot 38, Sector 15, 10 BP, 13977 Ouagadougou 01 , Ouaga 2000, Burkina Faso	3 shifts (8 hours each shift)	0	04 02 armed 02 unarmed		

Total monthly amount: _____

Declaration

I hereby certify that the information furnished above is full and correct to the best of my knowledge. The quoted unit price (monthly) includes all mandatory contribution such as social security contribution etc. as per the extent provision of the Government of the Republic of Bukina Faso.

(Signature of the authorized signatory)

Dated _____

Name and address of the Agency/Company

Seal of the firm

Bid Security Declaration

To:
The Head of Chancery,
Embassy of India,
Ouagadougou

Reference : (1) Tender No. _____ Dated _____
(2) Our Bid No. _____ Dated _____

Sir,

I/We, _____ irrevocably declare as under:-

I/We understand that, as per Tender/bid conditions, bids must be supported by a Bid Security Declaration in lieu of Earnest Money Deposit.

I/We hereby accept that I/We may be disqualified/suspended from bidding for any contract with you for a period of 2 years from the date of disqualification/suspension as may be notified by you if,

- 1) I am/We are in a breach of any of the obligations under the bid conditions,
- 2) I/We have withdrawn or unilaterally modified/amended/revised, my/our Bid during the bid validity period specified in the form of Bid or extended period, if any.
- 3) On acceptance of my/our bid, I/We fail to deposit the prescribed Performance Security or fail to execute the agreement or fail to commence the execution of work in accordance with the terms and conditions and within the specified time.

Signature:

Name & Designation of the authorized person signing the Bid-Securing Declaration Form:

Duly authorized to sign the bid for an on behalf of: _____ (complete name of Bidder)

Dated on _____ day of _____ month, _____ Year

Performance Guarantee (Bank Guarantee Format)

To
Embassy of India,
Ouagadougou

WHEREAS _____ (Name of the Service Provider) herein called "the Bidder" has undertaken, in pursuance of Contract No. _____ dated _____ to provide a complete Security services hereinafter called "the Contract". AND WHEREAS it has been stipulated by you in the said Contract that the Service Provider shall furnish you with a Bank Guarantee by a recognized bank for the sum specified therein as security for compliance with its performance obligations in accordance with the Contract. AND WHEREAS we have agreed to give the Service Provider a Guarantee. THEREFORE, We hereby affirm that we are Guarantors and responsible to you, on behalf of the Service Provider, up to a total of _____ (Amount of the Guarantee in Words and Figures 5% of contract value) and we undertake to pay you, upon your first written demand declaring the Service Provider to be in default under the Contract and without cavil or argument, any sum or sums within the limit of _____ (Amount of Guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein. This guarantee is valid until the _____ day of _____, 20__.

(Signature and Seal of Guarantors)

Details:

Address:

AFFIDAVIT

I/We, _____, representative (s) of _____ solemnly declare that :-

1. I/We are submitting my/our bid against the Tender Notice No. _____ dated _____ brought out by the Embassy of India, Ouagadougou for providing Security services at the Chancery premises, Embassy of India, Ouagadougou.
2. I/We or my/our partners do not have any relative working in the office of Embassy of India, Ouagadougou.
3. All information furnished by me/us in respect of fulfillment of eligibility criteria and other information given in this tender is complete, correct and true.
4. All documents/credentials submitted along with this tender are genuine, authentic, true and valid.
5. The Price-Bid submitted by me/us is "WITHOUT ANY CONDITION".
6. I/We have not been banned/delisted by any Government or Burkina Faso Government agencies or PSUs.
7. I/We accept all the terms and conditions of tender.
8. If any information or document submitted is found to be false/incorrect, Embassy may cancel my/our Tender and take any action as deemed fit including termination of the contract, forfeiture of all dues including Performance Security and blacklisting of my/our firm and all partners of the firm etc.
9. The bid will remain valid for 90 days from the last date of submission of bids.

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