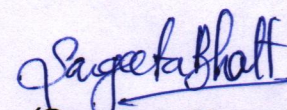


No. Vient/Admn/813/01/2022
Embassy of India
Vientiane

NOTICE INVITING TENDER

Embassy of India, Vientiane invites tender under two bid system from security agencies/companies registered with the government of Lao PDR for hiring of security guard services for two (2) years at two locations; Chancery (No. 704, Unit 29, Saphantohong Neua, Sisattanak District, Vientiane) and Embassy Residence (No. 123, Unit 6, Sisattanak District, Vientiane) as per terms and conditions mentioned in the tender documents.

2. The tender document can be downloaded from our websites <http://www.eprocure.gov.in> and <https://www.indianembassy Laos.gov.in>. **No fee for Tender Document will be charged.**
3. The interested firms/agencies have to submit their tenders in two bid system {i. e. (i) Technical Bid and (ii) Financial Bid}. Tenders are to be submitted to the Head of Chancery, Embassy of India, No. 704, Unit 29, Ban Saphanthong Neua, Sisattanak District, P.O. Box No. 225, Vientiane, Lao PDR. All the necessary documents including those in support of eligibility criteria etc. (except the Financial Bid) are to be submitted along with the Technical Bid in a sealed envelope. The Financial Bid must be submitted in a separate sealed envelope. No bid (s) will be accepted after the expiry of stipulated date and time for the purpose under any circumstances.
4. The Bidder is obliged to submit "Bid Securing Declaration" in the format prescribed in the Tender document.
5. Bids can be submitted on any working day from 17.07.2023 to 08.08.2023 (from 0900 hrs to 1700 hrs).
6. The Technical Bids will be opened on 09.08.2023 at 1100 hrs by the Committee authorized by the Competent Authority of this Embassy. The financial bids of only those bidders whose Technical Bids are accepted, shall be opened by the Committee authorized for the purpose. The date for opening of Financial Bids would be intimated to the respective bidders in due course.
7. The Embassy of India, Vientiane reserves the right to reject any or all the bids without assigning any reason and the decision of the Embassy shall be final and binding.


(Sangeeta Bhatt)
Head of Chancery
14 July, 2023

TENDER NOTICE

TENDER REFERENCE NUMBER : VIENT/ADMN/813/01/2022

SUB.: TENDER FOR HIRING OF LOCAL SECURITY GUARDS TO EMBASSY OF INDIA, VIENTIANE AT FOLLOWING TWO LOCATIONS:

CHANCERY (NO. 704, UNIT 29, SAPHANTOHONG NEUA, SISATTANAK DISTRICT, VIENTIANE)

&

EMBASSY RESIDENCE (NO. 123, UNIT 6, SISATTANAK DISTRICT, VIENTIANE)

Invitation for Bids

Embassy of India, Vientiane invites sealed bids from reputed agencies/companies based in Laos with background in providing/deployment of Local Security Guards (LSGs) for provision of Security at following two locations:

- (i) Chancery (No. 704, Unit 29, Saphantohong Neua, Sisattanak District, Vientiane) and
(ii) Embassy Residence (No. 123, Unit 6, Sisattanak District, Vientiane)**

as per following details for a period of two (2) years (extendable upto one year on same rate and same terms and conditions upon satisfactory rendering of services):

Sr. No.	Duty Point/Beat	Day	Required round the clock or for specified hours	To be covered in how many shifts	No. of LSGs in one shift	Total No. of LSGs
1	Chancery	Everyday	From 0000 hrs to 1600 hrs	02 shifts (each of 8 hours duration)	01 (male, unarmed)	02
2	Embassy Residence	Monday to Friday	From 1645 hrs to 0845 hrs	02 shifts (each of 8 hours duration)	01 (male, unarmed)	02
		Saturday & Sunday	Round the clock	03 shifts (each of 8 hours duration)	01 (male, unarmed)	03

2. Contact information:

Mrs. Sangeeta Bhatt
Head of Chancery
Embassy of India
Vientiane, Lao PDR
Email: hoc.vientianne@mea.gov.in
Phone No: +856-21-352301, 352302, 352303

3. Eligibility criteria for bidders:

(i) The bidder should have valid License issued by relevant authorities of Government of Lao PDR as per the extant regulations of the Government of Laos PDR.

(ii) The bidder should have experience in provision of good quality security personnel and performing similar works in Embassies or International organizations in Laos and shall submit documentary evidence in respect of technical capabilities.

(iii) The bidder should be able to provide mentally and physically fit Security Guards aged between 20 to 45 years.

(iv) The bidder should have enough well qualified security supervisors/security guards in their payroll. The bidder should also give the staff strength of their organization including breakup at executive, supervisory and security guard level. Bidder should also give details of the nature of engagement of the security guards by the bidder and relevant certifications including their proof of training, registration certificate (as security guard), educational qualification certificate, medical fitness certificate, Copies of all medical and other insurances of the security guards.

4. **Scope of Work:**

<p>Provision of Security of Embassy of India premises in Two locations</p>	<p>To provide security at Chancery (No. 704, Unit 29, Saphantohong Neua, Sisattanak District, Vientiane Capital) and Embassy Residence (No. 123, Unit 6, Sisattanak District, Vientiane Capital) as per details mentioned at para 1.</p> <p>The security guard services shall in general entail the following :</p> <ul style="list-style-type: none"> a) Patrolling of premises b) Access control including maintaining records of name of all visitors, identification number, purpose of visit and name of the officer to be met before permitting entry into the premises c) Assets monitoring d) Dealing with all security problems e) Protection to building and general crime prevention measures as agreed upon. The specific duties of security guards in respect of the premises shall be as described in the specific duties. <p>The service 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 and as per norms designed by the Embassy of India, Vientiane.</p> <p>The service provider should clearly spell out us to what will be the system of supervision/surprise checks so as to achieve objective e.g. number of scheduled and surprise visits in the given period.</p> <p>In case the service provider fails to provide the desired service or breaches the contract and for loss or damage etc. due to negligence of the security guard(s) or substandard service of the service provider, penalty will be imposed on service provider by the Embassy of India, Vientiane.</p>
<p>Qualification of the guards</p>	<p>Guards should be proficient in the local language and should be in possession of minimum English language skills so as to be able to interact with staff, visitors, residents, contractors and clients of Indian Embassy, the local Police and members of public.</p> <p>Security guards should be should be able bodied, physically and medically fit and aged</p>

	<p>between 20 to 45 years with at least one year of security work experience. The service provider should provide the medical certificate and other required certificates from authorized agencies which needs to be renewed on an yearly basis.</p> <p>Security guards should possess training in basic security duties such as access control and anti-sabotage checks (of persons, baggage and vehicles) including use of basic security equipment HHMD/DFMD, CCTV monitoring, letter scanners, Remote operated Gates, Fire extinguishers etc. They should possess knowledge of potential threats to a diplomatic mission in general terms and an understanding of suspicious/potentially intrusive mean and material in local context.</p> <p>Service provider should have provision for real time checks of LSG functioning, quality of staff and services.</p> <p>Security guards should have attended education at least upto 10th standard or matriculation equivalent.</p> <p>Security guards should be disciplined and active. They should not be having any criminal records or other bad records.</p> <p>Security guards should be familiar with local laws and security regulations as well as security service requirements.</p> <p>Security guards should have been vetted by local government's security department in terms of past record, character and antecedents. The provider should provide background details of of the LSGs and also proof of their vetting.</p>
Provision of Medical Facility	<p>The service provider should be responsible for providing necessary medical facility/insurances to the security personnel who will be deployed with the Embassy. The service provider shall ensure that the security guards adhere to all safety requirements. There will be no additional financial or legal liability on the Embassy of India in the event of injury or death of security guards due to any accidents during the time of duty or otherwise.</p>
Leave/ replacement	<p>Security guards must be assigned only to the</p>

	Embassy of India, Vientiane and not to other agencies/Embassies during the duration of the contract with the only exception being for short term reliever guards to cover exchanges (e.g. sick leave or approved annual leave). The service provider has to maintain a pool of adequately trained security guards to be used a replacement/ supplement in the event of sickness/leave or any other requirement. It will be the responsibility of the service provider to make arrangement of the replacement of the guards automatically upon intimation to Embassy in the event of such emergencies. However the replacement should be approved by Embassy in advance.
Uniforms, lodging/boarding and transportation	All security guards and supervisor should be attired in formal uniform. The service provider should ensure winter/summer attire, Raincoats and appropriate gear are uniformly provided to all security guards.
Payment	The service provider shall ensure that all payments and emoluments will be made to the security guards in accordance with the minimum wages prescribed by the Government of Lao PDR.

5. **Bid system:**

This is two-part bid system, wherein the financial bid of only technically qualified bidders will be opened. The bidder must submit his offer as explained below:

Envelope No. 1: "Technical Bid" shall contain:

- (i) Details of the agency/company profile and agency/company's management and contact details.
- (ii) A copy of Certificate of Incorporation, Partnership Deed / Memorandum and Articles of Association, as applicable.
- (iii) Self attested copies of valid License, as applicable.
- (iv) Duly filled-in Scope of work as per Annexure-II, III, IV and V (Part A & Part B)
- (v) "Bid Securing Declaration" in the format at Annexure-VI prescribed in the Tender document.
- (vi) Other supporting documents

All bid documents/supporting documents shall be submitted both in English and Lao. In case of any discrepancies between the English and Lao, the English version will prevail. The bid may be submitted by Hand in person or by courier. Bids by "Fax/E-mail" shall not be accepted;

All the above mentioned document shall be submitted in the sealed envelope labeled "TECHNICAL BID".

Envelope No. 2: "FINANCIAL BID" shall contain:

The Financial Bid (to be valid for at least 120 days) has to be submitted as per the format specified at **Annexure-I** (FINANCIAL BID) with proper seal and signature of authorized person.

Both the technical bid and financial bid envelopes should be sealed **separately** and clearly marked as "Envelope No. 1 - Technical Bid" and "Envelope No. 2 - Financial Bid". Both the sealed envelopes should be placed in a third larger envelope clearly mentioning "Tender for Hiring/supply of Local Security Guards to Embassy of India, Vientiane" and addressed to "Head of Chancery, Embassy of India, No. 704, Unit 29, Ban Saphanthong Neua, Sisattanak District, P.O. Box No. 225, Vientiane, Lao PDR.

Note 1: Please write tender number on each envelope and seal all the envelopes.

Note 2: Please do not put "Financial Bid" (prices quoted) in the technical bid envelope. If the price quoted is submitted with technical bid, the tender will be rejected.

6. **Crucial dates and time:**

Date of publication	14.07.2023
Pre-bid Meeting	Any time with prior appointment before 04.08.2023
Last date for submission of bid	08.08.2023
Technical bid opening	09.08.2023 (tbc)
Financial bid opening	To be intimated later

7. **Opening of Technical bids:**

Technical bid will be opened on 09 August, 2023 at 1100 hrs (Wednesday) at the following Venue:

Embassy of India, No. 704, Unit 29, Ban Saphanthong Neua, Sisattanak District, P.O. Box No. 225, Vientiane, Lao PDR

8. **Opening of Financial bids:**

- a. Technically accepted competitive bids ONLY will be considered for the opening of Financial Bids.
- b. The date and time for opening of Financial Bids will be intimated to the respective bidders in due course.
- c. Financial bids of the short listed bidders only will be opened, in the presence of the bidders or their authorized representative, who choose to attend.
- d. The authorized representative of bidders, present at the time of opening of the bids shall be required to sign an attendance sheet as a proof of having attended the financial bid opening.
- e. The bidder's name, bid prices, discounts and such other details considered as appropriate by the Embassy of India, Vientiane will be announced at the time of the opening of the bids.

SECTION II: INSTRUCTIONS TO BIDDERS (ITB)

1. Amendment of Bidding Documents

At any time prior to the deadline for submission of bids, The Embassy of India, Vientiane may, for any reason, whether on its own initiative or in response to the clarification request by a prospective bidder, modify the bid document. Embassy of India also reserves the right to seek clarification on the bids and to request for additional documents during any stage of the tender.

2. Bid Securing Declaration (BSD):

a. The Bidder is obliged to submit "Bid Securing Declaration" in the format at Annexure-VI prescribed in the Tender document. If the bidder withdraw or modify the bid during the period of validity or fail to sign the contract before the deadline after awarding the contract, they will be suspended for the period of one year from being eligible to submit bids for contracts with Government of India.

b. The successful bidder, on award of contract/order, must send the contract/order acceptance in writing, within 02 days of award of contract/order, failing which the order will be placed to the next successful bidder.

3. Period of validity of bids:

a. Bids shall be valid for a minimum 120 days from the date of submission of bids. A bid valid for a shorter period shall stand rejected.

b. The Embassy of India, Vientiane may ask for the bidder's consent to extend the period of validity. Such request and the response shall be made in writing only. The bidder is free not to accept such request. A bidder agreeing to the request for extension will not be permitted to modify his bid.

4. Submission of Bids:

The Bid shall be neatly arranged, plain and intelligible. Each page of the bid should be signed. They should not contain any terms and conditions, printed or otherwise, which are not applicable to the Bid. The conditional bid will be summarily rejected. Insertions, postscripts, additions and alterations shall not be recognized, unless confirmed by bidder's signature.

5. Deadline for Submission of Bids:

a. Bids must be submitted before the due date and time at the address specified in the tender document. In the event of the specified date for the submission of bids being declared a holiday for the Embassy of India, Vientiane, the bid closing deadline will stand extended to the next working day up to the same time.

b. The Embassy of India, Vientiane may extend this deadline for submission of bids by amending the bid documents and the same shall be suitably notified on the website of the Embassy of India, Vientiane.

6. **Late Bids:**

Any bid inadvertently received after the deadline for submission of bids, will not be accepted and returned unopened to the bidder.

7. **Criteria for Award of Contract/Order:**

The Embassy of India, Vientiane shall award the contract to the eligible bidder whose technical bid has been accepted and determined as the lowest evaluated financial bid.

8. **Interpretation of the clauses in the Tender Document:**

In case of any ambiguity/ dispute in the interpretation of any of the clauses in this Tender Document, Embassy of India's interpretation of the clauses shall be final and binding on all parties.

SECTION III: SPECIAL CONDITIONS OF CONTRACT (SCC)

1. Period of contract:

The period of validity of the contract would be of 2 years w.e.f. signing the contract. The rates quoted shall be valid for the period of contract. No request for revision of rates shall be entertained during this period.

2. Extension of contract:

After expiry of the contract, it may be extended for a further period upto one year on same rate and same terms and conditions upon satisfactory rendering the service.

3. Quality parameters:

(i) The transportation, food, medical and other statutory requirements in respect of each personnel of the service provider shall be the responsibility of the service provider.

(ii) The service provider's personnel shall not divulge or disclose to any person, any details of office, operational process, technical know-how, security arrangements and administrative/ organisational matters as all are of confidential nature.

(iii) The service provider is to provide security guards who have been vetted by the local Government in terms of past record, character and antecedents. Background details and proof of vetting should be provided to the Embassy.

(iv) The service provider should agree and be able to provide a choice of persons three times our requirement, to interview and choose from.

(v) The service provider is to change the staff periodically, ideally every 4 months.

(vi) The service provider's personnel should be polite, cordial, positive and efficient, while handling the assigned work. The service provider shall be responsible for any act of indiscipline on the part of persons deployed by them. The service provider shall be bound to prohibit and prevent any of their employees from being intoxicated while on duty, trespassing or acting in any manner detrimental or prejudicial to the interest of the Embassy. The decision of the Embassy upon any matter arising under this clause shall be final and binding on the service provider.

(vii) The service provider should have provisions for real time checks of functioning of the Security Guards to ensure that the quality of the provided staff and their service they render is always above the benchmark. The service provider should be able to provide proof of this to the Embassy.

(viii) The functional control over the personnel deployed by the service provider will rest with the Embassy and the disciplinary administrative/technical control will be with the service provider.

(ix) The Embassy may require the service provider to dismiss or remove from the site of work, any person or persons, employed by the service provider, who may be

incompetent or for his/her/their misconduct and the service provider shall forthwith comply with such requirements. The service provider shall replace immediately any of its personnel, if they are unacceptable to the Embassy because of security risk, incompetence, conflict of interest and breach of confidentiality or improper conduct upon receiving written notice from office.

(x) The service provider has to provide Photo Identity Cards to the persons employed by him/her for carrying out the work. These cards are to be constantly displayed & their loss reported immediately. The following details of the security guards will be provided:-

- (a) Name.
- (b) Age.
- (c) ID card No.
- (d) Address.

(xi) The Embassy will maintain an attendance register in respect of the staff deployed by the service provider. The service charges will be paid after the end of each month of service provided upon presentation of invoice by the service provider, within the first 05 working days of the succeeding month. The invoice is required to be supported by all legal documentation required under the law.

(xii) The service provider will provide the required personnel for a shorter period also, in case of any exigencies as per the requirement of the Embassy.

(xiii) The service provider shall provide a substitute well in advance if there is any possibility of the person leaving the job due to his/her own personal reasons. The payment in respect of the overlapping period of the substitute shall be the responsibility of the service provider.

(xiv) The service provider shall be contactable at all times and messages sent by phone/e-mail/fax/special messenger from the Embassy shall be acknowledged immediately on receipt on the same day. The service provider shall strictly observe the instructions issued by the Embassy in fulfillment of the contract from time to time.

(xv) The Embassy shall not be liable for any loss, damage, theft, burglary or robbery of any personal belongings, equipment or vehicles of the personnel of the service provider.

(xvi) The service provider on its part and through its own resources shall ensure that the goods, material and equipment etc. are not damaged in the process of carrying out the services undertaken by it and shall be responsible for acts of commission and omission on the part of its staff and its employees. If the Embassy suffers any loss or damage on account of negligence, default or theft on the part of the employees/agents of the service provider, then the service provider shall be liable to reimburse to the Embassy for the same. The service provider shall keep the Embassy fully indemnified against any such loss or damage. The responsibility and liability that will arise of any accident or casualty, occurring during the course of working to any staff engaged by the service provider, will remain with the service provider. The Embassy will no way be responsible for this or any other clause mentioned above.

(xvii) The service provider shall be responsible for providing necessary medical facility/insurances to the security personnel who will be deployed with the Embassy.

The service provider shall ensure that the security guards adhere to all safety requirements. There will be no additional financial or legal liability on the Embassy of India in the event of injury or death of security guards due to any accidents during the time of duty or otherwise.

4. **Penalty:**

Penalty as indicated below will be imposed by Embassy of India for shortcomings in services in respect of Security Guards:

S. No.	Shortcoming	Penalty for each incidence
1.	Unauthorized absence	LAK 2,00,000/- (Another local security guard will be provided in an hour's time by the service provider at its own cost)
2.	Guard found sleeping on duty	LAK 1,00,000/-
3.	Consumption of alcohol or any other narcotic substances while on duty	LAK 5,00,000/-
4.	Use of mobile phones for chatting/watching video/making unnecessary calls which may affect his normal performance of his duty	LAK 2,00,000/-
5.	Inappropriate or unbecoming behavior with Embassy's staff or visitors	LAK 2,00,000/-
6.	Unauthorized use of Embassy's property	LAK 2,00,000/-
7.	Any other unbecoming action which may bring bad name to the Embassy	LAK 5,00,000/-
8.	Guards found involved/conniving with adversary	LAK 10,00,000/-
9.	Failure to discharge duty properly	LAK 2,00,000/-
10.	Embassy's personnel harmed due to carelessness/negligence of Guard	LAK 5,00,000/-

5. **Payments:**

Payments will be made on monthly basis upon production of correct invoice and after satisfactory services rendered during the month and after deducting the penalty, if any imposed during the month.

6. **Exit clause:**

The contract can be terminated at any time by giving 30 days' written notice by the Embassy without assigning any reasons and the decision of the Embassy shall be binding on the latter. No claim for compensation/loss/revenues due to such decision shall be entertained.

The services of the service provider shall be liable to be terminated immediately without any notice at point of time during the currency of the contract, if it fails to comply with any of the conditions stipulated in the agreement. Incorrect claims and misrepresentation of facts shall render the service provider to be disqualified. The

decision of the Embassy, as to whether terms and conditions were violated, shall be final.

The Embassy may at any time terminate the agreement by giving written notice to the service provider, without any compensation, if the service provider becomes bankrupt or otherwise insolvent as declared by the competent court provided that such termination will not prejudice or effect any right of action or remedy which has accrued thereafter to the Embassy.

7. **Legal Jurisdiction**

If a dispute arises out of or in connection with the contract, or in respect of any defined legal relationship associated therewith or derived there from, the parties agree to resolve the same amicably between the parties. If the dispute is not resolved through mutual consultations, the Courts in Delhi shall have exclusive jurisdiction. The agreement shall be governed and interpreted in accordance with the laws of India.

8. **Confidentiality**

The service provider or its staff must not disclose to any third party, either during or after the period of this contract, any secret or confidential information in connection to his/her services for the Embassy.

9. The service provider agrees that the terms and conditions as outlined in the Tender Document shall be deemed to form and be read and construed as part of the Agreement.

PROFORMA OF THE FINANCIAL BIDS
(To be submitted by bidder in following format)

ANNEXURE- I

Embassy of India, Vientiane

Tender No. _____ dated _____

We have examined tender conditions for the above named service and have inspected the sites and general conditions under which services to be provided.

S. No.	Duty point	Duration	Shift	Total number of LSG	Unit Price per month (including taxes, if any) (in Lao Kip)	Total amount for two years (including taxes, if any) (in Lao Kip)
(I)	(II)	(III)	(IV)	(V)	(VI)	(VII)
1	Chancery (No. 704, Unit 29, Saphantohong Neua, Sisattanak District, Vientiane Capital)	Everyday (From 0000 hrs to 1600 hrs)	02 (each of 8 hours duration)	02		
2	Embassy Residence (No. 123, Unit 6, Sisattanak District, Vientiane Capital)	Monday to Friday (From 1645 hrs to 0845 hrs)	02 (each of 8 hours duration)	02		
		Saturday & Sunday (Round the clock)	03 (each of 8 hours duration)	03		
Total (1 + 2)						

Declaration:

We understand that Embassy of India is not bound to accept the lowest or any tender it may receive. We also understand that the actual number of security guards may be increased/reduced by the Embassy of India as per its requirement and in that case, the total amount will be calculated as per the rates quoted in column (VI) above.

It is certified that rates quoted for the above items are as per specifications, terms & conditions mentioned in the tender document.

Place:

Date:

(Signature of the authorized signatory)
Name and address of the Agency/Company
Seal of the firm

PROFORMA TO BE FILLED UP FOR THE SCOPE OF WORK

The bidder has to write Yes or No in the column REMARKS. In case of partial fulfillment, the bidder has to write which conditions cannot be fulfilled.

S. No.	Item/ Description	REMARKS (Yes/No)
1.	To provide security to the Chancery (No. 704, Unit 29, Saphantohong Neua, Sisattanak District, Vientiane Capital) and Embassy Residence (No. 123, Unit 6, Sisattanak District, Vientiane Capital) as per details mentioned in the Tender document	
2.	The service provider should be responsible for providing necessary medical facility/insurances to the security personnel who will be deployed with the Embassy. The service provider shall ensure that the security guards adhere to all safety requirements. There will be no additional financial or legal liability on the Embassy of India in the event of injury or death of security guards due to any accidents during the time of duty or otherwise.	
3.	Security guards must be assigned only to the Embassy of India, Vientiane and not to other agencies/Embassies during the duration of the contract with the only exception being for short term reliever guards to cover exchanges (e.g. sick leave or approved annual leave). The service provider has to maintain a pool of adequately trained security guards to be used a replacement/ supplement in the event of sickness/leave or any other requirement. It will be the responsibility of the service provider to make arrangement of the replacement of the guards automatically upon intimation to Embassy in the event of such emergencies. However the replacement should be approved by Embassy in advance.	
4.	All security guards should be attired in smart uniform. The service provider should ensure winter/summer attire, Raincoats and appropriate gear are uniformly provided to all security guards.	
5.	The service provider shall ensure that all payments and emoluments will be made to the security guards in accordance with the minimum wages prescribed by the Government of Lao PDR.	

QUALITY PARAMETERS FOR LOCAL SECURITY GUARDS (LSG)

The bidder has to write Yes or No in the column REMARKS. In case of partial fulfillment, the bidder has to write which conditions cannot be fulfilled.

S. No.	Item/ Description	REMARKS
1.	Security guards should be proficient in the local language and should be in possession of minimum English language skills so as to be able to interact with staff, visitors, residents, contractors and clients of Indian Embassy, the local Police and members of public.	
2.	Security guards should be medically and physically fit and aged between 20 to 45 years with at least one year of security work experience.	
3.	Security guards should possess training in basic security duties such as access control and anti-sabotage checks (of persons, baggage and vehicles) including use of basic security equipment HHMD/DFMD, CCTV monitoring, letter scanners, Remote operated Gates, Fire extinguishers etc. They should possess knowledge of potential threats to a diplomatic mission in general terms and an understanding of suspicious/potentially intrusive mean and material in local context.	
4.	Security guards should have attended education at least upto 10 th standard or matriculation equivalent.	
5.	Security guards should be disciplined and active. They should not be having any criminal records or other bad records.	
6.	Security guards should be familiar with local laws and security regulations as well as security service requirements.	

QUALITY PARAMETERS FOR SERVICE PROVIDER

In case of partial fulfillment, the bidder has to write which conditions cannot be fulfilled.

S. No.	Item/ Description	REMARKS
1.	Provide a List of clients (host govt or foreign institutions being served by the bidder (like diplomatic missions, international organizations etc.) in Annexure-V.	
2.	Submit a brief of past experience, service history and achievements of the agency/company in Annexure-V.	
3.	Submit proof of Registration of the agency/company under relevant statutory regulations such as labour laws, arms licences etc. (The certificate/licence should be submitted with English translation).	
4.	Any other services provided to Clients other than security services should be enumerated.	
5.	Attrition rate of Security guards and supervisors (the average period for which a security guard remains with the agency/company).	
6.	Provider should clearly mention that does they have any in house training facilities or take the services of any third party for training of Local Security Guards.	
7.	Industry certification obtained by the provider for its quality.	
8.	Scope and limit of liability of the agency/company.	
9.	General take home pay and allowances of the security guards (in LAK, Monthly figures).	

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

1.	Name of the Bidder Agency/Company.	
2.	Address of the Bidder Agency/Company.	
3.	Contact details of the nodal person in the Bidding agency/company responsible for the project.	
4.	Registration and incorporation particulars of the Agency/Company. (Submit English translations of the licenses submitted)	
5.	Period of Bid validity	
6.	Experience in Hiring/Supply of Local Security Guards. (No. of years). To be substantiated by a document.	

OTHER INFORMATION

S.No.	Particulars	REMARKS
1.	List of clients (host govt or foreign institutions being served by the bidder (like diplomatic missions, international organizations etc.). (Please attache the reference letter of some of them)	
2.	Any notable achievements (Provide documentary proof)	

No. Vient/Admn/813/01/2022

ANNEXURE-VI

Embassy of India
Vientiane

Bid Securing Declaration

I/We accept that if I/we withdraw or modify Bid during the period of validity or if I/we are awarded the contract and I/we fail to sign the contract before the deadline defined in the request for bids document, I/we will be suspended for the period of time specified in the request for bid document from being eligible to submit Bids for contracts with the Government of India.

(Signature of Authorised Signatory)

Name:

Designation:

Agency/Company seal: