

Consulate General of India
Hong Kong



16-A, United Centre,
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NOTICE INVITING TENDER

No. Hon/Adm/551/01/2024

06 February 2024

Subject: Contract for hiring of two full time English and Cantonese speaking Local Security Guards

The Consulate General of India, Hong Kong, invites sealed bids from experienced firms based and registered under relevant HKSAR laws in Hong Kong for "Hiring of two full time English and Cantonese speaking local Security Guards" for 2 years at 16-A,B & D Wing, United Center, 95 Queensway Road, Admiralty, Hong Kong. Also, the Consulate is looking for per hour rate of hiring additional security guard/s on occasional basis.

Sr No.	Key Events	Dates
1.	Date of e-publishing on CPP Portal	06 February 2024
2.	Date of receiving the bids(Start)	07 February 2024 (0900 hrs)
3.	Date of clarification (start)	07 February 2024 (0900 hrs)
4.	Date of clarification (end)	27 February 2024 (1730 hrs)
5.	Bid Submission Closing Date	27 February 2024 (1730 hrs)
6.	Technical Bid opening Date (Date and time for opening of financial bids of technically qualified bidders will be communicated separately)	28 February 2024 (1100 hrs)

The bid forms and other details can be obtained from the website <https://eprocure.gov.in/epublish/app> -> Tenders by Location -> Hong Kong.

Detailed Notice Inviting Tender is also available on www.cgihk.gov.in or the bid forms can be obtained from the Consulate without any fee/charges.

(Himanshu Gupta)
Consul (Head of Chancery)
hoc.hongkong@mea.gov.in
Tel: 39709922



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GOVERNMENT OF INDIA

**CONSULATE GENERAL OF INDIA
HONG KONG**

**Subject: Contract for Hiring of two full time English and Cantonese speaking local
Security Guards**

Tender Documents

Period of Completion: Two Years

**CONSULATE GENERAL OF INDIA
HONG KONG**



16-A,B &D, United Centre,
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No. Hon/Adm/551/01/2024

06 February 2024

TENDER NOTICE

Subject: Contract for hiring of two full time English and Cantonese speaking local security guards

The Consulate General of India, Hong Kong, invites sealed bids from eligible entities/ companies based and registered under relevant HKSAR laws in Hong Kong for hiring of two full time English and Cantonese speaking local security guards for the Consulate located at 16-A,B & D, United Centre, 95 Queensway, Admiralty, Hong Kong, from 09:00 AM to 17:30 PM on all days except weekends (Saturdays & Sundays) and holidays observed by the Consulate (around 17 in a year). Also, the Consulate is looking for per hour rate of hiring additional security guard/s on occasional basis. Broad details of scope of work of security is in section-IV.

2. Last date of submission of bids: 27 February 2024 (1730 hrs.)

Tender Documents

Document S-I	: Instructions to Bidders (Section-I)
Document S-II*	: Introduction and Credentials of Bidder (Section-II)*
Document S-III	: Terms and Conditions of contract (Section-III)
Document S-IV	: Scope of Work (Section-IV)
Document S-V	: Service Agreement (Section-V)
Document S-VI#	: a) Earnest Money Deposit/Bid Security (HK\$ 5,000)/ b) Bid Securing Declaration (Section-VI)
Document S-VII	: Form of Tender-- Financial Bid Letter (Section-VII)

*Section-II - Documents about the bidders, experience, name of other offices/residences where he is working/ has worked experience, etc. and any other information about bidder – These documents can be supplied and attached by bidders.

One option out of a & b needs to be opted.

No. Hon/Adm/551/01/2024
Consulate General of India
Hong Kong

Instructions to Bidders (Section-I)

Subject: Contract for Hiring of two full time English and Cantonese speaking local security guards at 16-A,B & D, United Centre, 95 Queensway, Admiralty, Hong Kong.

1. Tenders are invited under two bid system viz. Technical Bid and Financial bid from reputed and experienced firms on the subject.
2. Tender document can be downloaded from the following websites:

www.cgihk.gov.in
<https://eprocure.gov.in/epublish/app> -> Tenders by location -> Hong Kong
3. Bidders are requested to go through the terms & conditions of contract contained in the bid document (Section III). Bidder are required to deposit Earnest Money Deposit (EMD) HK\$ 5,000/- (HK\$ five thousand only) in the form of Bankers cheque or Bank Guarantee (Proforma attached) from any commercial bank in Hong Kong in favour of "Consulate General of India, Hong Kong" **OR** Bid Securing Declaration at Section VI.
4. The tender should be submitted in sealed envelopes as below :
 - a) The first sealed cover superscripted 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 (as per Section-II).
 - b) The second envelope superscripted "**Financial Bid**" should contain rates only for Annual contract as per Section VII
 - c) The third envelope superscripted "**Earnest Money Deposit/ Bid Securing Declaration**"
 - d) All sealed covers should be placed in the main sealed envelope superscripted "**Tender for hiring of two full time English and Cantonese speaking local security guards**" addressed to the **Head of Chancery, Consulate General of India, Hong Kong at 16-A, United Centre, 95 Queensway, Admiralty, Hong Kong, and must reach on or before 27 February 2024 by 1730 hrs.** Bids may be hand delivered or sent by post at the aforementioned address so as to reach on or before the prescribed date and time. The Consulate will not be responsible for any postal delay.
5. The Consulate reserves the right to amend any of the terms and conditions contained in the tender document or reject any or all bids without giving any notice of assigning any reason thereof. The decision of Consulate in the regard will be final and binding upon all the bidders.

6. The important schedule and dates are given below:

Sr No.	Key Event	Dates
1.	Date of e-publishing on CPP Portal	06 February 2024
2.	Date of receiving the bids(Start)	07 February 2024 (0900 hrs)
3.	Date of clarification (start)	07 February 2024 (0900 hrs)
4.	Date of clarification (end)	27 February 2024 (1730 hrs)
5.	Bid Submission Closing Date	27 February 2024 (1730 hrs)
6.	Technical Bid opening Date (Date and time for opening of financial bids of technically qualified bidders will be communicated separately)	28 February 2024 (1100 hrs)

7. For any tender related enquiry/clarification/site visit, please contact Mr. Manish K Panchal, ASO (Administration) by email admin.hongkong@mea.gov.in or by phone + 852 3970 9926.

8. All bidders are requested to read and understand the terms and conditions of the contract before submitting their bids. No change or violation of aforementioned terms and conditions is permissible once the bid is accepted by the Consulate.

Section-II

Introduction and Credentials of Bidder/Technical Information (Proforma to be submitted with Technical Bid by the Bidder)

1. Name of Company:
2. Address of the Registered Office :
3. Correspondence address:
4. Contact details:
Telephone No. :
Fax No. :
E-mail:
5.
 - a) Brief introduction of the company
 - b) Previous experience in the field
 - c) Total number of regular employees with the company

S. N	Requirements	Response
1.	List of other consulates or reputed organizations where the company is providing similar services. Whether the company is providing similar services in other countries?	
2.	Past experience, service history, achievements of the company	
3.	Registration of the Company under relevant statutory regulations such as labour laws applicable	
4	Range of security services provided.	
5	Size of reserve pool of men and logistics such as response teams, patrol vehicles, security equipment, communication equipment etc. the company has.	
6	Average period of security guards/supervisors for which they remain on the payroll of the company.	
7	Does the company have its own training facility? If yes, provide details. Or it avails of such training facility provided by another company? What is the program and duration of such training?	
8	Industry certification, such as those issued by International Standardization Organization (ISO)	

	or other specialized security certification bodies, obtained by the company for its quality. And company's relations with local police.	
9.	Scope and limit of liability of the Company Annual turnover of the company for the last two years. Whether the firm has suffered loss in any of previous 3 years.	
10	What is the take home pay and other allowances including gratuity and leave facility the company gives to their security guards?	

Supporting documents are to be attached

Signature of bidder _____

Stamp of bidder/Company _____

Date _____

Section III

Terms and Conditions

1. At any time prior to the deadline of submission of bids, Consulate General of India, Hong Kong may for any reason, whether on its own initiative or in response to the clarification requested by a prospective bidder, modify the tender document.
2. CGI, Hong Kong, 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.
3. In case of any ambiguity/dispute in the interpretation of any of the clauses in this tender document, CGI, Hong Kong's interpretation of the clauses shall be final and binding on all parties.
4. The successful bidder, on award of contract, must send the contract/acceptance in writing within 7 days of award of contract; otherwise the contract may be awarded to the next successful bidder i.e. L-2.
5. Any deviation or deficiency concerning the quality of service provided by the agency or violation of the provisions in the contract shall be taken as violation of the contract and under such circumstances either party can end the agreement after giving 1-3 months' notice.
6. No request for revision/increase of approved rates during the currency of the contract will be entertained.
7. The security guard should be physically and mentally fit and should not be suffering from any apparent disability (the company should submit medical fitness certificate in respect of security guard from an authorized medical practitioner once they are successful in their bid). Additionally, the security guard should be of good physique, alert and agile. Except for mobile phone, no personal belongings will be allowed in office premises.
8. The company is responsible for getting the past record, character and antecedents vetted by local security department and should provide these details along with proof of their own vetting.
9. The security guard should be reasonably qualified (at least 10th standard or its equivalent in local terms). He should be trained in basic security duties such as handling CCTV monitoring, baggage/letter scanner, access control etc. And should be able to understand and communicate in English and Cantonese and capable of communicating with the staff of Consulate and public.
10. Security guard should be properly uniformed and should appear neat and tidy.
11. The company also agrees to allow review of pay slips/banks statements of security guard to cross-check the claim.
12. The bid will remain valid for a period of 6 months from date of opening of the bids.

13. The contract will be valid for a period **02 years** from the date of acceptance by the Consulate General of India, Hong Kong. The contract can be further extended by another year subject to service provider providing satisfactory service. The extension has to be at the same rates and the same terms and conditions.

14. The Consulate General of India, Hong Kong, will be liable only to pay monthly wages towards hiring of Security Guard to the agency as per the bid price. Monthly wages will be paid at the end of each month;

15. The company 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.

16. Compliance with labour regulations/laws of HKSAR Government will be the sole responsibility of the company. They shall comply with all the requirements of taxes, fee and other statutory payment as are required by the concerned HKSAR authorities.

17. The company shall at all-time follow the lawful instructions as given by the Consulate General of India, Hong Kong or its authorized representatives with regard to functioning of the security guard.

18. The company is prohibited from subletting/outsourcing the job to any other agency.

19. The company is liable for penalty, as deemed fit by the Consulate General of India, Hong Kong, in case it fails to provide desired service or breaches of the contract or for loss or damage, if any, to property, life and limbs of Post's staff etc. due to negligence of the security guard or substandard of the company.

20. Medical facility/health insurance for the security guard will be sole responsibility of the company.

21. 5 percent of the total annual contract value will be submitted by the successful bidder awarded the contract as performance security deposit.

22. The service providers are hereby clearly informed that fulfilment 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 opening stage.

Signature of bidder _____

Stamp of bidder/Company _____

Date _____

Section-IV

Scope of work

1. To guard the Consulate General of India, Hong Kong premises located at 16-A, B & D, United Centre, 95 Queensway, Admiralty, Hong Kong.
2. To ensure security of the Consulate General of India, Hong Kong premises.
3. To maintain discipline and manage crowd of Consular service's seekers.
4. To communicate with management or other Cantonese speaking establishment to coordinate security requirements.
5. To register visitors entering Consulate premises.
6. To keep mobile devices of visitors in locker.
7. To keep vigil on lobby area outside entry to the Consulate for any trespass or sabotage.

Signature of bidder _____

Stamp of bidder/Company _____

Date _____

Section-V

Service Agreement

No. Hon/Adm/551/01/2024

This Service Agreement signed onbetween the Consulate General of India, Hong Kong [hereafter referred to as the "Consulate"] and M/s [hereafter referred to as " "] for providing two security guards for security duties at the Consulate for a period of (02) two years from at a fixed monthly rate of HK\$ (Hong Kong Dollar only) with the obligations as per the details specified here under, has been accepted and agreed to by the parties concerned:

1. All the terms and conditions specified in the Consulate's Tender No. 551/01/2024 dated 06 Feb 2024 for this service will be applicable and form part of this Service Agreement. If there is any discrepancy between the terms and conditions specified in the above-mentioned Tender and this Service Agreement, the later will prevail.

2. The security guard provided by to be:

(a) Not more than 50 years of age.

(b) Physically and mentally fit, not to be suffering from any apparent disability, and be in good physical shape, alert and agile. will provide to the Consulate medical fitness certificate for the security guard, issued by an authorized medical practitioner in Hong Kong, on the basis of a medical fitness test conducted within one month prior to joining for security duty at the Consulate.

(c) Capable of speaking both English and Cantonese and be able to communicate with the Consulate staff and the guests at the Consulate premises.

(d) Reasonably qualified (at least 10th Standard or its equivalent) and be trained in basic security duties such as handling CCTV monitoring, baggage/letter scanner, access control etc.

(e) On duty at the Consulate premises from 09:00 AM to 05:30 PM on all working days of the Consulate. Working days of the Consulate may also include local holidays or weekends as decided by the Consulate.

(f) In proper uniform and maintain a neat and tidy appearance at all times while on duty.

3. to be responsible for doing its own employment vetting using parameters including, but not limited to, past employment history, verification of character, and antecedents of the security guard. will provide to the Consulate documentary proof of their employment vetting for the security guard. will also be responsible for ensuring that the security

Guard holds a 'Security Personnel Permit' issued by the Security Bureau of Hong Kong SAR Government and for submitting a copy of the aforementioned permit to the Consulate.

4. to ensure monitoring of the functioning of the security guard on a regular basis.
5. and the security guard will at all times follow lawful instructions given by the Consulate or its authorized representatives with regard to the functioning of the security guard in the Consulate's premises.
6. The Consulate will be liable to pay **only** the monthly rate of HK\$ to and there would be **no** further financial obligations for the Consulate to bear. The monthly rate will be paid by the Consulate to on the last working day of each month for the services provided during that month.
7. to arrange for suitable reserve personnel in lieu of weekly off or leave period for any reason of the regular security guard. No separate payment will be made by the Consulate for such arrangements.
8. Provision of medical facilities and/or health insurance for the security guard will be the sole responsibility of
9. Compliance with all labour regulations/laws of HKSAR Government will be the sole responsibility of; and will comply with all the requirements of taxes, fees, and other statutory payments as may be required by HKSAR authorities.
10. is prohibited from subletting/outsourcing the provision of the security services to the Consulate to any other agency/entity.
11. is liable for penalty, as decided by the Consulate in case it fails to provide the desired services to the Consulate's satisfaction; or breaches the Service Agreement in any way; or for any loss/damage to the Consulate's property or the life and limbs of the Consulate's staff or guests at the Consulate's premises due to any negligence of the security guard or
12. There will be no change in the terms and conditions of this Service Agreement, including the fixed monthly payment by the Consulate to, subject to the performance of the security guard and the provision of services by remaining to the satisfaction of the Consulate and as per this Service Agreement.
13. In case of any deficiency in the quality of services provided by, as decided by the Consulate, or any violation of the provisions in this Service Agreement by, the Consulate reserves the right to terminate this Service Agreement without any notice.

14. 5 percent of the total annual contract value will be submitted by as performance security deposit. Performance security may be furnished in the form of a Bank Guarantee or account Payee Banker's Cheque. Performance security should remain valid for a period of sixty days beyond the date of completion of all contractual obligations.

15. The Consulate and the may at any time give notice in writing to the other party of its decision to terminate this Service Agreement. This Service Agreement shall terminate at midnight immediately after three months from the date of receipt of such notice by the other party, unless such notice is withdrawn by mutual agreement within the three months' notice period.

16. The period of contract will be two years in the normal course. The contract can be further extended by another year subject to service provider providing satisfactory service. The extension has to be at the same rates and the same terms and conditions. Further the validity of guarantee/ performance bank guarantee also has to be extended suitably to cover the extended period of contract.

For

For

M/s

Consulate General of India, Hong Kong

Name :

Name : Himanshu Gupta

Designation :

Designation : Head of Chancery

Date :

Date :

Section-VI

Earnest Money Deposit/Bid Securing Declaration

To safeguard against a bidder's withdrawing or altering its bid during the bid validity period, Bid Security (also known as Earnest Money) is to be deposited by the bidder. The bidders should furnish bid security along with their bids. The bid security may be in the form of Account Payee Banker's Cheque or Bank Guarantee (Proforma attached) from any of the commercial Bank, the Bid Security is to remain valid for a period of 180 days beyond the final bid validity period.

2. In place of Bid Security, the Bidder has option to sign a Bid securing declaration accepting 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 request for bids document, they will be suspended for 5 years from being eligible to submit Bids for contracts with the Consulate General of India.

Signature of bidder _____

Stamp of bidder/Company _____

Date _____

Section-VI (a)

Bank Guarantee Proforma for Earnest Money Deposit/Bid Security

Bank Guarantee No.....

Brief description of Work: **Contract for Hiring of two full time English and Cantonese speaking local security guards at Consulate General of India, 16-A,B & D, United Centre, 95 Queensway, Admiralty, Hong Kong.**

Name and Address of Beneficiary: Consulate General of India, Hong Kong

Date:

Whereas M/s (Name of the company with address)_____ have submitted their tender for above mentioned work at Consulate General of India, 16-A,B & D, United Centre, 95 Queensway, Admiralty, Hong Kong and one of the tender conditions for the M/s (Name of company with address_____ to submit a bank guarantee for security deposit amounting to **HK \$ 5,000 (HK \$ Five Thousand only)**. In fulfillment of the tender conditions, we, (Name of bank with address)_____ hereby irrevocably and unconditionally undertake to pay you within three working day of receipt of your first written demand, without any demur whatsoever and without seeking any reasons, whatsoever, up to the maximum aggregate amount of **HK \$ _____ (HK \$ _____ only)**.

This guarantee is valid for a period of **180 days** and any claim and statement hereunder must be received at the above mentioned office before expiry. After expiry, this guarantee shall become null and void whether returned to us for cancellation or not and any claim or statement received after expiry has be ineffective.

Notwithstanding anything to the contrary contained hereinabove, the maximum liability under this guarantee is restricted to **HK \$ _____ (HK \$ _____ only)**.

Notwithstanding anything to the contrary contained hereinabove, this guarantee is valid from (date of issue)_____ up to the (date afterdays from date of issue)_____ and claims under the guarantee should be submitted not later than (date after days from date of issue)_____

This guarantee may not, without our prior written consent be transferred or assigned and this guarantee is limited to the payment of a sum of money.

This guarantee shall be governed and construed in accordance with the laws of Hong Kong and is governed by the United Rule for Demand Guarantee (ICC Publication No. 758) and shall be subject to exclusive jurisdiction of the Hong Kong Courts.

Signature of bidder_____

Stamp of bidder/Company_____

Date_____

Section-VI (b)

Bid Securing Declaration

I/we accept that if I/we withdraw or modify Bids during the period of validity or if I/we are awarded the contract and I/we fail to sign the contract, or to submit a performance security before the deadline defined in the request for bids document, I/we will be suspended for 5 years from being eligible to submit any bid for contracts with Consulate General of India, Hong Kong.

Signature of bidder _____

Stamp of bidder/Company _____

Date _____

Section-VII

Form of Tender

(To be submitted by the Bidder)

To: Consulate General of India

We have examined and read the tender conditions for providing two English and Cantonese speaking local security guards and have also inspected the site and general conditions under which the services are to be provided. We offer to execute and complete the services and remedy any shortcoming therein, in conformity with this tender, which includes all these documents for the fixed price of HK dollar :

Which is @ HK \$ _____ (Monthly)
per person for the duty hours mentioned in tender notice.

Also, we offer to provide security guard/s on hourly rate of HK \$ -----
per hour whenever required by the Consulate.

If this offer is accepted, we will commence the services immediately on receipt of work order and signing of Service Agreement.

We understand that you are not bound to accept the lowest or any tender you may receive.

Signature_____

In the capacity of:

Duly authorized to sign tender for and on behalf of:

Address:

Date & Place: